

Home Affairs

# Annual Report

2012 – 2013



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## home affairs

Department:  
Home Affairs  
REPUBLIC OF SOUTH AFRICA

The Honourable Ms GNM Pandor  
Minister of Home Affairs  
Private Bag X114  
PRETORIA  
0001

Honourable Minister

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2013

It is my honour to submit the Annual Report of the Department of Home Affairs for the financial year 1 April 2012 to 31 March 2013 to the Minister of Home Affairs.

The Annual Report has been prepared as required by section 40 (1)(d) and section 55 (1) (d) of the Public Finance Management Act, 1999 (Act 1 of 1999) as amended.

**MKUSELI APLENI**  
**DIRECTOR-GENERAL OF HOME AFFAIRS**  
**DATE: 27 September 2013**

# Overview of the Report

The Annual Report is structured in four main parts, in addition to the statements by the Minister and Deputy Minister and the Accounting Officer's Overview.

**Part One** provides a general overview of the Department of Home Affairs and contains information on the Ministry, the department's vision, mission, values, outcomes, organisational structure, legislative mandate and an overview of entities reporting to the Minister.

**Part Two** provides more insight into the overall performance of the Department including various programmes and profiles achievements and challenges in the previous financial year. Detailed information on outputs, performance indicators and actual achievements are contained in the performance tables.

**Part Three** contains statutory information including Audit Reports and Annual Financial Statements.

**Part Four** contains statutory information concerning Human Resource Management.

**Part Five** contains other information.

Part 1	Part 2	Part 3	Part 4	Part 5
<b>GENERAL INFORMATION</b>	<b>INFORMATION ON PREDETERMINED OBJECTIVES</b>	<b>ANNUAL FINANCIAL STATEMENTS</b>	<b>HUMAN RESOURCE MANAGEMENT</b>	<b>OTHER INFORMATION</b>
Vision, Mission and Values	Overall Performance	Report of the Audit Committee	HR Oversight Report	Tables and Figures
Organisational Structure	Programme Performance	Report of the Accounting Officer		Glossary of Terms
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Minister of Home Affairs,  
Naledi Pandor



# Minister's Statement

The Annual Report covers the work of the Department of Home Affairs for the 2012/13 financial year.

Home Affairs continues to make progress in several of our main objectives while also developing measures to address our challenges. We are registering more births within 30 days of birth and have worked closely with the education sector to encourage 16 year-olds to apply for IDs.

It is vital for South Africa to have a secure and up to date National Population Register that assures the identity of all our citizens. The National Population Register is important in national planning and the delivery of public services.

We are living through a time in which there is a global movement of people. Migrants from many different countries are moving into South Africa for different reasons and different lengths of stay. South Africans are also travelling the world.

This report shows we continue to improve the quality of the services we offer to South African citizens and foreign nationals. We continue to build on the early successes of the turnaround strategy. Our offices are less congested and our officials are more responsive to the needs of the public.

Home Affairs worked with the Government Printing Works to prepare for the introduction of the Smart ID Card that will be phased in to replace the current ID book. This is an important component of the drive to modernise and it will assist in the combating of fraud and the lowering of costs for the state and business.

We are entrenching modern technology in Home Affairs. The new National Identity System will be at the heart of a single integrated platform for managing

civic and immigration services. It will replace the National Population Register and the Home Affairs National Identification System. All offices will utilise live capture of biometric data: photograph, fingerprints and signatures. Home Affairs will eventually become a paperless department with streamlined and digital processes and procedures.

The quality of public servant in Home Affairs is the most critical factor in securing continued success in providing fast and efficient service. The Learning Academy has a number of dedicated programmes to increase skills levels and build a culture of service. Key is the National Certificate: Home Affairs Services, which is delivered in partnership with Wits. The DHA's own team of trainers offers specialised and experiential training for Immigration Officers and other categories of staff. Mentoring, coaching and leadership development initiatives are taking shape and the challenge going forward is to increase the volumes substantially to make a larger impact.

Home Affairs received a qualified audit opinion for the financial year 2012/13. This was a reversal but the audit did confirm continued progress in enhancing financial efficiency and accountability. Steps have been taken to improve processes and operating procedures and ensure that these are uniformly applied. A joint effort was made with the Department of International Relations and Cooperation (DIRCO) to address problems that arose in foreign missions.

We thank the Portfolio Committee of Home Affairs for the valuable oversight, support and guidance they have provided over the reporting period..

Deputy Minister of Home Affairs,  
Fatima Chohan





## Deputy Minister's Statement

One of the functions of the Department of Home Affairs is to ensure the registration of all South African citizens, foreign residents, refugees and asylum seekers.

The Department is simultaneously seized with implementing effective and efficient asylum seeker and refugee management strategies and systems. To this end, we have been steadily implementing various administrative initiatives aimed at delivering concrete and measurable progress against this objective.

Following consistent improvements to ensure efficiencies at our refugee and asylum seeker reception centres, we have observed a steady decrease in the number of applications for asylum. In 2010, we received 185 918 applications for asylum. This dropped significantly in 2011 to 78 142 applications and further still in 2012/13 when we received 85 058 applications.

It is clear that our efforts at improving the turnaround time for new applications are yielding results by confounding efforts to misuse our comparatively liberal system of asylum management. It is our aim to build on these successes in the next year – but we require in this effort the commitment and unwavering support of our officials who run the refugee centres. We assure those of our officials, the majority of whom are honest and dedicated public servants, that our successes in transforming the asylum system will necessarily improve their own employment circumstances. We also assure those officials who are guilty of corrupt practices and who undermine our efforts to transform our system, that we will spare no effort to remove them from the public service.

We are pleased to announce that refugees and asylum seekers will now be able to access financial and banking services more easily following the conclusion of an agreement enabling major banks to perform online identity verification of such individuals against our data base.

It is important to cultivate a proper understanding of the refugee regime that pertains internationally. The acquisition of refugee status is a relatively easy process in South Africa as it is in most signatory countries, but once conditions in their countries of origin return to normality refugees are expected to return. While our legislation speaks to exceptions to this principle - the exceptions cannot constitute the norm. South Africans enjoy a good quality of life and it is understandable that South Africa

is a preferred destination for many refugees, and that it is difficult for them to return to their countries of origin once conditions there improve. However, international law must be respected in all of its dimensions. In South Africa refugees are afforded many opportunities and many acquire skills that are required to be placed at the disposal of countries throughout the continent; if indeed we agree that the development of continent as a whole is the ultimate solution to many of the challenges experienced on the continent.

The Standing Committee on Refugee Affairs recently announced its intention to review the status of those persons who sought and obtained refugee status due to the past political instability in Angola. Working with the United Nations High Commissioner for Refugee affairs (UNHCR), the Angolan government and the Standing Committee on Refugee Affairs, the department continues to assist to facilitate the voluntary repatriation of Angolan refugees to Angola. The department has as part of the cessation process facilitated a limited opportunity for the regularisation of those Angolan refugees who, in light of the cessation declaration by the UNHCR in 2009, voluntarily regularised their further stay in South Africa through the Immigration legislation.

We continue to work with the Films and Publications Board to popularise cyber-safety and the responsible use of digital media.

This year the FPB has issued new classification guidelines that are simpler to understand and use. We have encouraged the efforts by the FPB to engage in collaborative partnerships to enable wider application of its guidelines and categorization of content on different media platforms. In the year under review the FPB has concluded collaborative agreements with DSTV and Apple iTunes. We look forward to the implementation of these agreements which will ensure synergies in age restriction categorization across different platforms and enhance the good work of the FPB.

With regard to legal matters, there were twenty-nine (29) court applications brought against the department last year. We successfully defended twenty-three (23) of those applications in the year under review. These consisted of immigration, labour and civil claims and equates to a 79% success rate. We are also pleased to announce that we have successfully implemented measures to reduce the risk of possible claims against the Department arising from contractual matters.



Director-General of Home Affairs,  
Mkuseli Apleni

## Accounting Officer's Overview

Annual Reports are important elements of the system of reporting established by Parliament to monitor progress against predetermined objectives as well as the management and use of budgets. It is a document produced in partnership with the Auditor-General, who applies audit standards that are recognised internationally as being among the most objective and rigorous. The premise, which we fully endorse, is that sound governance, controls and management are prerequisites for achieving objectives, advancing democratic transformation and the national developmental agenda.

This overview aims to highlight the role of the Department of Home Affairs (DHA) in the national governance landscape; the priorities set out for the financial year 2012-2013; and progress in delivering against these priorities. The Accounting Officer's Report provides a full account of the management of the strategic plan and budget of the department while each Deputy Director-General and head of a specialised unit provides more detail on performance under their sections of the Annual Report.

The Department of Home Affairs (DHA) has played a significant part in building an inclusive, democratic state and society over the past 19 years and it impacts on the life of every citizen and foreign national in South Africa.

- **Firstly**, the DHA empowers individuals by affirming their identity and citizenship and providing them with IDs, passports and other enabling documents.
- **Secondly**, the DHA facilitates immigration into and out of the country to ensure the efficient flow of persons who contribute to economic development through trade, investment, tourism, skills transfer and research.
- **Thirdly**, the identity and immigration systems of the DHA are critical enablers of national security, public safety and the fight against corruption.
- **Fourthly**, and linked to the above, the DHA creates an environment for the state and the private sector to conduct its business efficiently and securely.

The five-year strategic plan of the DHA is built around the following outcomes that are aligned with the electoral mandate and priorities of government.

**DHA Outcome 1:**

Secured South African citizenship and identity.

**DHA Outcome 2:**

Immigration managed effectively and securely in the national interest, including economic, social and cultural development.

**DHA Outcome 3:**

A service that is efficient, accessible and corruption free.

The main direct contribution made by the DHA to the achievement of the 12 priority outcomes of government relate to the outcomes listed below:

**National Outcome 3:**

All people in South Africa are and feel safe

**National Outcome 5:**

A skilled and capable workforce to support an inclusive growth path

**National Outcome 12:**

An efficient, effective and development oriented public service and an empowered, fair and inclusive citizenship

As set out in the Annual Performance Plan for 2012 – 2013 the top priority in achieving Outcome 1 (Secured South African citizenship and identity) continues to be ensuring that South Africa has a population register that is accurate, comprehensive and secure. The strategy is to consolidate and build on the gains made in the National Population Registration (NPR) Campaign launched by the President in 2010.

The early registration of birth has been proven to be the only way to effectively and securely register citizens. The key indicator of our success in this regard is the percentage of babies whose births are registered within 30 days, as required by law. The target for 2012-2013 was to increase the percentage by 6% from 48% to 54%. We have successfully met this target with an increase of 7%. An important enabling factor in our success is the connection of health facilities for online birth registration through an agreement with the Department of Health. To this end, 85 additional facilities were connected in the same period, against a target of 80 bringing the total connected to 347.

We also aimed to increase the number of citizens of 16 years and above who apply for and receive IDs as this helps to protect their status and identity and ensures the security of the system. Key partners in this regard are the Department of Basic Education with whom visits to schools are coordinated; and local Stakeholder Forums who identify and verify South Africans whose births are not yet registered or who

have not applied for an ID. The Forums include community based organisations, local and provincial government and other departments – mainly Basic Education, Social Development, Health and the South African Police Service. There were fewer first issues of IDs in 2012-2013 compared with the previous year, partly due to challenges in arranging visits to schools and partly due to the success in issuing IDs to adults older than 16 through the NPR campaign.

As a priority in 2013-2014, we aim to work more closely with the Department of Basic Education and relevant organisations to partner with the Department to issue IDs to 16 year olds. We are also committed to reaching isolated and vulnerable communities and individuals who have not yet been registered in the NPR or who do not have IDs. This includes farm workers and those in institutions such as orphanages and retirement homes.

Standards for the delivery of civic services over the reporting period were generally maintained at acceptable levels or improved as indicated under the report on Programme Performance. The introduction of the printing of full birth certificates at no cost (first issue) was an important improvement in service delivery and security.

With regard to improving services rendered, nineteen (19) offices were refurbished to specified standards as part of a programme aimed at improving the frontline environment for the public and officials. Measures are underway to address connectivity and other challenges relating to the fleet of 117 mobile offices that are essential for campaigns and service delivery in remote areas. The priority up to the elections in 2014 is to ensure that all voters have the necessary enabling documents.

Duplicate identity cases continued to present challenges although the overall number of duplicates identified on the system has been reduced from approximately 40 812 in December 2011 to 20 388 in December 2012. We are faced with the slow response of persons sharing an ID number in spite of repeated appeals and public announcements.

In the current financial year further steps will be taken to resolve such cases and duplicate IDs will be invalidated in December 2013.

The Modernisation Programme includes the live capture of biometrics for passports and for IDs; and the digitisation of records which, together with other changes, will greatly enhance security and speed up service delivery. Currently, services such as rectifications and amendments are subject to long delays because of outdated manual systems. We have introduced an interim measure through which old digital records are recovered and used.

With regard to managing immigration (Outcome 2), there have been advances despite of a number of serious challenges. Efforts to improve service delivery at ports of entry through improved training, additional resources and enhanced systems have meant that in most cases the heavy flow of travellers during holiday and festive periods has been efficiently and securely facilitated. The DHA has led a programme to improve processes, coordination and facilities at key harbours in collaboration with relevant departments. A study commissioned by the CSIR will provide an objective and empirical basis for South Africa to rationalise and further improve its ports of entry.

One of the important legacies of the 2010 FIFA World Cup were improvements such as better coordination between departments and the introduction of an Advance Passenger Processing (APP) system and an enhanced Movement Control System (eMCS) that operates in real time. The DHA has thus played a key role in building South Africa's reputation as a preferred destination for large international events, including summits on climate change, BRICS, the African Cup of Nations and a conference of African Ministers responsible for civil registration.

In general, the DHA is working more closely with other departments to manage immigration, particularly those in the security cluster. However, the co-operative governance model will be critical in this endeavour, particularly as we work towards border management, through the establishment of a Border Management Agency (BMA) by 2015. The Department will lead the process of establishing the BMA.

The quality and speed of processing of asylum seekers has improved and fewer economic migrants are abusing the system by claiming asylum. However, a large backlog in the adjudication of applications for asylum remains. A number of interventions are being considered that will require additional facilities and resources, collaboration with local and international organisations and agreements with other countries. The challenge is one of mixed migration. By far the largest number of work seekers are from SADC countries who abuse the asylum system because the current permitting regime is largely reserved for recruiting scarce skills. Going forward we aim to find a way of regulating flows of labour from SADC countries. At the same time robust and coordinated action will be taken to minimise illegal practices such as employing undocumented migrants, human trafficking and marriages of convenience.

It is taking longer than anticipated to transform the visa and permitting systems although the processing of certain categories of permits has been improved. The Corporate Accounts Unit which fast-tracks applications from strategic clients and

projects have reduced turnaround times to days rather than weeks. The main operational challenges result from inadequate resources and systems. Creative solutions, that will have a positive impact in the short to medium term, are being pursued. One such intervention has been to employ a visa facilitation service provider in the following countries: China, India, Angola and the Democratic Republic of the Congo. This increases efficiency while reducing corruption and is in line with international best practice. Going forward, the use of technology through the Modernisation Programme will drastically reduce turn-around times and enhance security while improving human capacity will be critical.

In 2013 the DHA will publish a list of critical and/or scarce skills as prescribed in the Immigration Act. This will identify which permits should be granted and guide the recruitment of the skilled migrants required to grow the economy and transfer skills. In determining the skills required the DHA is undertaking research and engaging with the departments of Labour and Trade and Industry, as well as with the Higher Education and Training and others.

Outcome 3 is concerned with the transformation of the DHA as an organisation in terms of people, culture, systems, infrastructure and operating model. Four related strategies are being pursued. The first of which is to professionalise the staff and establish a culture of service to the people of South Africa. The second strategy aims to modernise the Department and provide the officials with the tools they require to render professional services. The third of these strategies ensures that managers are given appropriate delegations and held accountable. Finally, as a critical enabler of both service delivery and security, the DHA must build partnerships across the state, civil society and international sectors.

The Counter Corruption and Security branch continues to work with the Immigration Inspectorate and law enforcement agencies, such as crime intelligence, to combat organised crime while preventing and detecting fraud and corruption. Other strategies include vetting, securing business processes and strengthening physical security. The Modernisation Programme that has been launched will greatly enhance security and improve service delivery by building a single integrated digital platform. Key projects are:

- An integrated National Identification System that replaces the NPR and HANIS
- Live capture for passports and IDs and other services
- Online application system, including for permits and visas
- Electronic Queue Management Systems (eQMS)

- Enhanced Movement Control System (eMCS)
- Electronic Document Management System (EDMS)
- Infrastructure Upgrade
- Contact Centre/ Customer Services

In view of its large-scale modernisation programme, one of the priorities for the Department is to increase its capacity to manage and maintain information systems. In order to mitigate the current risk of IT incapacity, some of the key specialised services have been outsourced including a Project Management Office (PMO). Nonetheless, the Department is currently recruiting permanent employees to ensure sustainability in future.

The table below shows how far the DHA has progressed toward its goals in 2012-2013. The table indicates how many of the 51 targets in the Annual Performance Plan (APP) are linked to each of the three Outcomes and the level of achievement attained. Fully achieved is defined as 100% of the target; partially achieved at 41-99% as there is a low risk of non-achievement; and 40% and below is judged as being not achieved as the risk of non-achievement is high.

Table 1: Level of achievement by DHA outcome and number of targets

Outcomes	No. of Targets	Achieved	Partially Achieved	Not Achieved
<b>Outcome 1:</b> Secured South African Citizenship and Identity	16	6	6	4
<b>Outcome 2:</b> Immigration managed efficiently and securely in the national interest including economic, social and cultural development	10	2	1	7
<b>Outcome 3:</b> A service that is efficient, accessible and corruption free	25	5	14	6
<b>TOTAL</b>	<b>51</b>	<b>13</b>	<b>21</b>	<b>17</b>

The Strategic Plan of the Department of Home Affairs for the period 2010/11 - 2012/13 was approved by Parliament on 14 April 2010. The higher level Strategic Plan was given a high score by the Department of Performance Monitoring and Evaluation; lower level plans, however, have challenges that could be cor-

rected with more time spent on detailed planning and budgeting. The involvement of all levels of staff in bottom-up planning has improved in provinces but more still needs to be done. Consequently, some targets were amended to ensure they were measurable and better defined. This was supported by the Portfolio Committee of Home Affairs. An errata document was submitted to the Office of the Clerk of Papers for tabling, as required if any changes are made, together with sufficient copies for circulation to both houses.

The DHA convenes quarterly review meetings and other management forums at which performance is analysed and interventions proposed. Some reasons for non-achievement were identified as generic while others relate to particular areas.

There are multiple reasons for a number of the immigration services targets that have not been achieved. Amongst others, the environment is particularly complex and challenging in terms of the nexus of policy, legislation, strategy, organisation, management, systems and operations. Interventions therefore require the co-ordination of multiple role players with limited resources.

Several targets were not achieved or partially achieved because of dependencies on extraneous role players, such as the Department of Public Works. The non-achievement of other targets can be attributed to the delays in implemented amended legislation which requires the management of complexities and risks.

A number of targets related to the modernisation project have also not been met. Considerable work was done at the level of research, conception, design and ensuring contracts were in order. The programme is large and involves a number of role players and dependencies. However, a solid foundation has been laid and the ID smart card and a number of other projects will be rolled out in the 2013-2014 financial year.

Several targets are partially achieved because they have to be rolled out across a footprint of 403 frontline offices, some with serious infrastructure, capacity and connectivity problems.

There are number of cross-cutting organisational challenges which impact on performance that are being discussed and dealt with as part of efforts to transform the Department. It is important to note that the 51 targets in the 2012-2013 Annual Performance Plan represent initiatives or areas linked to strategic

objectives. Much of the work of the Department and expenditure goes into everyday processes and activities that deliver a wide range of services and products to all citizens and foreign nationals in South Africa.

The Department again received a qualified report from the Auditor-General. The audit qualifications received in the past two financial years indicate a need to take robust and urgent steps to address problems such as a lack of controls in key administrative areas and uneven levels of commitment, skills and capacity. We determined to do so. The Modernisation Programme will assist by providing more secure systems and effective management tools.

Since 1994 the DHA's footprint has more than doubled and the budget and human resources have increased by more than 300%. The majority of South Af-

ricans have birth certificates and a great majority of those of 16 years or older have been issued with ID documents. This has gone a long way to restoring the dignity, citizenship and rights that the great majority of South Africans were denied by colonialism and apartheid.

2014 is the final year of an electoral cycle that has seen the consolidation of the gains made over the past 19 years. Our passports are of world class quality and are issued within 2- 4 weeks depending on where the application was made. To ensure we respond to problems swiftly we have posted my mobile phone number and those of the DDGs in every office dealing with the public. We are about to roll out a modernisation project that will dramatically improve security and service delivery. While acknowledging that there are still too many instances of poor service delivery we must also understand the journey we set out on and how far we have come.



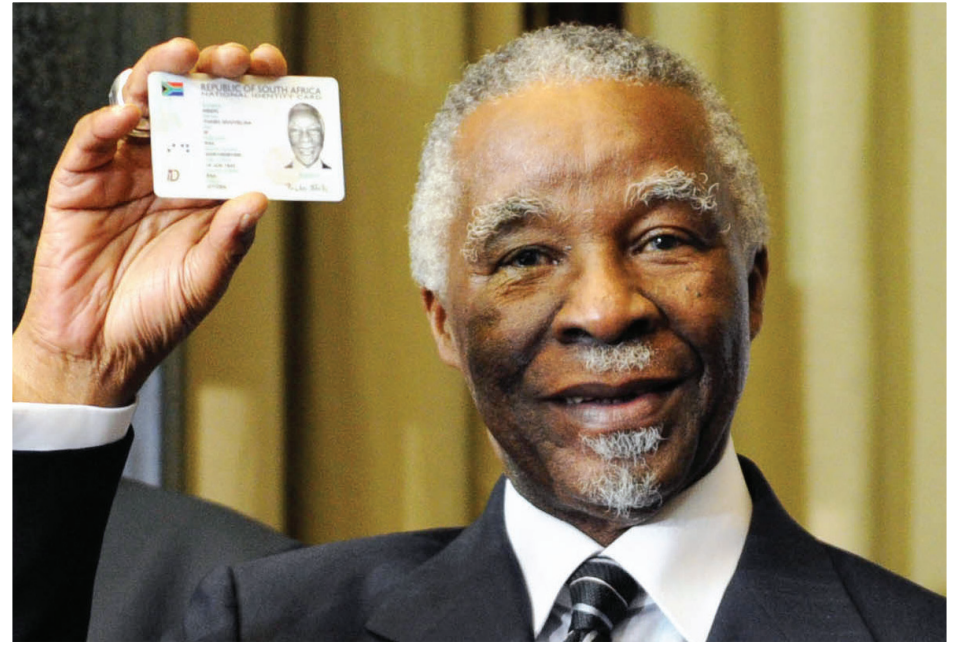




“Launch of the Smart ID card - work begun in 2012”













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# Part One: General Information

## Vision

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

## Mission

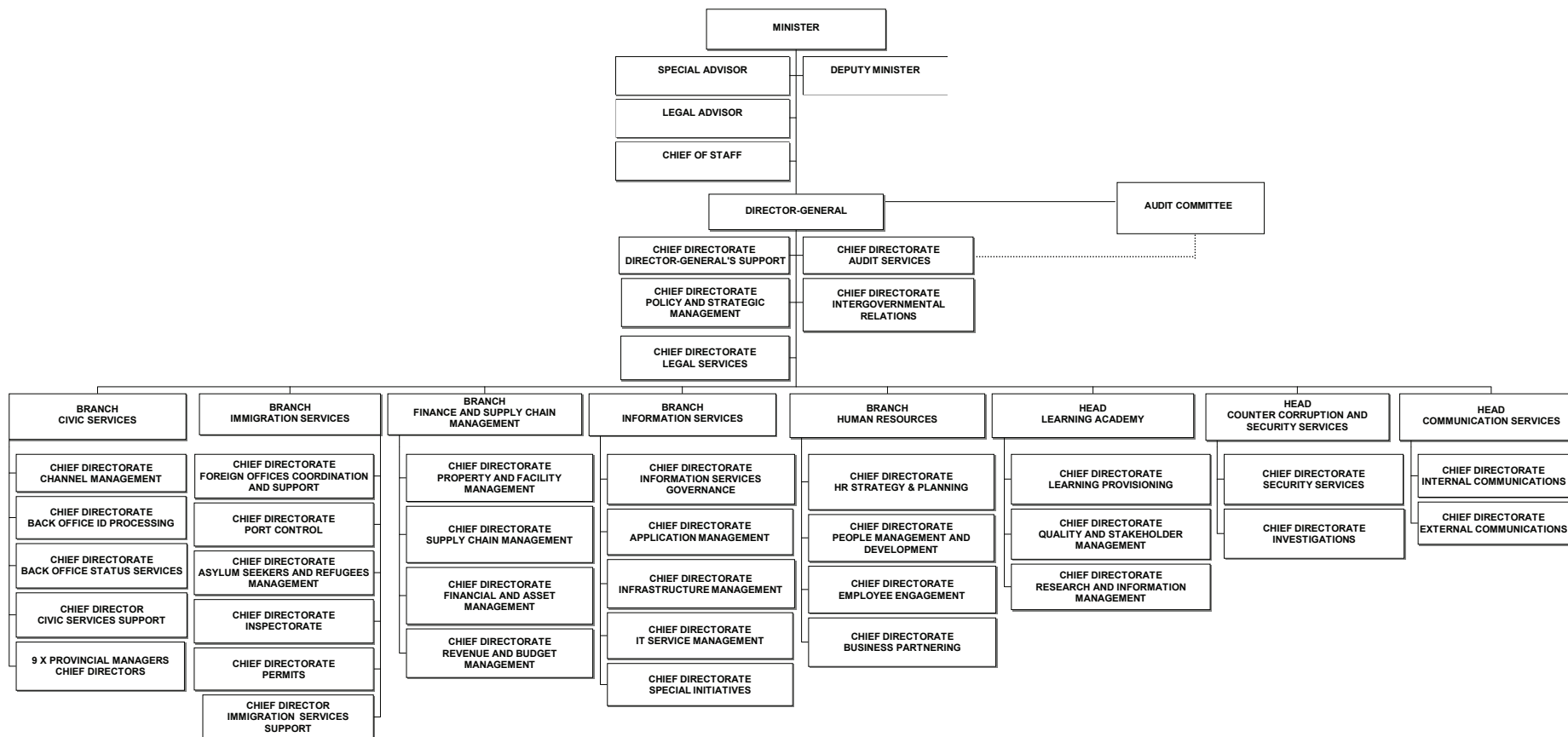
The efficient determination and safeguarding of the identity and status of citizens and the regulation of immigration to ensure security, promote development and fulfil our international obligations.

## Value Statement

The DHA is committed to being:

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

## ORGANISATIONAL STRUCTURE: DEPARTMENT OF HOME AFFAIRS



## Legislative Mandate

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

### Civic Services:

#### Births, Marriages and Deaths

Births and Deaths Registration Act, 1992 (Act No. 51 of 1992);  
Regulations made under the Births and Deaths Registration Act;  
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);  
Civil Union Act, 2006 (Act No. 17 of 2006); and  
Regulations made under the Civil Union Act, 2006

#### Identity Documents and Identification

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

#### Citizenship

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

#### Travel Documents and Passports

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

#### Immigration:

Immigration Amendment Act, 2011 (Act No. 13 of 2011);  
Regulations made under the Immigration Act, 2002;  
Refugee Act, 1998 (Act No. 130 of 1998);  
Regulations made under the Refugees Act, 1998;  
Criminal Procedures Act, 1977 (Act No. 51 of 1977);  
The Universal Declaration of Human Rights as adopted by the General Assembly of the United Nations on 15 December 1948;

The Basic Agreement between the Government of the Republic of South Africa and United Nations High Commissioner for Refugees (UNHCR), 6 September 1993;  
The 1991 United Nations Convention Relating to the Status of Refugees;  
The 1967 Protocol on Specific Aspects of Refugees Protection;  
The Organisation for African Unity Convention Governing Specific Aspects of Refugee Problems in Africa, 1996; and  
The UNHCR Handbook on Criteria and Procedures for the Determination of Refugee Status, 1997.

### Other Mandates

Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);  
Regulations made under the Promotion of Access to Information Act, 2000;  
Public Holidays Act, 1994 (Act No. 36 of 1994);  
Imprint Act, 1993 (Act No. 43 of 1993);  
Films and Publications Act, 1996 (Act No. 65 of 1996);  
Regulations made under the Films and Publications Act, 1996;  
Electoral Commission Act, 1996 (Act No. 51 of 1996);  
Electoral Act, 1998 (Act No. 73 of 1998);  
Regulations made under the electoral Act, 1998  
Local Government: Municipal Electoral Act, 2000 (Act No. 27 of 2000);  
Regulations made under the Local Government: Municipal Electoral Act, 2000;  
Public Funding of Represented Political Parties Act, 1997 (Act No. 103 of 1997);  
Constitution of the Republic of South Africa, 1996;  
Public Service Act, 1994 (Proclamation No. 103 of 1994);  
Regulations made under the Public Service Act, 1994;  
Labour Relations Act, 1995 (Act No. 6 of 1995);  
Regulations made under the Labour Relations Act, 1995;  
Public Finance Management Act, 1999 (Act No. 1 of 1999);  
Treasury Regulations made under the PFMA;  
Intergovernmental Relations Framework Act, 2005 (Act No. 15 of 2005);  
Promotion of Equality and Prevention of Unfair Discrimination Act, 2000 (Act No. 4 of 2000);  
Regulations made under the Promotion of Equality and Prevention of Unfair Discrimination Act, 2000;  
Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000); and  
Regulations made under the Preferential Procurement Policy Framework Act, 2000.

## Entities Reporting to the Minister

- Film and Publication Board;
- Independent Electoral Commission; and
- Government Printing Works.

### Film and Publication Board:

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

The functions of the Board include the following:

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

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

### Electoral Commission:

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

The functions of the Commission include the following:

- To manage any election

- To ensure that an election is free and fair
- To perform the functions assigned to it by the Act
- To declare results within a prescribed period

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

### Government Printing Works:

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

The functions of the GPW include the following:

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

The Chief Executive Officer of GPW is the accounting officer in terms of section 36(3) of the Public Finance Management Act, 1999 (Act No. 1 of 1999) for the 2012/13 financial year.





government  
printing

Department:  
Government Printing Works  
REPUBLIC OF SOUTH AFRICA



*Leaders in Security Printing*





## Part Two: Information on Predetermined Objectives

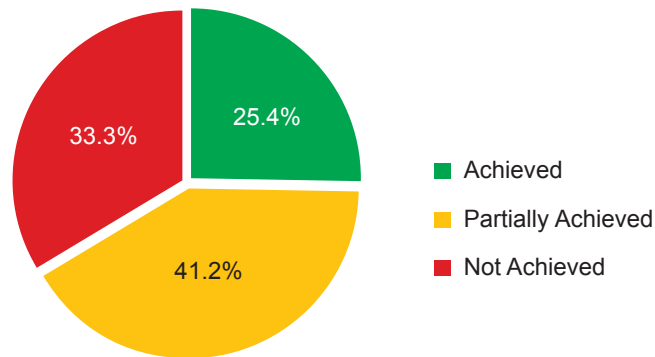
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Part Two:  
Information on Predetermined Objectives

## 2.1 Overall Performance

The representation hereunder reflects progress against the 51 targets in the APP for the period 2012 – 2013.

**Figure 2: Overall Progress of the Department: 2012/13 Financial Year**



The Department achieved 25.4% (13 of its 51 targets), compared with 26% in 2011-2012; 21 (41.2%) of targets were partially achieved compared with 50%; and 33.3% (17 of targets) were not achieved compared with 24 % in the previous year.

The DG gives a broad explanation of the challenges faced by the DHA in his accounting officer's overview. The majority of targets not achieved relate to Immigration Services (IMS) and Information services (IS), as in 2011- 2012. However, progress has been made in both areas despite targets not being fully achieved.

With regard to IS the focus in the previous year was to overcome the legacy issues related to the dispute with Gijima. In 2012-13 the Branch focused on laying the foundations for the modernisation of the DHA by finalising contracts and projects and doing the initial work required to roll out the first phase of the modernisation project. The contracts and a global agreement are in place and much of the prepa-

ratory work has been done. A governance structure is operating and projects have been launched although they have not yet produced the deliverables specified in the targets such as offices enabled for live capture. Prototypes of a live capture system and smart ID card have been produced and tested and a detailed study was carried out to inform the digital scanning of records.

Immigration Services continues to face multiple challenges as noted in the statements of the Minister and Deputy Minister as well as the overview of the DG as accounting officer. The DHA has performed well where management and other resources are focused and Immigration Officers have access to relatively modern systems. This has been evidenced at the busiest ports of entry during festive seasons and large international events. Performance is weakest where capacity is overstretched and systems are outdated or not fully developed, as in the case of processing asylum seekers and permitting.

Problems relating to policy, legislation and operations open gaps, especially in the immigration environment, that are actively exploited by local and international criminal syndicates. This is being dealt with by the Inspectorate and the Counter Corruption branch which has collaborated with law enforcement agencies to combat these syndicates.

The historical under-resourcing of immigration and lack of a coordinated response by the state and civil society will, in part, be addressed by the establishment of a Border management Agency (BMA) and in part by the extensive work being done over the past months in understanding the problems and formulating policies and strategies. With modernisation and a focus on training officials and mobilising all role players, South Africa will attain goals such as regulating flows of labour from SADC, curbing illegal migration and attracting migrants with critical skills.

In the civics environment the major challenge in meeting targets has been a reliance on out of date systems. Performance was also hampered by dependencies on the progress of the modernisation programme and external providers such as State Information Technology Agency (SITA) and the Department of Public Works. There were also delays in the implementation of the amended Births and Deaths Act. The Amended Citizenship Act and Regulations, however, came into effect on 1 January 2013. The main purpose of the Act is to clarify aspects of the acquisition of citizenship through descent; tighten requirements for naturalisation by limiting time spent outside of South Africa; and introduce the principle of reciprocity regarding dual citizenship.

## 2.1.1. Voted Funds

**Table 2: Baseline Allocation**

BASELINE ALLOCATION ALLOCATED BY NATIONAL TREASURY		2012/13	2011/12
		R'000	R'000
<b>Baseline Amount</b>		5,296,269	5,464,134
Home Affairs Functions		4,335,450	4,470,484
Electoral Commission		756,228	799,190
Film and Publication Board		69,372	65,458
Government Printing Works		135,219	129,002
<b>Additional Funds</b>		47,619	386,680
Home Affairs Functions		41,228	346,082
Electoral Commission		5,928	40,598
Film and Publication Board		463	
<b>Sub Total</b>		<b>5,343,888</b>	<b>5,850,814</b>
Modernisation		-100,000	
<b>Final Appropriation</b>		<b>5,243,888</b>	<b>5,850,814</b>

## 2.1.2. Aim of Vote

To efficiently determine and safeguard the identity and status of citizens and regulate immigration to ensure security, promote development and fulfill international obligations.

## 2.1.3. Strategic Outcome Oriented Goals

The Department of Home Affairs has set for itself the following three outcomes or strategic outcome oriented goals for the 2010 to 2014 period:

### Strategic Outcome Oriented Goal 1

Secured South African citizenship and identity

#### Goal Statement

To be the custodian of the identity of citizens and provide them with evidence confirming their status based on a national population register that is accurate and protected against fraudulent and corrupt activities

### Strategic Outcome Oriented Goal 2

Immigration managed effectively and securely in the national interest including economic, social and cultural development

#### Goal Statement

To ensure the effective and secure management of immigration and to facilitate the movement of persons through ports of entry which is essential for national security and the development of the country

### Strategic Outcome Oriented Goal 3

A service that is efficient, accessible and corruption free

#### Goal Statement

To provide a service to the public that is in support of Batho Pele principles and supported by appropriate systems and controls (governance, management and operational)

### 2.1.4. Overview of the Service Delivery Environment for 2012/13

Through its core mandate the DHA is connected to every citizen and to all foreign nationals that have entered South Africa or have applied to enter. It is a critical department for the following reasons:

- In the first instance, through its civil registration and status determination mandate the DHA confers citizenship and hence status and rights. To fulfill this role it must capture critical events in our lives: our birth, marriage and death and the birth of our children.
- Secondly, the DHA plays a crucial role in our integration into the global community by enabling our citizens to travel abroad and by regulating and facilitating immigration. Only the DHA is mandated to authorise the entry or exit of persons into South Africa and is responsible for asylum seekers, refugees and the enforcement of the immigration laws. It is also responsible for the consulate function in foreign missions.
- Thirdly, the identity, civil registration and immigration systems of the DHA are key enablers of access to rights and services and the efficient and secure functioning of the state and civil society.

At a meeting with senior DHA managers in November 2012 Minister Naledi Pandor pointed out that in the context of South Africa, the services delivered by the DHA have a profound impact on our lives and our position in the global community of nations.

*“It is linked in a very significant fashion to overturning all negative imprints of apartheid that characterised our society for many decades. The issues we deal with are those that restore the full status and identity to persons who were denied such features in their life for many decades. So we play an extremely important role in the process of nation building for South Africa. And as I said we have a role to play in every one of the five priorities that government had set for itself.*

*Beyond that we also have very significant contribution in the international domain of South African relations with the global community of nations, because we are the ones who determine how migrants come into our country, how they are treated when they are in our country and how in particular our humanitarian obligations are met by South Africa including important obligations arising from the Geneva Convention and other UN Conventions that influence how we relate to those who are not nationals in our country.”*

As reported in the 2011- 2012 Annual Report, the service delivery challenges faced by the DHA are similar to those experienced by other service delivery departments such as Health, Social Development and Education.

### 2.1.5. Overview of the Organisational Environment for 2012/13

The restructuring of the DHA to align with local and provincial government has enabled better coordination and cooperation. Empowering managers by providing them with financial, HR delegations and related systems is underway and this is beginning to bear fruit. This does however carry risks that require controls and monitoring to manage. Directors of support with financial expertise have been appointed in every province while these functions have previously been performed by junior managers.

The goals of obtaining a clean audit and building the DHA as an organisation are closely linked and the former is an important indicator of the success of the latter. A large effort over the past three years has been made to improve financial management across the department. A qualification was received in the 2011-2012 financial year for incorrect processing of receipts from foreign missions and is receiving attention as management is drafting policies relating to foreign revenue collection, recording and accounting from missions. There is no room for complacency, however, as many underlying problems remain in terms of the quality of management and systems.

Another success story has been the Learning Academy, which is well established and offers dedicated course of high standards despite limited funding. Planning has steadily improved in spite of being coordinated by three specialists with no dedicated staff at branch level. Efforts are also being made to improve budgeting and the use of resources. A project is underway to establish a more robust M&E system. Management is briefed and engages on substantive issues at various forums and internal communications has developed effective channels.

### 2.1.6. Key Policy Developments and Legislative Changes

The main area of policy development has been on four areas of immigration:

- Recruitment of international migrants with critical skills that are scarce
- Immigration managed for national and regional development
- Residency and citizenship
- Processing of asylum seekers.

In each of these areas research has been conducted, problems analysed and policy and strategy proposals developed. The overall policy objective is to move from mechanical compliance to an approach based on the strategic management of immigration to minimise its risks and maximise its benefits in terms of our national agenda and interests. The management of immigration must take place within a policy framework founded on constitutional principles. These include respect for human rights and South Africa being a responsible member of the family of nations because it is in our interests to live in a world that is secure, humane and prosperous.

The South African Citizenship Amendment Act, 2010 was implemented with effect from 1 January 2013 and its main objective, is, amongst others, the following:

- To amend acquisition of citizenship and provide that any person born of one of the parents being a South African citizen acquires citizenship by birth if born in or outside the Republic. This is a departure from the current Act, which makes citizenship of a person born out of the Republic as citizenship by descent even though one of the parents is a South African. Citizenship by descent will now be for those children of different citizenship adopted by South African citizens.
- To amend, in order to make it clearer that any person who makes an application for naturalisation must have been ordinarily resident in the Republic for a continuous period of five years after having been granted permanent residence and such person would now have to spend not more than 90 days out the Republic in a year.
- Finally, it further introduces the principle of reciprocity regarding dual citizenship. This means that dual citizenship will only be permitted if the country of origin allows dual citizenship and if not allowed, the person will have to renounce such citizenship.

There have been further delays in implementing the following amended Acts: the Birth and Deaths Registration Act; the Immigration Act; and the Refugees Act. This can be attributed to the challenges relating to the drafting of legally and operationally

sound regulations that will not contribute to risks or have unintended consequences. In meeting this challenge the branches concerned have been working closely with Legal Services to analyse the legislation and the business processes with implementation expected to commence in the 2013-2014 financial year.

### 2.1.7. Departmental Revenue

The Department collects revenue within and outside the borders of South Africa. The revenue collection and recording process outside the borders of South Africa is administered by DIRCO through the various Foreign Missions throughout the world. Once the documentation is sent from the Foreign Missions to the DIRCO Office in Pretoria, the DHA collects it, analyses the information by verifying the allocation and accuracy and then records the total of the collected documentation on an excel 'debtors' book. As the DHA is on a modified cash basis of accounting, the revenue for the documentation will only be recorded as revenue once DIRCO pays the DHA for the documentation. In the 2011/12 financial year, the DHA changed its accounting policy for this source of revenue. This policy has not changed in the current financial year.

The overall increase in revenue is as a result of the extra effort employed by both the DHA and DIRCO in ensuring that the opening balance is cleared by either jointly collecting outstanding documentation from Missions or ensuring the documentation on hand is paid.

This year, the DHA visited a number of Missions in order to obtain an understanding of the processes and then developing a standard operating procedure to ensure that there are uniform processes across the various Missions.

Revenue collected inside the Borders of South Africa via the various DHA Offices and the Ports of Entry remain the highest revenue stream for the DHA.

**Table 3: Detail of Departmental Receipts**

Detail of departmental receipts						
Economic classification	2009/10	2010/11	2011/12	2012/13		
	Actual	Actual	Actual	Target	Actual	% Deviation from target
Rand thousand						
Tax revenue			-			
Non-tax revenue						
Sales of goods and services other than capital assets	384,662	610,777	637,606	489,758	655 871	16%
Sales of goods and services produced by the department	384,642	610,777	637 592	489,758	655 845	16%
Administrative fees	380,036	606,839	632 979	480,452	653 646	17%
Sales by market establishments	1,261	1,370	2,078	2,253	2,123	-6%
Other sales	3,345	2,568	2,535	7,053	76	-64%
Sales of scrap, waste, arms, and other used current goods	20		14		26	0%
Transfers received	-					0%
Fine, penalties and forfeits	33,219	27,021	39 160	16,711	45 642	139%
Interest, dividends and rent on land	659	543	882	235	385	52%
Sales of capital assets	327				2,426	0%
Financial transactions in assets and liabilities	23,353	6,411	42,409		7,772	0%
<b>TOTAL DEPARTMENTAL RECEIPTS</b>	<b>442,220</b>	<b>644,752</b>	<b>720 057</b>	<b>506,704</b>	<b>712 090</b>	<b>21%</b>

## CONFIRMATION OF THE ACCURACY AND FAIR PRESENTATION OF THE ANNUAL REPORT (INCLUDING INFORMATION ON PREDETERMINED OBJECTIVES) SUBMITTED

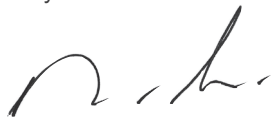
TO: National Treasury  
DATE: 31 May 2013  
CC: The Auditor-General

### ANNUAL REPORT FOR THE 2012/2013 FINANCIAL YEAR END

I hereby acknowledge that the annual report of Department of Home Affairs, has been submitted to the Auditor-General for auditing in terms section 40 (1) (c) of the Public Finance Management Act

- I acknowledge my responsibility for the accuracy of the accounting records and the fair presentation of the financial statements and confirm, to the best of my knowledge and belief, the following:
- the financial statements have been prepared in accordance with Modified Cash Basis of Accounting and Departmental Framework Guide as prescribed in the Treasury Regulations and relevant guidelines specified / issued by the National Treasury
- the report on predetermined objectives is complete and accurate and has been prepared in accordance with the Framework For Managing Programme Performance Information and relevant guidelines specified / issued by the National Treasury
- the annual report is complete and accurate
- all amounts appearing on the annual report and information in the annual report are consistent with the financial statements submitted to the Auditor-General for audit purposes and;
- the annual report is free from any omissions.

Yours faithfully



Chief Financial Officer



Accounting Officer



## 2.2. Programme Performance

### 2.2.1. Programme 1: Administration

**2.2.1.1. Purpose:** To provide overall management of the Department and centralised support services.

#### 2.2.1.2. MANAGEMENT

##### 2.2.1.2.1. POLICY AND STRATEGIC MANAGEMENT

**Purpose:** To ensure an informed policy, strategy, planning and organisational performance management function that is aligned to government priorities and frameworks.

The Chief Directorate Policy and Strategic Management consist of three directorates: Policy Development; Strategic Planning and Monitoring and Evaluation (M & E). Together they are responsible for facilitating and managing policy, planning and M & E processes in the Department. In addition, support is provided to the Minister, Deputy Minister and the DG when required. Key outputs are policy research and proposals; the Strategic and Annual Performance Plans; and quarterly and annual performance reports. These reports are used as management tools internally and submitted to external stakeholders. The Chief Directorate plays a support role in interactions with parliamentary oversight committees; the government clusters of departments; the National Treasury; the Auditor-General and the Department of Performance Monitoring and Evaluation. It has also been responsible for organising certain management meetings and events.

The Minister of Home Affairs indicates the policy areas and legislation that require development and the Policy Development directorate facilitates a development process involving the relevant branches, Legal Services and external role players. The DDG concerned is expected to lead the process. The main priority for the unit over the reporting period was the development of an immigration policy. Over the reporting period further improvements were made to the planning process, with priority accorded to implementing bottom-up planning by involving all levels of staff. Top-down direction was provided after a series of workshops and a Retreat organised for the Minister, Deputy Minister and top management. Earlier, more

rigorous quality checking and alignment of plans for the 2013- 2014 financial year was also prioritised. The Auditor-General provided advice on the formulation of targets and objectives for 2013/14 according to the SMART principles.

One of the priorities for Monitoring and Evaluation was to ensure that the function was better understood as a function issue involving all managers. Material was produced, a road show conducted and a course organised for a number of managers. The main focus, however, was on improving the quality of performance reports in terms of evidence, analysis and the level of engagement at management meetings. This is an ongoing effort in collaboration with the internal and external audit teams.

##### 2.2.1.2.2. AUDIT SERVICES

**Purpose:** To provide an independent objective audit assurance, risk management and consulting services to the Department.

#### Risk Management

Twenty risk management workshops were held during the year under review to equip line management and staff with tools to take responsibility for risk management within the functions under their control.

The Risk Management Committee held four meetings during the year. The Committee evaluated the effectiveness of steps taken to manage key risks on the department's risk register, and where required, provided the necessary recommendations to improve the management of risks. The Committee also considered new and emerging risks reported by line management and the adequacy of the plans to address such risks.

An internal evaluation of the risk management maturity using the tools provided by the National Treasury indicated that the expected level of risk management maturity has not been reached. Steps have been taken to address this situation. At the time of writing a Deputy Director: Risk Management has been appointed to supplement the existing capacity. Furthermore, the process of appointing a member of the Audit Committee to the Risk Management Committee is close to finalisation, as is the appointment of an independent Chairperson for the Risk Management Committee. The purpose of these appointments is to introduce more independence and objectivity in managing risks, which is in line with best practice.

## Internal Audit

The Internal Audit Function reports to the Audit Committee and administratively to the Director-General. In order to ensure its independence it operates under the terms of the Internal Audit Charter approved by the Audit Committee. Internal Audit's annual work plan for the period under review was approved by the Audit Committee and comprised 39 audit projects that were identified through a rigorous analysis of risk and consultations with Executive management and the Audit Committee.

The suspension of the Chief Audit Executive (CAE) as reported in the previous reporting period continued throughout the current reporting period despite the best attempts of the Department to bring the matter to finality without infringing on the rights of the CAE. An official from the National Treasury fulfilled the function of the CAE on acting basis throughout 2012/13.

Internal Audit completed 18 of the 39 audits set out in the work plan. The projects that were not completed were rolled over to the 2013/14 and 2014/15 financial years respectively. The underperformance is attributed to the failure to timeously fill the vacancies, to outsource work efficiently upon realisation that the vacancies would not be filled and deficiencies in technical and project management skills within the Internal Audit corps.

The department substantially updated the Internal Audit methodology to bring it in line with the International Standards for the Professional Practice of Internal Auditing, as required in terms of the Treasury Regulations. The training programme that was initiated in the latter part of the 2011/12 reporting period to elevate the technical and project management skills of the Internal Auditors continued in the current reporting period. Critical vacancies were filled at the time of writing. A co-sourced model of internal auditing was adopted to partly address the skills problem and to satisfy the demand for an effective internal audit footprint across the country. This model is at an advanced stage of implementation.

The steps taken to improve Internal Audit have started to pay dividends. There has been a noticeable improvement in administrative compliance concerning the operations of internal auditing and in the quality of audit reports. Management implementation of audit recommendations has also improved. The long delays in issuing audit reports remain a concern and is receiving attention. The Audit Committee has demanded a visible return on investments in training and development and this aspect is being closely monitored.

The Strategic Internal Audit Plan for 2013-16 and the Annual Internal Audit Plan for 2013/14 were approved by Audit Committee in April 2013.

### 2.2.1.2.3. COMMUNICATION SERVICES

**Purpose:** Branch: Communication provides strategic media and communication advice and services to the Ministry and Department of Home Affairs within guidelines developed by Government Communication and Information Systems (GCIS) and adopted by cabinet.

The branch has over the reporting period participated and contributed to the overall government communication systems organized by the GCIS to advance communication objectives of the government. These forums included among others the Government Communicators Forum which comprises heads of communication and media liaison officers of government.

The branch continued to receive and disseminate media and communication products such as daily media clippings and weekly communication environment reports from GCIS which are disseminated to the Ministry and the entire department. These reports assisted the branch to monitor and to make the necessary communication interventions on behalf of the ministry and department.

Internally and during the reporting period, the branch continued to provide media and communication support to advance objectives, priorities, programmes and campaigns of the Ministry and Department of Home Affairs.

Critical is the work done around the National Population Registration (NPR) Campaign aimed at encouraging the public to register every child birth within 30 days of delivery; mobilise youth of 16 years and above to apply for ID's and to end the culture of late registration of births. These were done through regular media briefings that enabled the department to reiterate its key NPR messages to the public.

In addition, the branch provided support to the Ministry and department with particular reference to the launch of stakeholder forums in various provinces including Mpumalanga and Limpopo. These stakeholder forums are key in assisting the department to mobilise communities around the NPR and other departmental campaigns.

The branch, in pursuance of this objective, assisted with branding and loud-hailing support for these events, mobilisation of media to cover the events, including the recording of such events for historical purposes and distribution to media upon request.



Again partnership with private sector companies such as Clientele Life assisted the department in communicating its messages through innovative media and communication platforms sponsored by the company. The messages covered the NPR campaign while advising the public of free home affairs services such as the issuance of death certificates.

As part of efforts to inform staff of administrative and political developments in the department in particular and country in general, the branch has continued to ensure dissemination of all cabinet statements and key government messages internally utilising the website, intranet, notes from the DG and messages through mobile phones and landlines. This has enabled the department to ensure key messages reach the majority of staff members.

The Branch: Communication Services' lay-out, design and photographic capacity has the capacity to continued to support the department in producing publications such as the Annual Report, Strategic Plan and a variety other publications.

The department had also during this period continued to utilise its regular media briefing platforms to pro-actively communicate all of its administrative, executive decisions and campaign messages. These platforms also enabled the department to interact with the media on a wide range of issues on an ongoing basis.

During the reporting period, the branch had to also deal with challenges that arose from changes that had occurred in the national executive following the election of the first female SADC-sponsored candidate for the post of the African Union Commission Chairperson. This required unprecedented communication since this was not only historic but a first for South Africa and indeed SADC in 30 years. The period required heightened communication and media support as part of celebratory, farewell and congratulatory functions and events organised in parliament, during visits by foreign dignitaries and provincial events.

#### 2.2.1.2.4. LEGAL SERVICES

**Purpose:** In broad terms, the Chief Directorate: Legal Services ("Legal Services") drafts legislation (new "Acts" and "Regulations", as well as amendments to existing Acts and Regulations) administered by the Department based on information received from the relevant line functions (Immigration Services and Civic Services) and in line with policy decisions; provides legal opinions and legal support to line

and other support functions in dealing with International Agreements, Memoranda of Understanding (MOUs) and Commercial Contracts. It also provides support in the litigation process where civil litigation (actions and motions) is instituted against the Department.

Based on the above, Legal Services prepared a legislative programme of the Department for 2013 and submitted it to the Leader of Government Business during December 2012. The Bills included in this legislative programme are the Electoral Amendment Bill, 2013 and the Films and Publications Amendment Bill, 2013.

The South African Citizenship Amendment Act, 2010 (Act No. 17 of 2010), and accompanying amended Regulations, which, amongst others, revises the provisions relating to the acquisition of citizenship by birth, descent or naturalization, came into operation on 1 January 2013.

The Department is in the process of finalising the Regulations to be made under the following Acts:

- The Births and Deaths Registration Act, 1992 (Act No. 51 of 1992) [as amended by the Births and Deaths Registration Amendment Act, 2010 (Act No. 18 of 2010)], which, amongst others, amends, inserts and deletes certain definitions; revises provisions relating to the registration of births and amendment of birth registration; provides for the designation of funeral undertakers; provides for the recording of adoptions; revises provisions relating to secrecy of records obtained under the Act; and clarifies provisions relating to the making of regulations.
- The Immigration Act, 2002 (Act No. 13 of 2002) [as amended by the Immigration Amendment Act, 2011 (Act No. 13 of 2011)], which, amongst others, provides for the designation of ports of entry; revises provisions relating to visas for temporary sojourn in the Republic of South Africa and for the procedures to be followed in this regard; provides for the mandatory transmission and use of information on advance passenger processing; provides for the transmission of passenger name record information; and revises penal provisions.
- The Refugees Act, 1998 (Act No. 130 of 1998) [as amended by the Refugees Amendment Act, 2011 (Act No. 12 of 2011)], which, amongst others, clarifies how applications for asylum rejected as manifestly unfounded or unfounded will be dealt with; and revises provisions relating to the withdrawal of refugee status.

Legal Services assisted in the finalization and obtaining of Presidential Minutes pertaining to the International Agreements between the Government of the Republic of South Africa and the Governments of Cuba (regarding IT solutions), Benelux

(regarding waiver of visa requirements for holders of diplomatic and official passports) and Panama (regarding waiver of visa requirements for holders of diplomatic, official, consular and special passports). The Agreement with Cuba was signed on 26 September 2012 and the Agreements with Benelux and Panama both on 22 February 2013. The International Agreements between the Government of the Republic of South Africa and the Governments of Italy (regarding the waiver of visa requirements for holders of diplomatic, service and official passports) and Spain (regarding the waiver of visa requirements for holders of diplomatic passports) in respect of which the Presidential Minutes were obtained during the previous financial year, were also ultimately signed on 22 February 2013.

Legal Services rendered legal support in finalising the MOUs between the Department and the following institutions:

- Government Pensions Administration Agency – Identity verification (signed on 5 April 2012);
- ASISA – Identity verification (signed on 18 April 2012);
- Astute – Identity verification (signed on 18 April 2012);
- Department of Labour – Collaboration regarding information on the National Population Register (signed on 7 November 2012); and
- Gauteng Provincial Treasury – Identity verification (signed on 30 November 2012).

With regard to Commercial Contracts, Legal Services provided legal support (drafting, scrutiny, vetting, legal opinions) on 121 contracts received. Of the 121 contracts received, 118 were finalized within one month of receipt (97.5% achievement). At the end of 2012/13, 3 contracts had not been finalized, as these are major contracts which require lengthy and extensive negotiations.

Turning to the percentage success rate on finalized litigation cases instituted against the Department, Legal Services was able to manage an overall success rate of 79% for the reporting period (23 of the 29 cases which were opposed/defended and subsequently argued in Court, were decided in favour of the Department).

#### 2.2.1.2.5. INTERGOVERNMENTAL RELATIONS

**Purpose:** To manage international engagements and the Department's interaction with other Government departments, Parliament and its committees and other external stakeholders.



## International Engagements

The Chief Directorate facilitated bilateral interactions with the following countries:

- Mozambique, Botswana, Cuba, India, Namibia, Zimbabwe, Tanzania, United Kingdom, European Union, Rwanda, Russia, China, Canada, Nigeria, Belgium, Netherlands, Italy, Panama, Luxembourg and Angola

The engagements with afore listed countries centred around issues of illegal migration, visa waiver exemptions, co-operation on border management, training, asylum seekers and refugee management.

Furthermore, the unit facilitated the hosting of Civil Registration Conference on Vital Statistics which brought together a number of Ministers from Africa to exchange ideas on civil registration.

Thirty Home Affairs officials from KwaZulu Natal were trained as protocol officers to assist with the management of the conference and the welcoming of delegates.

## Intergovernmental Relations

Intergovernmental Relations facilitated all departmental engagements with the Parliamen-

tary portfolio committees including oversight visits to Ports of entry and Regional Offices.

The department is an active member of Justice Crime Prevention and Security and the Governance and Administration Cluster. During the reporting period progress reports were submitted to the Department of Performance Monitoring and Evaluation (DPME) in the Presidency regarding the turnaround process for issuance of our identity documents, permits and other enabling documents. The department continues to play a key role in the development and the establishment of the Border Management Agency which is an important output of the JCPS Cluster.

### 2.2.1.2.6. INFORMATION SERVICES

**Purpose:** The purpose of the Branch is to manage information resources to enable the department to achieve its mandate.

Information Services as a strategic partner continues to provide competitive advantage to the department by realizing its responsibilities for formulating and delivering a technology vision and implementation strategy that supports the business model and strategic goals. With its three to five year IT strategic plan which is revisited annually, it ensures that subsequent execution plans are continuously aligned with department plans.

Strategic Information Services adds greater value to business plan than simply providing support. The aim should be to advance the DHA's strategic vision and mission. The strategic partnership between Information Services and core business is achieved by proper analysis of the 3 strategic outcomes of the department, i.e. Secured South African Identity and Citizenship; Immigration managed effectively and securely in the national interest including economic, social and cultural development; and a service that is efficient, accessible and corruption free. Information Services will then provide technological direction to ensure that the department remains relevant to the new developments in technology environment while fulfilling its government mandates.

In the reporting period, Information Services took ownership of some of the core strategic annual performance objectives and targets as in the department's Strategic Annual Performance Plan: 2012/13 to 2014/15 to ensure that the department realizes its modernization plan, that is, to design the New National Identity System which include details of South African citizens and foreign nationals; and design Live capture functionality for passports and IDs (first and re-issues) which is to be rolled out to 167 offices, and later to all offices of the department through a DHA Modernization Programme.

### Overview of Achievements for 2012/13 Financial Year

The following achievements are in line with all information services targets including those in the branch Annual Performance Plan:

The DHA Modernisation Programme continues to be key to the branch quest for automation of business processes to improve service delivery and turnaround times. Thus far this programme has had more successes compared to previous years and it saw much of its key milestones achieved to kick start projects lined up for phase 1. These projects are the Smart ID Card pilot, Live Capture initiatives, Integrated Receipting Engine, Enhanced Movement Control System, National Identification System and Documents Imaging Solution. Progress is as follows:

- Specifications for Smart ID Card designed in collaboration with CSIR, SSA and GPW;
- Tenders for Smart ID Card issued and adjudicated i.e. tender for blank cards with polycarbonate materials and printing infrastructure for personalisation;
- A pilot card was produced and demonstrated to Cabinet on 25 April 2012 and the Portfolio Committee;
- Key front to back-end integration points developed for the piloting of the Smart ID Card;
- Definitive agreement between DHA and Gijima signed;
- Functional specifications for live capture approved;
- Interfaces for live capture were developed and tested: NPR, HANIS, and Passports printing at GPW;
- Data lines/bandwidth in relevant offices were upgraded with an average of 2 Gigabytes in preparation for live capture rollout;
- User requirements defined and approved for national identification system and MoU between South Africa and Cuba signed;
- Solution for imaging and retrieval of existing business records was implemented successfully in which records will be stored electronically and retrieved as required;
- An enhanced Movement Control System was deployed further to two Ports of Entry (Derdepoort and Sanipas) to enhance security and integrity of identity;
- Pilot programme for roll out of biometric technology (fingerprint solution only) was conducted successfully at OR Tambo International Airport; and
- The three sites have been upgraded to a new version of Integrated Receipt Engine i.e. Randburg, Akasia, and Centurion. The upgrade was made to ensure that DHA offices are enabled to continue providing services during downtimes. This upgrade will be extended further to 96 DHA offices in the financial year.

To further realise the branch's strategic importance 85 health facilities were connected for online birth registration which contributes towards department's objective of increasing the number of new born children registered within 30 calendar days of birth. These health facilities are both in rural and urban areas, and are in public and private.

As part of the branch's contribution to the business objective of secure, effective and accessible service delivery to clients, the Electronic Queue Management System was deployed in additional 5 offices: Kimberley, Wynburg, Nelspruit, Mmabatho and Welkom. This technology will now be deployed as part of Live Capture and is referred to as Branch Queue Management System.

The branch refreshed 2136 IT devices including devices in the identified hospitals, refurbished offices, newly opened offices, refugee centers, and Ports of Entry and mobile offices. This initiative has resolved most critical issues in DHA offices relating to slow response and down times.

To address issues relating to lack of personnel resources, an additional 15 vacant posts in the Information Services branch were filled to bring the staff complement to

88 filled posts, and most significantly, internal capacity is being increased at management echelon with appointment of two chief directors and four senior managers at director's level.

### Other Projects derived from Information Services business plans

The video conferencing project has made progressed with 7 sites fully installed namely: Hallmark, DHA Ministerial Offices, North West Provincial office (Mafikeng), Limpopo Provincial office (Polokwane); Northern Cape Provincial office (Kimberley), Eastern Cape Provincial office (King Williams town), and Cape Town (Parliament).

### Challenges

The Branch Information Services is not exempt from challenges which contribute to non-delivery of key deliverables in the department. Most of these challenges fall outside the branch's control, however they remain key dependencies to the achievement of our mandate.

Delays in subcontracting of DHA Modernisation agreements posed challenges to the actual delivery of key milestones to the programme, e.g. concluding a contract with SARS for live capture and with Cuba for National Identification System.

Lack of IT infrastructure readiness at Ports of Entry and also delays by the Department of Public Works regarding buildings infrastructure.

It is critical that all key stakeholders and employees play a role in the implementation of the Modernisation programme as this is a departmental transformation programme rather than just an IT programme. Without the involvement of all branches particularly IMS and Civics, the risk of failure to implementation will be very high.

#### 2.2.1.2.7. HUMAN RESOURCES

**Purpose:** To provide strategic and transformed Human resources services within the Department.

### Corporate Services

#### Human Resources

The purpose of Human Resources Branch is to provide strategic and transformed human resources services within the department.

### Human Resources Strategy

The vision of Human Resources, through strategic partnership with branches, is to be a department that performs exceptionally and is an employer of choice. The Human Resources mission is to therefore provide an enhance service excellence through value added HR solutions by attracting, developing and retaining key talent that are disciplined and security conscious. The Strategic objectives of Human Resources remain similar over the 5 year plan. However, the Human Resources Plan is reviewed year on year to ensure continuous alignment with the Departmental strategic focus areas.

The five key human resources priorities identified to drive organisational effectiveness and people management practices have been refined to further enhance the transformation and change agenda in support of organisational strategies and priorities. These key human resources priorities are as follows: people acquisition; human resources development; performance management; employee relations; and transformation and change. The performance of the Branch: Human Resources during 2012/13 was informed by these priorities.

### Organisational Design

During the financial year 2012 /13, the Department's organisational structure was revised and signed off by the Executing Authority and has been implemented. The updated post establishment was captured on the Human Resources Management Information System (PERSAL) to ensure that all filled and vacant funded positions are managed appropriately onto the system. On a monthly basis the department reconciles the post establishment to the compensation of employees' budget to ensure that the establishment is properly maintained. The departmental funded post establishment was recorded as 10,3 during 2012/13 financial year. The approved organisational structure and post establishment serves as a vehicle to drive operations and implement organisational strategies. The job profiles and job descriptions have accordingly been revised and job content and titles aligned with those on the organisational structure. Jobs in the DHA organisational structure are classified in line with relevant Code of Remuneration (CORE) and graded accordingly. During this financial year 245 positions on salary level 9/10 and 11/12 were re-graded in line with Resolution 1 of 2012.

### Human Resources Planning

The Human Resources Strategy has been reviewed to ensure alignment with the organizational status of being a service oriented Department. This has fostered an

integrated approach to planning for human resources and the organisation. The Human Resources Plan was adjusted, approved and implemented in relation to the identified five key priorities. Human Resources Plan implementation reports have been submitted to the Department of Public Service and Administration in line with the Human Resource Strategic Planning Framework for the Public Service - Vision 2015. The development of the HR Plans in a simpler format was cascaded to the provincial level to ensure the development seamless provincial HR Plans. The implementation of the Provincial HR Plans is monitored through submission of quarterly reports.

The Branch: Human Resources also submits an HR Metrics Report on a quarterly basis to enable management to optimize workforce practices, and ensure that management and developmental activities remain relevant to the business strategy. In order to comply with the 2008 cabinet decision to improve the human resource function, the HR Learning Forum was established and launched in the financial year under review. The HR Effectiveness report for 2011/12 financial year on the role of HR in assisting the Department to achieve its strategic objectives was also submitted to DPSA during this year.

An Integrated Planning Committee was established with the view to ensuring the synchronization of infrastructure, operations, human resource and financial planning. This committee will also assist the Department in ensuring that there is a proactive approach to the management of workforce and organisational resources within the Medium Term Expenditure Framework (MTEF). The HR delegations were approved and rolled-out to Head Office and Provinces across all levels.

### **Change Management and Transformation**

The Department in its quest to achieve its vision of becoming an Employer of Choice has developed the DHA Cadre Framework wherein it has proposed the development of an Employee Value Proposition (EVP). The EVP will define the department's people promise which seeks to encapsulate the required experience of current and prospective employees within the department as from the time they join the Department up until such time that they decide to leave, with the intention of retaining our best people. The Employee Value Proposition has been crafted with input from staff members and we envisage rolling it out during the next financial year. The DHA Cadre Framework also proposed the introduction of DHA Cadre Ambassadors. In this regard, Branch: Human Resources planned to train 200 DHA Cadre Ambassadors for 2012/13 financial year. However, 205 ambassadors were trained

on Change Management, Event and Protocol Management and the DHA Cadre Framework and Counter Corruption and Security Management. The DHA Cadre Ambassador Programme was formally launched at the Inter-Branch Relationship Forum Annual General meeting held on 29 June 2012 wherein Ambassadors were pinned and made to sign a pledge as a commitment to fully support this initiative as change agents. Subsequent to this an additional 50 employees based at the Durban and Cape Town Harbours were formally certified as DHA Cadre Ambassadors. This translated into an increase in the number of DHA Cadre Ambassadors to 255 for the 2012/13 financial year. The DHA Cadre Ambassadors have participated as protocol officers at the CRVS conference held in KwaZulu-Natal Province as well as for the Presidential Banquet, held to honor the newly appointed Chairperson of the African Union (AU) Commission. Furthermore, the DHA Cadre Ambassadors assisted in the launch of the Stakeholder Forum held in the Northern Cape Province.

The Employee Satisfaction Survey (ESS) was conducted in 2011/12 financial year, so as to better understand how employees feel about being part of the organization. The outcomes of the survey indicated considerations of transformation interventions in the areas of Culture, Leadership Behavior, Work-life balance and Resource Requirements. Interventions as a result of the outcomes includes the continuation of the leadership forums, further implementation of the coaching kiosks, alignment of the cadre-ship framework competencies to the CMC's within performance management and the implementation of people management interventions and tools to further support line management in driving good people management practices. Additional capacity has been provided through reprioritization during the year under review with further leadership positions being filled. The department also embarked on a process of decentralizing key processes to further empower staff with their resource requirements.

In support of the DHA Modernisation Programme, a change management stream has been established. The change management stream is inclusive of Human Resources, Learning Academy and Communication, to ensure agreement on an effective change management process. All the initiatives and interventions in relation to the change process for the next financial year will ensure that employees are sufficiently capacitated in relation to the future organisational skills requirements.

### **Building Leadership Capability and Capacity**

The continuous building of leadership capacity and capability remains a priority in the Department, to ensure a continued shared mind-set and synergy amongst DHA leadership in relation to the strategic leadership direction and leadership brand of





the Department. The forum continues to gain momentum every year and thus far 8 leaders forums' have been hosted successfully since its launch in 2010. To ensure that the decisions of the leader's forum are cascaded to the lowest level in the Department, the forum has been extended to include middle managers. During this financial year the 7th Leaders Forum was held on 2 November 2012 and focused on assessing progress made in respect of implementing interventions aimed at addressing the results of the Employee Satisfaction Survey. Although the overall satisfaction rate of the forum was 72%, a lack of interpersonal integration was observed. The 8th Leaders Forum was held on 15 March 2013 and focused on addressing the misalignment between the MMS and the SMS, through creating synergy and integration between the two levels of management. The satisfaction survey proves that the 8th Leaders Forum yielded the desired results, with a 92% satisfaction rate recorded. Leadership development through this Forum and the cascading of developmental initiatives which introduce, and maintain best People Management practices (the Department's most valuable asset), within the DHA will continue. Going forward, the Department will be looking to further strengthening leadership through conducting a skills audit to identify skills gaps, thus ensuring that capacity development programmes are relevant; and implementing talent enhancement programmes such as career development and management, and succession planning.

### People Acquisition

1 869 Posts were prioritized to be filled during the 2012/13 financial year, with vast emphasis being placed on Immigration and Civic services as well as Information Services; in pursuit of service delivery improvement. At 31 March 2013, a total of 895 (48%) of the vacant funded posts (inclusive of natural attrition posts) had been filled. The Department has been re-engineered to allow dedicated streams to focus directly on the different aspects of the recruitment process, thereby improving turn-around times. Service Level Agreements with and dedicated nodal points, has been issued to ease access to people acquisition information, processes, services and improve business partnerships overall. In order to improve HR capacity to drive the recruitment process, especially in relation to response handling, an e-recruitment solution is envisaged to be developed during the 2013/14 financial year. The executing authority has approved HR delegations, which makes provision for Provincial Managers to approve the filling of posts on salary level 8 and below. This will not only improve recruitment turn-around times but will improve service delivery at provincial level.

## Performance Management and Development

The level of compliance with PMDS legislative frameworks has improved considerably at all levels, with the overall compliance rate being at 97% submission of Performance Agreements, and 99% for Annual Performance Assessment Reports. The Department however, continues to institute disciplinary measures against employees who fail to comply. The payment of performance incentives for employees on salary level 1-12, was finalized in December 2012. With the compliance rate having improved this much, the Department's focus has now shifted to improving its performance culture, and ensuring alignment between individual and organizational goals and performance. To this end, the Branch Human Resources trained 1004 employees, including SMS members, on the PMDS policy and processes during the financial year. Furthermore, as a part of developing a blue print against which poor performance will be managed in the Department, the Branch Human Resources has conducted a desktop analysis of employees whose performance ratings are below norm for the financial years 2010/11 and 2011/12. The information derived from this process will inform the Management of the Poor Performance Strategy for the Department.

Furthermore, during the next financial year the Department will develop and implement an integrated reward and recognition strategy (focusing on Service Excellence, Top Performers and Long Service), in order to motivate employees, thereby enhancing performance, and improving productivity.

## Leave and Absenteeism Management

The Department identified that management of attendance and absenteeism as a challenge and steps were taken to improve the situation. Training was conducted for 200 staff (head office and provinces) and managers were required sign declarations to enhance accountability. Reports on leave and absenteeism were disseminated to managers and discussed at management meetings. However, in spite of the above steps being taken to improve awareness and accountability, the controls that were in place were not sufficient to prevent an unacceptable level of non-compliance in terms of the capturing of leave and recording of absenteeism. Going forward, robust steps will be taken to monitor and ensure compliance.

## Overtime

As at 31 March 2013, R60 930 000 had been defrayed for remunerative overtime by staff on salary levels 1 – 12, which indicates an increase as compared with what was

defrayed in the previous financial year. This is as a result of a number of projects embarked upon by the department during the year under review. Going forward, internal controls will continue to be strengthened. The prioritization of posts to be filled in highly pressured areas will also be a key focus area.

## Staff Turnover Rate

There has been a decrease in the overall turnover rate from 12.9% in the 2011/12 financial year to 4.3%. The reason relates to a reduction in the appointment of contract employees for this financial year. A significant increase in dismissals on grounds of misconduct is however noted. Going forward, a retention strategy will be developed to address the retention of staff in scarce / critical skill occupations.

## Employment Equity

The employment equity status and the disability statistics in the Department, showed a gradual improvement in the year under review. The Department prioritised vacant and funded posts for occupation in terms of targeted race, gender and People with Disability statistics in the financial year 2012/13. The following is a statistical representation of the status quo:

- Africans are at 86.04% from 85,6%.
- Coloureds are 5.81% from 5, 7%.
- Indians are 0.79% from 0, 8%.
- Whites are 7.36% from 7, 94%.

In terms of gender, the percentage of female representation at organisational level is at 59.03% whereas the Department's representation of females at senior management level is 48%. Disability status within the Department against 2005 Cabinet Resolution on representation of People with Disability in the Public Service is at 0.92%. However, the Department's integrated Employment Equity Strategy is beginning to yield positive results where the percentage of people with disability has increased from 0.43% to 0.92%. The strategy includes the utilisation of available databases of People with Disability through various organisations and institutions for people with disabilities and ring-fencing identified posts for occupation by People with Disability. An awareness program on recruitment of People with Disability for employees at salary levels 1 - 12 and SMS members in the Department has been rolled out.

To further achieve gender equality, the Department engaged women leadership formations and graduate organisations to solicit the curriculum vitae of the qualifying candidates. The Department also works closely with the Department of Women,

Children and People with Disability to access the database of women graduates. Furthermore, the Department collaborated with Department of Public Service and Administration with a view to share equity employment strategies as well as accessing the existing database on People with Disability and female management.

In addition, the Department developed a programme for female management to attend the Home Affairs Senior, Middle and Emerging Management Development Programme. Where there is over or underrepresentation within the Department, the Employment Equity Targets will be aligned prior to the commencement of the recruitment process to ensure representivity across race and gender, for the next financial year.

### Employee Wellness

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 2012-2016. In lieu of the latter, the Directorate has embarked on rolling out HIV and Aids/STI/TB and other chronic diseases programmes. As a result for the financial year 2012 -2013, the following has been done:

- 821 employees screened blood at Blood donation drive at BVR and Hallmark.
- 635 donated blood and 49 were declined due to various illnesses.
- 135 employees at NW screened and donated blood.
- 39 employees at FS screened and donated blood.
- Two HIV AIDS Peer Educator training sessions were held in Hallmark. All provinces were represented.
- Two HIV AIDS Peer Educator meetings were held in KZN and Western Cape respectively. All provinces were represented.
- 93 employees attended STI & Condom awareness Day at Hallmark.
- 200 red ribbon key rings & 200 condoms were distributed.
- 100 STI brochures were distributed together with 5000 male and 3000 female condoms.
- Workforce Health Care service provider, attended to 343 employees on DHA HIV Chronic management programme.
- 37 employees attended the TB awareness day in the Free State where 18 employees underwent health screenings.
- 35 employees attended the HIV awareness INDABA in the Western Cape.

In total, the Directorate reached 2 411 employees through the rolling out of the HIV/AIDS Management plan. This management plan has also been submitted to The Presidency

and the DPSA, as per the annual requirement . These would include the 2013/14 HIV and Aids/STI/TB and other chronic diseases strategy signed off by the Director General.

### Discipline Management

The Employee Relations Strategy seeks to improve turnaround times in the handling of misconduct. The Department has also adopted a zero tolerance approach toward corruption. It is on this basis that the directorates discipline and conduct management were established. These directorates became functional in this financial year. This initiative has resulted in enhanced turnaround times to finalise misconduct cases. 72.02% of misconduct cases were finalised within a period of 60 working days as compared with 73.68% during the 2011/12 financial year. The Department has placed emphasis on the adherence to the Public Service Code of Conduct through the speedy finalization of disciplinary matters. This decisive manner in which misconduct is addressed, serves as a deterrent to all employees. The Labour Relations Officers were appointed in provinces to fastrack progress on the finalization of misconduct cases. In order to reduce misconduct and create awareness campaigns on the department's Code of Conduct, disciplinary and grievance procedures training was prioritized to empower managers and employees in the financial year under review. The provincial labour relations officers and Deputy Directors: Business Partnering also assists in ensuring that there is effective communication and coordination between the provinces and head office. The Branch: Human Resources have decentralized some of labour relations functions and this is envisaged to improve efficiency in handling misconduct cases in the Department.

### Occupational Health and Safety

The Director-General is responsible for ensuring compliance with the Occupational Health and Safety Act, 85 of 1993, Compensation for Occupational Injuries and Diseases Act 130/1993 and the National Building Regulation. During the year under review, the Department has through the Directorate: Employee Wellness developed, implemented and monitored the Occupational Health and Safety programme. The Department identified the need to empower and capacitate our employees in order to minimise occupational injuries and reduce health and safety risk in the workplace environment. 108 employees attended the Advanced Health and Safety Representatives Training, this was facilitated across 5 Provinces and additional training interventions included 76 employees being trained on first aid level One training which included the distribution of first aid kits and refills and 10 National Safety Health and Environmental Chairperson on Incident Investigations. 798 Immigration Officials at Ports of Entry were vaccinated by NetCare Travel clinic and Brenthurst, for Hepatitis



A, Meningitis and Tetanus vaccines. 22 SHE Committee meetings were also held during this period under review. The Department continued with internal assessments aimed at identifying occupational risks and potential health risks in terms of Section 8 of the Occupational Health and Safety Act 85/1993. Occupational Health and Safety Audits were conducted in 58 offices of the Department and 48 Occupational Injuries' have been reported to the Compensation Commissioner for the year under review.

#### 2.2.1.2.8. LEARNING ACADEMY

The Learning Academy aims to assist the Department with a strategy to reposition the DHA as a learning organisation and to achieve, through the development of an all-rounded DHA cadre, the efficient and strategic management of knowledge and information and the strategic utilization of research in the department. To this end, the Learning Academy drafted a strategy for the repositioning of the Department as a learning organisation that will be submitted for approval in 2013/14.

The 2012/13 Annual Performance Plan had five main targets which included:

- Strategy developed and approved to reposition the DHA as a learning organisation: Research on the subject matter took longer than anticipated and the final draft strategy must still be submitted for discussion and approval.
- Coaching clinics for 250 supervisors at senior, middle and junior management levels in the Department conducted: During 2012/13, 214 managers completed their group coaching sessions and 503 supervisors are on the half way mark (have attended at least two team sessions). So far 38 managers have attended at least one individual Executive Coaching session. Of these managers, eight have attended eight sessions and have therefore completed their Executive Coaching programme. Coaching, as a formalised informal learning programme, is considered as one of the key pillars in the strategy to building and repositioning DHA as a learning organisation.
- One hundred managers at senior, middle and junior management levels enrolled and trained in outbound management and leadership development programmes: The philosophy of outbound management and leadership development programmes implies that the programmes are customized to meet the needs of Home Affairs in terms of core functions and other issues such as gender and disability. During 2012/13, 143 managers were enrolled and 133 (20 senior, 26 middle and 87 junior managers) trained in the outbound management development programmes. The target of 100 was therefore overachieved by 33%.
- One hundred and seventy immigration officers at ports of entry in the Free State, Western Cape and KwaZulu-Natal trained in basic, advanced and specialized immigration service programmes (on-the-job training): This target was

not achieved. The challenges were mostly around the dependency on line to recruit in these areas as well as capacity constraints at ports of entry all of which prevented learners from attending training. New immigration officers were not appointed. Plans are in place to commence with this training in the first quarter of the next financial year.

- A Cadet programme was designed and the approval process will be concluded in 2013/14.

In addition to the above targets, a major undertaking to pilot the National Certificate: Home Affairs Services continued during 2012/13 with training of 272 officials. It was successfully concluded by the Learning Academy and of the 272 learners who enrolled, 243 completed the training. The implementation of the National Certificate: Home Affairs Services is in line with the Department's strategy to create an all rounded cadre of officials with the ability to perform across functions. These learners specialized in all three fields, namely, Immigration Services, Refugee Affairs (Asylum Seeker Management) and Civic Services. For experiential learning trainees were deployed at Permitting in Head Office and some Regional Offices as well as the Durban and Cape Town harbours. During the experiential learning trainers were also deployed to coordinate the training and to support, coach and mentor the learners.

#### 2.2.1.2.9. FINANCE AND SUPPLY CHAIN MANAGEMENT

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

##### Audit Action Plan

The issues raised by the Auditor-General (AG) in 2011/12 financial year were considered a priority and management resolved to focus much of their attention in addressing them. Hence, a debriefing session was held in November 2012 after receiving the audit opinion. The aim of the session was, firstly, for the department to understand the audit findings as raised in the management report and establish the root cause of the findings.

Secondly, to develop an action plan which details the action steps that must be taken in order to avoid the repeat findings in the future. The AG made a presentation which assisted the department to understand the type of audit evidence required by the AG during the audit.

The implementation of the plan was monitored through a Back-to-basics committee chaired by the Chief Financial Officer (CFO).

## Policies and Procedures

The main root cause for the majority of audit findings raised by AG for both financial and performance issues was a lack of documented processes. In order to address these issues, the department performed a survey of existing policies and procedures by benchmarking this to the list of recommended policies and procedures by the National Treasury. The survey resulted in the development of a framework for the formulation of policies and procedures for all areas within the department. In response to the findings, the branch Finance and Supply Chain Management initiated the drafting of policies relating to subsistence and travel (S&T), petty cash and the collection, recording and accounting for revenue from missions. Relevant aspects of the revenue policy were sent to DIRCO for comments. Apart from the policy on petty cash, these policies have yet to be approved and are still in draft form.

In addition, a contract management policy and procedure was drafted and will be finalized in 2013/14 financial year. This area was prioritized based on issues raised by AG in the past and the new contract management guideline issued by National Treasury.

The survey also warranted a review of certain policies and procedures and the supply chain management policy and procedures manual was reviewed. This will also be finalized in 2013/14 financial year.

## Revenue Management

Revenue management was the basis for a qualified audit opinion for the financial year 2011/12. In order to address some of the significant findings raised by the Auditor-General (AG), the following strategies were implemented:

- Establish operational task teams comprising members of both DHA and DIRCO. The meetings are held weekly to review the progress in terms of documentation due for collection and follow up on outstanding documents;
- Workshops were conducted with the management of Ports of Entry on how revenue from fines and penalties should be accounted for. In order to ensure uniformity of processes, a standard operating procedure was drafted;
- Developed templates for collection of data for local revenue; and
- Restatement of prior year balances and appointment of external resources to assist with the re-calculations of conversion sheets from the financial year 2004/05 to 2011/12

There are still challenges with old balances as there are still long outstanding debts dating back to 2004/05 financial year. The task team comprising both Department of Home Affairs and Department of International Relations and Cooperation (DIRCO) has assisted in the collection of some of the documentation relating to old balances. Furthermore, the accounting records for the revenue collected in Missions is maintained on Microsoft Excel. This is not the ideal solution as there can still be errors relating to the classification of revenue and misallocations. An adequate system will be initiated in the 2013/14 financial year.

### Trading account

The National Treasury gave approval for the department to establish a trading account where all revenue for both civics and immigration services will be retained by the department. In turn, the amount collected will be utilised to defray specific expenditure items, mainly printing costs of all enabling documents. The PFMA and the treasury regulations require that a trading account should utilise an accrual basis of accounting, which is different from the framework utilised by the department. During the 2012/13 financial year, the branch spent most of its time putting in place the governance structure and systems in order to comply with the afore mentioned prescripts. New accounting policies have been drafted and an accounting system was also purchased to assist in recording the revenue and the respective expenses.

In the development of the accounting policy certain challenges were recognised and in particular the recognition and measurement of transactions related to the revenue collected. In analysing the requirements of the General Recognised Accounting Practice (GRAP) standards an indication was that certain functions have to be shifted out of the department, which was not the intention of the establishment of the Trading Account. Considering the complexities with regard to the compliance to GRAP standards the department approached National Treasury to evaluate the best option for the utilisation of the revenue collected to defray related expenses. In this regard, National Treasury supported the postponement of the implementation of the Trading Account for the 2012/13 financial year for at least three years pending a decision on a suitable option.

### Asset Management

The asset register for the Department was maintained using Microsoft excel. There is an inherent risk of errors associated with the maintenance of asset

register on Excel spreadsheets as the process for updating the asset register is manual. The Department, in its efforts to address the significant findings raised by the AG, obtained approval from National Treasury to resuscitate BAUD, which is an automated asset management system. This was obtained in February 2013.

### Decentralisation of certain procurement and payment functions

The branch has successfully implemented decentralisation of procurement and payment functions to all Provinces. As part of on-going support and monitoring of decentralised functions, Head Office resources were deployed to Provinces to provide assistance. Frequent communication and consultation with the Provinces assisted with the identification of gaps to ensure appropriate interventions are applied.

Furthermore, the finance structure has been capacitated with one deputy director and three assistant directors to ensure sustainability of decentralised functions in the longer term. Some of these posts have been filled and the filling of the remaining posts is underway. Directors: Finance and Support in the provinces send standard reports to head office on a monthly basis.

### Expenditure Management

There has been an improvement in the settlement of invoices within 30 days of certification in invoices from 30% in March 2012 to 86% in March 2013. This can be attributed mainly to decentralisation of procurement and payment to Provinces and roll out of LOGIS. Furthermore, the following strategies were implemented:

- Timeframes were developed for each stage of the payment process
- Daily monitoring of expenditure and timeframes
- An automated track and trace system has been developed and operational since March 2013.

### Fleet Management

The department increased its fleet from 568 (March 2012) to 849 (March 2013) motor vehicles. The 281 motor vehicles purchased in the current financial year included a combination of light passenger vehicles and 4 wheel drive vehicles. The majority of motor vehicles were distributed to the provinces in order to facilitate service delivery. Head Quarters, including BVR, Lindela and OR Tambo, were allocated 39 motor vehicles.



#### 2.2.1.2.10. COUNTER CORRUPTION AND SECURITY SERVICES

**Purpose:** The purpose of Counter Corruption and Security Services is to prevent and combat corruption in order to protect and promote the integrity of the department.

The Branch: Counter-Corruption and Security Services has made a significant in the fight against corruption within the Department and the response from the public has been encouraging. The success rate can be attributed to improved levels of

co-operation with partners in the JCPS cluster, the willingness by members of the public to report corruption, the continued support received from officials within the department and the dedication of staff members.

Furthermore an analysis tool has been secured, which has proved to be an invaluable instrument in detecting mischief in targeted business units. It has helped the Department to identify potential weaknesses in the procurement system and also strengthened our investigative capacity.

The case management tool, designed to better manage and monitor progress on cases for investigation will be acquired in the 1st quarter of the current financial year. It will enhance the accuracy of our statistics and allow the Inspectorate, Internal Audit, Legal Services, Discipline Management and external partners to monitor the progress of investigations without compromising the integrity of the information.

In the past year the number of officials arrested on allegations of corruption increased significantly. Most were dismissed for engaging in corrupt practices. The branch is target syndicates, that might be working closely with corrupt officials. To further increase its effectiveness, the branch the branch is working closely with Inspectorate, who are the enforcement arm of the department.

The Branch has been researching ways in which the DHA can be secured and play the effective role in ensuring national security and public safety.

A Security Advisory Committee, charged with the security grading of posts within the Department has completed its work. Posts will henceforth be matched with the security competencies of the incumbent, further ensuring that security breaches are kept to a minimal whilst heightening security consciousness amongst Home Affairs officials. The vetting backlog has been drastically reduced with more than a thousand officials undergoing vetting investigations in the past financial year. The State Security Agency, the final arbiters of the vetting process, have partnered with the Department quite effectively in this regard.

Security Services continues to support the IT Modernisation Programme by enhancing security in offices earmarked for modernisation.

The Branch has made significant inroads in rendering corruption socially unacceptable, resulting in increased volumes of cases for investigations and heightened security consciousness amongst members of the public.

# ANNUAL PERFORMANCE REPORT: PROGRAMME 1: ADMINISTRATION

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Outcome 1: Secured South African citizenship and identity</b>									
<b>Programme 1: Administration</b>									
<b>Strategic Objective 1.3: To ensure the registration and identification of all South African citizens, foreign residents, refugees and asylum seekers to enhance the integrity and security of identity</b>									
1.3.1	National Identity System, with inherent biometric features, developed and implemented (including business process reengineering, as part of the development of the system)	Status of approval of user requirements by DHA for National Identity System (user requirements approved / not approved) (2012/13)	1.3.1.1	National population register and existing immigration systems (e.g. movement control system, national immigration information system)	New National Identity System designed, which includes details of South African citizens and foreign nationals	User requirements for National Identity System, which includes details of South African citizens and foreign nationals, defined and approved by DHA	<b>Not achieved</b> Agreement between South Africa and Cuba signed that enables cooperation on the modernisation of the DHA	<b>Challenges/Reasons for non-achievement</b> The project implementation was not initiated in the reporting period as the sub-contracting agreement with Cuba was not finalised  <b>Way forward</b> Expedite the conclusion and signing of Cuba sub-contracting agreement	Transversal Information Technology Management



Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Number of offices with live capture functionality for passports and IDs (first and re-issues) installed and functional	1.3.1.2	40 offices with passport live capture functionality  Zero offices with ID live capture functionality	Live capture functionality for passports and IDs (first and re-issues) rolled out to 167 offices (40 offices already equipped with passport live capture)	Target not amended	<b>Not achieved</b> Definitive agreement between DHA and Gijima signed. The following Interfaces to the new live capture were developed and tested: NPR, HANIS, and Passports printing at GPW.	<b>Challenges/Reasons for non-achievement</b> The sub-contracting agreement with SARS was not concluded in the reporting period. and.  <b>Way forward</b> Expedite the signing of the contract with all relevant service providers	Transversal Information Technology Management

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Outcome 3: A service that is efficient, accessible and corruption free</b>									
<b>Strategic Objective 3.1: To transform the culture of the organization in support of securing identity, citizenship and international migration</b>									
3.1.1	Reposition Learning Academy to inculcate a culture of constant learning, security and service	Status of approval by DHA of strategy to reposition DHA as a learning organisation (strategy approved / not approved) (2012/13)	3.1.1.1	Not Applicable	Strategy developed and approved to reposition DHA as a learning organisation	Target not amended	<b>Not achieved</b> A draft document on the positioning of the Department as a learning organisation was developed.	<b>Challenges/Reasons for non-achievement</b> The research took longer than anticipated.  <b>Way forward</b> Approval and implementation of the Strategy to reposition DHA as a Learning organisation.	Corporate Services
3.1.2	Effective leadership on people management practices and service delivery implemented	Number of Leader Forums conducted	3.1.2.1	3 Leader Forums conducted	2 Leader Forums conducted	Target not amended	<b>Achieved</b> Two leaders forums conducted . First one held on 2 November 2012 with a satisfactorily rate of 72%. The second one held on 15 March 2013 with a satisfactorily rate 91%.	<b>Challenges/Reasons for non-achievement</b> N/A  <b>Way forward</b> Continue with leaders forum as a key element in leadership development.	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Number of supervisors at senior, middle and junior management levels undergoing coaching clinics (2012/13)	3.1.2.2	Approved coaching clinics framework	Coaching Clinics for 250 supervisors in the Department conducted	Coaching clinics for 250 supervisors at senior, middle and junior management levels in the Department conducted	<b>Achieved</b> During 2012/13, 214 managers completed their group coaching sessions and 503 supervisors are on the half way mark (have attended at least two team sessions). 38 managers have attended at least one individual Executive Coaching session. Of these managers, 8 have attended 8 sessions and have therefore completed their Executive Coaching.	Not applicable	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Number of managers at senior, middle and junior management levels enrolled and trained in outbound management (courses tailor-made for DHA) and leadership development programmes (2012/13)	3.1.2.3	Not Applicable	100 Managers enrolled and trained in outbound management and leadership development programmes	100 Managers at senior, middle and junior management levels enrolled and trained in outbound management and leadership development programmes	<b>Achieved</b> During 2012/13 there were 143 managers enrolled and 133 trained in the outbound management development programmes. The target of 100 was therefore overachieved by 33%		Corporate Services
3.1.3	A qualified and versatile cadre developed with values and talents that improves service delivery, combats corruption and enhances the security of the country	Number of immigration officers at ports of entry in the provinces trained in basic, advanced and specialised immigration service programmes (on-the-job-training) (2012/13)	3.1.3.1	Pilot project conducted at ORTIA (350 immigration officers trained)	Immigration Officers trained in basic, advanced and specialised immigration service programmes at Maseru Bridge, Cape Town and Durban harbours	170 Immigration officers at ports of entry in the Free State, Western Cape and Kwa-Zulu Natal trained in basic, advanced and specialised immigration service programmes (on-the-job-training)	<b>Not achieved</b>	<b>Challenges/Reasons for non-achievement</b> Dependency on the Immigration branch to recruit in these areas Capacity constraints at Ports of Entry prevented learners from attending training as new Immigration Officers were not yet appointed.  <b>Way forward</b> Implement the strategy to develop an all-rounded DHA cadre, Immigration Officers will be trained on the National Certificate: Home Affairs Services commencing in 2013-14 financial year	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Status of approval of cadet programme by Executive Ministerial Committee (Cadet programme approved / not approved) (2012/13)	3.1.3.2	Not Applicable	Cadet programme designed and developed	Cadet programme designed and approved by Executive Ministerial Committee (EMC)	<b>Partially achieved</b> A draft Cadet Programme was designed and was in the process of being approved by relevant management structures.	<b>Challenges/Reasons for non-achievement</b> Delays in internal and external stakeholder engagement	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
Strategic Objective 3.2: To ensure ethical conduct and a zero tolerance approach to corruption									
3.2.1	Counter Corruption Strategy for Home Affairs implemented	Number of signed off reports by the Director-General on security evaluations performed on identified processes to identify security gaps (2012/13)	3.2.1.1	Birth, marriage and death (BMD) and permitting processes security evaluated and reports issued	4 critical processes security evaluated to identify security gaps and reports issued (Missions, Ports of Entry, Supply Chain Management and Deportations)	Reports, compiled on security evaluations performed on 4 (four) processes, signed off by Director-General (Missions, Ports of Entry, Supply Chain Management and Deportations)	<b>Achieved</b> Security evaluations performed on processes of 4 focus areas (Missions, Ports of Entry, Supply Chain Management and Deportations) to identify gaps or loopholes and security risks.	<b>Challenges/Reasons for non-achievement</b> Time constraints in terms of information gathering in order to conduct analysis was a challenge.  <b>Way forward</b> Conducting regular evaluations with branches on processes to identify recurrent security and corruption trends and mitigate related risks.	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Number of Justice Crime Prevention and Security (JCPS) cluster departments with access to DHA database to strengthen counter corruption within the JCPS cluster	3.2.1.2	DHA central database developed to provide integrated reports on all counter corruption cases	DHA database accessible to two JCPS cluster departments to strengthen counter corruption within the JCPS cluster	DHA database, which provides integrated reports on counter corruption cases, accessible to two JCPS cluster departments to strengthen counter corruption within the JCPS cluster	<p><b>Not achieved</b></p> <p>Consultations were held with internal stakeholders for the design of the system.</p> <p>The database was designed.</p> <p>The tender advert was issued and a compulsory briefing session was conducted with the prospective bidders.</p>	<p><b>Challenges/Reasons for non-achievement</b></p> <p>Working with all role players to agree on systems requirements took longer than expected.</p> <p><b>Way forward</b></p> <p>Ensuring greater engagement with all the Stakeholders</p> <p>Clear definition of the specifications</p>	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Status of submission of concept paper for Minister's consideration (Concept paper submitted / not submitted for consideration) (2012/13)	3.2.1.3	Not Applicable	Policy and legal framework to reposition the DHA as a security department approved by appropriate DHA structure (Executive Ministerial Committee)	Concept Paper submitted to Minister for consideration in respect of: <ul style="list-style-type: none"> <li>• Role of DHA in the fight against corruption</li> <li>• Strengthening the security of identity processes and systems within DHA</li> </ul>	<b>Partially achieved</b> Concept paper drafted and initial research conducted.	<b>Challenges/Reasons for non-achievement</b> Delays in obtaining relevant research material and engaging with relevant experts.  <b>Way forward</b> Speed up research and engage with relevant experts.	Corporate Services



Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
3.2.2	Misconduct addressed through improved turnaround times for finalisation of cases	Percentage (%) of misconduct cases finalised within 60 working days (from date the charge sheet is issued until the presiding officer's report is received) (2012/13)	3.2.2.1	70% of misconduct cases finalized within 60 days	100% of new misconduct cases finalized within 60 days	80% of misconduct cases finalized within 60 working days	<p><b>Partly Achieved</b></p> <p>103 of 143 cases were finalised within 60 days. Thus, 72.02% of cases were completed within 60 working days.</p> <p>Forty nine cases were carried over from the previous financial year. 140 new cases were received since the beginning of the financial year. A total of 189 cases were therefore handled to date. At the end of the reporting period . 58 cases are in progress; 46 of the 58 are still within the sixty day period and twelve are outside the 60 day period.</p>	Corporate Services	

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Strategic Objective 3.3: To obtain a clean audit report</b>									
3.3.1	Financial and performance information systems compliant with Public Finance Management Act (PFMA) and other relevant prescripts	Category of audit finding	3.3.1.1	Qualified audit report for 2011/12	Unqualified audit report for 2011/12 financial year	Unqualified audit report for 2012/13 financial year	<b>Partially Achieved</b> The delay in finalisation of procedures and policies is due to changes in the Treasury regulations	<b>Challenges/Reasons for non-achievement</b> Treasury regulations have been amended and this will impact on finance areas such as: revenue; banking and cash; and expenditure. Therefore related policies and procedures have been put on hold until the amendments are finalised.  <b>Way forward</b> Review of policies and standard operating procedures will be prioritised in the next financial year.	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
3.3.2	Compliance ensured with the settlement of valid invoices within prescribed timeframes of certification of invoices	Percentage (%) of valid invoices settled within 30 days of certification of invoices (2012/13)	3.3.2.1	30% of valid invoices received settled within 30 days of receipt and approval	30% of valid invoices received settled within 30 days of receipt and approval	100% of valid invoices settled within 30 days of certification and approval	<p><b>Partially achieved</b></p> <p>There has been an improvement in the 2012/13 financial year due mainly to decentralisation of procurement and payment to Provinces and roll out of LOGIS</p> <p>Timeframes were developed for each stage of the payment process</p> <p>Daily monitoring of expenditure and timeframes</p> <p>An automated track and trace system has been developed and operational since March 2013.</p>	<p><b>Challenges/Reasons for non-achievement</b></p> <p>Unforeseen events that led to shifting of funds</p> <p>Suppliers change their banking details without any notification until payment is effected.</p> <p>Inadequate personnel resources to deal with the large volume of travel transactions.</p> <p>Late notification of expired contracts</p> <p><b>Way forward</b></p> <p>Budget committee meeting is held each quarter to review spending patterns and identify priorities to facilitate shifting of funds if necessary.</p> <p>Suppliers will be requested to confirm their banking details when the purchase order is issued.</p> <p>Allocated additional people to address the backlog of travel payments and to ensure transactions are up to date.</p> <p>With the upgrade of Intenda, built-in facility to prompt the users of tax certificates due for expiry.</p>	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
3.3.3	Management and control over collection of revenue for all civic and immigration services	Trading entity for all civic and immigration services operational as per specifications	3.3.3.1	Not Applicable	Trading Account established for all Civic and Immigration income generated products	Trading Entity established and operational for all civic and immigration services	<p><b>Not achieved</b></p> <p>The governance and financial management framework was identified and established to provide guidance over management of the trading account. Accounting policies are being drafted and reviewed by a consultant employed in the office of the CFO.</p>	<p><b>Challenges/Reasons for non-achievement</b></p> <p>Memorandum of understanding (MoU) between DHA and DIRCO dictates that the latest documentation due for collection relates to the previous 3 months, hence delay in finalising the quarterly financial statements.</p> <p><b>Way forward</b></p> <p>The MoU is currently being revised and forwarded to DIRCO to provide inputs. It is anticipated that this will be finalised at the monthly DGs meeting. Circular has been issued on our behalf by DIRCO for each mission to complete the revenue register for the period 1 April 2012 to 31 March 2013.</p>	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Strategic Objective 3.4: To ensure secure, effective, efficient and accessible service delivery to clients</b>									
3.4.1.	Accessibility enhanced through refurbishment of offices, opening of new offices (including new leases), and development and implementation of a strategy to improve access to DHA services	Status of commencement of feasibility study on model for acquiring permanent accommodation for DHA and refurbishment of all state owned buildings (needs assessment approved / not approved by accounting officer) (2012/13)	3.4.1.1	Feasibility study conducted on model for acquiring permanent accommodation for DHA and refurbishment of all state owned buildings	Feasibility study conducted on model for acquiring permanent accommodation for DHA and refurbishment of all state owned buildings	<ul style="list-style-type: none"> <li>• Feasibility study commenced on model for acquiring permanent accommodation for DHA and refurbishment of all state owned buildings in respect of:</li> <li>• Needs assessment conducted and approved by accounting officer for permanent accommodation, as well as refurbishment of all state owned buildings</li> </ul>	<b>Partially Achieved</b> We are entirely dependent on DPW to identify the suitable site. Progress is monitored through correspondences such as meetings and other means of communications.	<b>Challenges/Reasons for non-achievement</b> The identified site, Salvokop, was not deemed suitable for DHA, therefore DPW has to re-start the process of finding an alternative site. The estimated cost for the project is R1.7billion and Treasury has indicated possible budgetary constraints due to other governmental priorities.  <b>Way forward</b> The needs assessment was revised to ensure alignment to the approved personnel structure. This is in a draft stage but will be submitted to the DG for review and approval.	Corporate Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator / Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
3.4.2	Products and services rendered within specified time frames for applications collected and processed within the RSA	Number of months to fill vacant funded posts (from date of funding or date of being vacated until letter of offer issued) (2012/13)	3.4.2.1	Vacant funded posts filled within 8 months on average	Vacant posts filled within 3 months on average	Vacant funded posts filled within 6 months in terms of Public Service Regulations	<b>Partially achieved</b> 538 (60%) of the 895 funded posts filled by 31 March, in a 6-month turn-around-time.	<p><b>Challenges/Reasons for non-achievement</b></p> <p>Main challenges and / or reasons for non-achievement in implementing strategies</p> <p>Reprioritisation of posts in February / March 2013, have resulted in a month's delay on the issuing of offer letters.</p> <p>Unavailability of suitable candidates resulting in Head Hunting / in compliance to employment equity target</p> <p>Capacity in HR (Provincial) to manage the volume of applications considering the turn-around time.</p> <p>Delay in finalisation and approval of HR delegations.</p> <p>Extent of internal promotions re-opening vacancies which need to be filled.</p> <p><b>Way forward</b></p> <p>Establish an e-recruitment system.</p>	Corporate Services

## 2.2.2. Programme 2: Citizen Affairs

### 2.2.2.1. Purpose: To regulate and oversee the provision of enabling documents and citizenship.

#### 2.2.2.1.1. CITIZEN AFFAIRS MANAGEMENT

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

**Table 5: Filling of critical posts**

The branch prioritized and filled a number of vacant and funded posts during the review period. These posts are categorized below:

Post	Salary Range	Number of posts filled
Chief Directors	14	2
Directors	13	6
Deputy Directors	11	16
Assistant Directors	9	17
Senior Administration Officers	8	23
Administration Officers	7	41
Administration Clerks	6	90
<b>TOTAL</b>	-	<b>195</b>

#### 2.2.2.1.2. STATUS SERVICES

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

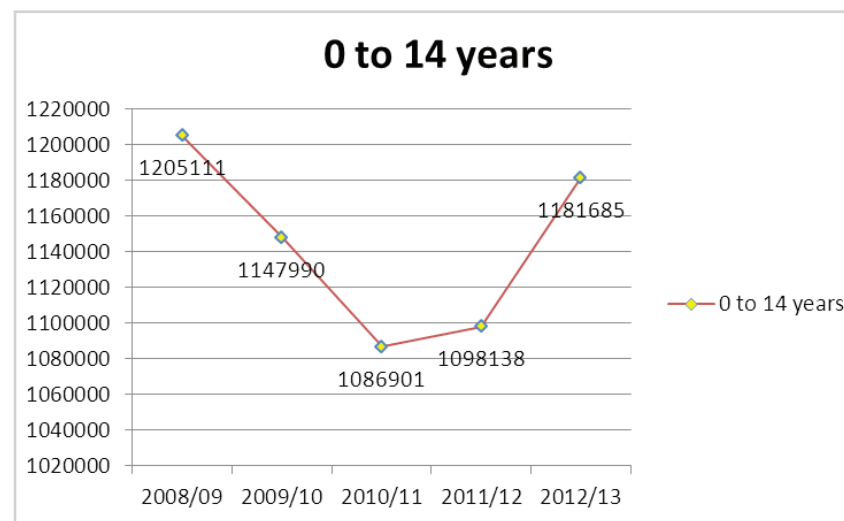
## Birth Registrations

One of the key strategies coordinated by Civic Services since 2009 is to ensure a single entry point at birth into the NPR. To achieve this, we employed various initiatives, such as:

- Conducting outreach programmes in rural areas and schools.
- Establishment of stakeholder forums at local, district, metro and provincial levels of the country. These forums are designed to enhance community involvement and participation in the DHA outreach programmes. During the 2012/13 financial year a total of 7 additional stakeholder forums were launched. Since this initiative started in 2010, a total of 254 stakeholder forums have been launched and have been assisting with various community based service delivery projects rendered by the department. Since the NPR campaign was launched, there has been a reduction of late registration of birth cases in all provinces and an increase in the number of children who are registered within 30 days of birth from year-to-year.
- Online birth registration points were rolled out to 85 additional health facilities during the review period. We now have birth registration services available at 347 health facilities (61 private and 285 public health facilities. 185 of these are in urban and 161 in rural areas).

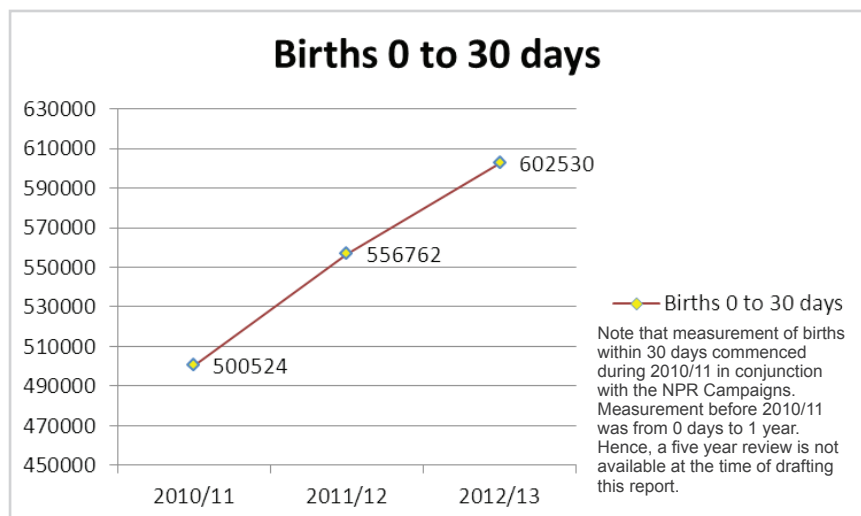
Significant gains have been achieved as far as birth registration is concerned. A graphical representation of births from 2008/09 to 2012/13, suggests a positive increase in the number of births registered between the birth date and 14 years of age.

**Table 6: Number of births (0-14 years)**



Birth data extracted from the NPR suggests that the largest gains were made with the category of birth registration for the age group 0 to 30 days. These gains coincide with the launch of the NPR Campaign on 10 March 2010. One of the key messages advocated throughout the campaign life cycle was to encourage South African citizens and permanent residents to register the births of the new born infants within 30 days of the birth event. This key message is aligned with the legislative requirement in the Births & Deaths Registration Act, 1992. During the review period, DHA exceeded its target by registering 602 530 (0 to 30 days of birth) against a planned target of 594 000 of births to be registered within 30 days of the birth event, by registering the births of 45 768 more children during 2012/13 than the previous financial year.

**Table 7: Number of births (0-30 days)**

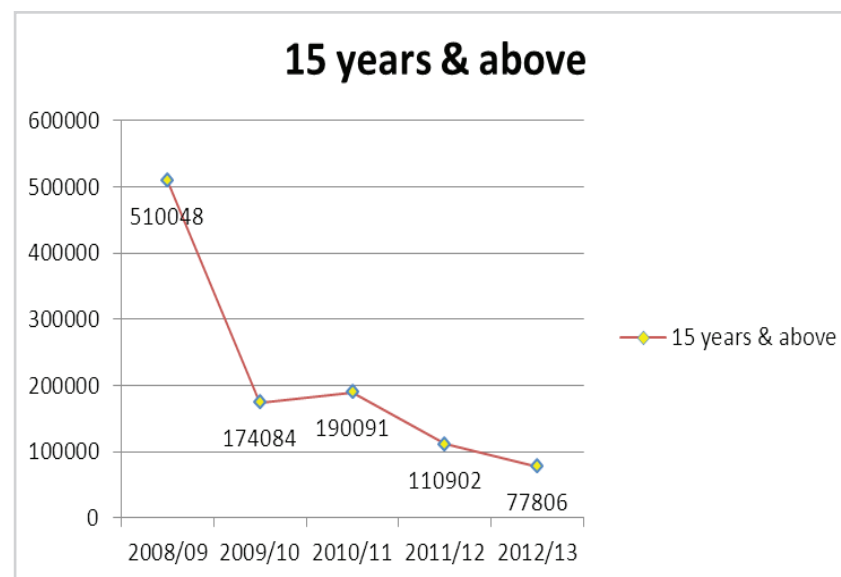


A decline is prevalent in the number of Late Registration of Births (LRBs) in the age group 15 years and above (see graph below). Various possibilities exist for the decline in this category of birth registration, namely:

- i. The delinking of the LRB from the ID issuance process during 2009 as well as the centralization of the adjudication of LRB applications. This included the introduction of stringent measures such as the establishment of local screening committees, interviewing processes and community collaboration. This scenario alludes the possibility that fewer foreign nationals are succeeding to utilize the LRB process to gain access to the NPR.

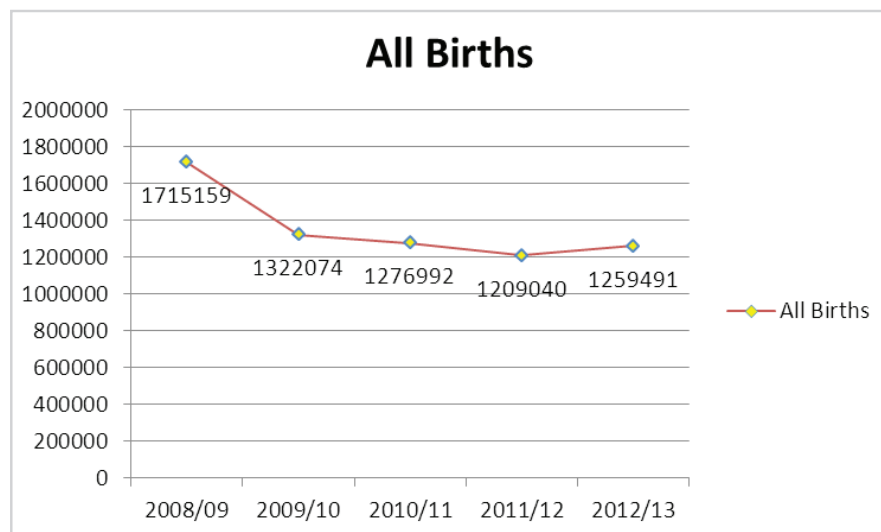
- ii. The number of LRB cases is in fact declining due to the effectiveness of the NPR Campaign and the other initiatives to inform public about the value of stakeholder forums. The department is considering implementing a cut-off date for the late registration of births.
- iii. Improved accessibility of services. All of these initiatives were firmly supported by a very strong communication strategy which ensured that the public are well informed of the legal requirement to register births within 30 days of the birth event.

**Table 8: Late Registration of births (15 & above)**



Combined figures in respect of birth registration (all age groups) suggest a marginal decline in birth registrations over a five year period. Similar declines are prevalent in population data on birth prevalence rates issued annually by Statistics South Africa (Stats SA). **Importantly, the graph below does not represent an actual decline in the number of children born in the Republic of South Africa.**



**Table 9: Number of registered births**

### Civil Registration & Vital Statistics Conference (CRVS)

The Department of Home Affairs hosted the CRVS Conference in Durban on 6 & 7 September 2012. The conference was attended by African Ministers responsible for civil registration and/or vital statistics on the African continent. The theme of the conference was “Improving Civil Registration & Vital Statistics Institutional and Human Infrastructure”. This event was co-sponsored by the United Nations Economic Commission for Africa, the African Union Commission (AUC) and the African Development Bank (AfDB). Broadly, the conference sought to achieve co-operation from governments on the African continent as far as civil registration and vital statistics is concerned. The conference was successfully hosted and key resolutions were undertaken by African Ministers to take this programme forward. A total of 54 countries were represented by various high-level delegates, including Ministers and Deputy Minister’s responsible for CRVS functions within their respective countries. The programme was also endorsed and accepted by the heads of African states and is now included in the African Union agenda.

### Improvement of passports turnaround time

During the review period, the department issued 94.03% of passports within 24 working days (manual capturing process) compared against 82.1% in the previous

financial year. Effectively, DHA managed to almost reach the 95% target for passports captured under the manual process. As for passports captured through the live process, the department did not meet the target of issuing 97% of passports within 13 days. However, a notable gain has been achieved. During the review period, 93.33% of passports were issued within 13 days compared against 84.4% in the previous financial year.

### 2.2.2.1.3. IDENTIFICATION SERVICES

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

### Improvement of ID Turnaround Times

Notwithstanding the marginal decline in the number of identity documents issued to citizens during the review period, the department managed to increase the percentage of identity documents issued within published standards. The tables below depict improvements made:

**Table 10: Identity Documents First Issues**

Turnaround time	2010/11		2011/12		2012/13	
	No	%	No	%	No	%
Issued within 54 days	644 624	60.5	750 867	62.6	959 487	92.2
Issued above 54 days	420 870	39.5	448 600	37.4	80 375	7.8
<b>TOTAL</b>	<b>1 065 494</b>	<b>100</b>	<b>1 199 467</b>	<b>100</b>	<b>1 039 862</b>	<b>100</b>

There was a significant improvement of 29.5% compared to first issue figures for 2011/12 and 31.6% compared against figures for 2010/11.

**Table 11: Identity Documents Re-Issues**

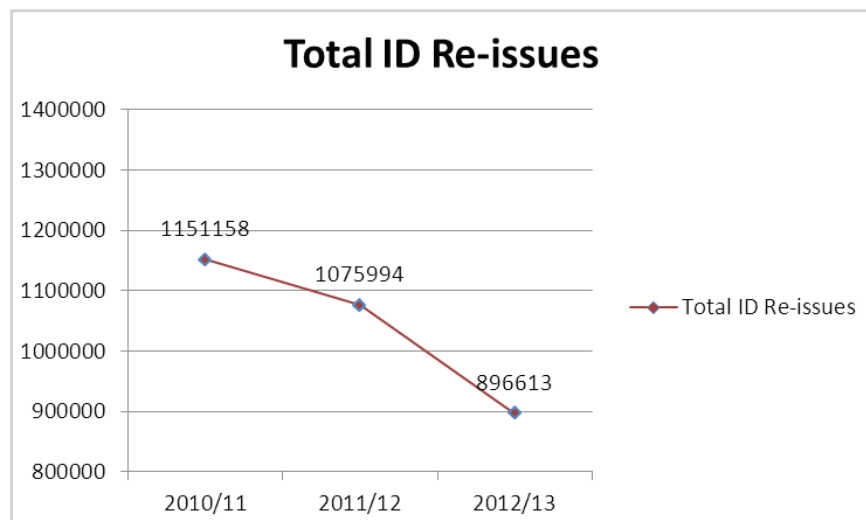
Turnaround time	2010/11		2011/12		2012/13	
	No	%	No	%	No	%
Issued within 47 days	570 974	49.6	717 688	66.7	879 476	98
Issued above 47 days	580 184	50.4	358 306	33.3	17 137	2
<b>TOTAL</b>	<b>1 151 158</b>	<b>100</b>	<b>1 075 994</b>	<b>100</b>	<b>896 613</b>	<b>100</b>

There was a significant improvement of 31.6% compared to first issue figures for 2011/12 and 48.7% compared against figures for 2010/11

**ID Re-issues**

The department obtained approval from National Treasury to increase the revenue tariffs in respect of ID re-issues from R 20 to R 140 with effect from 1 April 2011. This increase was largely necessitated by the fact that demand for ID re-issues was higher than first issues. An analysis done on ID re-issue trends reflects that misplacement of IDs due to client negligence is the foremost cause for ID re-issues. The price increase therefore impresses upon clients to attach greater value to their personal identification documents and also effectively reduces the amount required by the department to subsidise to re-issuance of IDs.

**Table 12: Total Number of Identity Documents Re-Issues**



**2.2.2.1.4. ACCESS TO SERVICES**

Channel Management provides for the development and facilitation of strategic channel management that will ensure optimal placement and utilisation of Home Affairs services by developing, managing and co-ordination of the departmental footprint strategy, hospital services, mobile offices and the Customer Service Centre.

**Refurbishment of existing offices**

The purpose of the “Look & Feel” project is to have an improved corporate image and office environment meeting the needs of staff and clients, including people with disabilities. The department planned to refurbish fifteen offices during the review period. Nine offices were refurbished. An additional ten offices that were rolled over from the 2011/12 financial year were also finalized. The total number of offices refurbished during the 2012/13 review period is therefore nineteen (including rollovers). Ultimately, the planned fifteen offices for the 2012/13 review period could not be met and the balance of six offices not refurbished will be transferred to 2013/14 for refurbishment. The total number of offices refurbished under the “Look & Feel” Project since inception is one hundred and thirty six, of which fifty eight are in rural and seventy eight in urban areas.

**Opening of a new office**

The department opened a new office in Barkley West (Northern Cape) during the review period. Effectively, this new office reduces the travelling time for clients in farming and mining areas. Two additional offices were refurbished, namely Groblershoop and Carnarvon. These two offices could however not be opened during the review period due to challenges in the establishment of IT infrastructure. Efforts will be intensified during the 2013/14 financial year to finalize the outstanding work required to open these two offices. The process of identifying the remaining five offices was finalised. This includes identification of needs as well as confirmation of funding. The acquisition phase of the procurement process was not finalised and the remaining offices could therefore not be opened. However, the procurement phase of immovable assets is under the jurisdiction of the Department of Public Works. The non-achievement was therefore also influenced by external factors.



# ANNUAL PERFORMANCE REPORT: PROGRAMME 2: CITIZEN AFFAIRS

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Outcome 1: Secured South African citizenship and identity</b>									
<b>Programme 2: Citizen Affairs</b>									
<b>Strategic Objective 1.1: To ensure that registration at birth is the only entry point for South Africans to the National Population Register (NPR)</b>									
1.1.1	An increase in the number of new born children registered within 30 calendar days of birth from 528 000 to 682 000 (increase of 4% per annum)	Number of new born children registered within 30 calendar days of birth (2012/13)	1.1.1.1	556 762 births registered within 30 calendar days of the birth event	Projected increase of 6% of births registered within 30 days of the birth event against the estimated 1.1 million births per annum (54% of total births or 594 000 births registered)	594 000 births registered within 30 calendar days of the birth event	<b>Achieved</b> 602 530 births were registered for the category 0 to 30 days.  45 768 more births were registered during the review period compared against the 2011/12 baseline.	<b>Way forward</b> Hospital connectivity (a supporting strategy) will be rolled out to 40 health institutions during 2013/14.	Status Services  Service Delivery to Provinces
		Number of health institutions with maternity facilities operational for online birth registration (rendering an online birth registration service)	1.1.1.2	43 additional health institutions with maternity facilities operational for online birth registration	80 additional health institutions with maternity facilities operational for online birth registration	Target not amended	<b>Achieved</b> Eighty five (85) health institutions were connected and are operational	None	Access to Services  Service Delivery to Provinces

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Number of stakeholder forums launched and functional	1.1.1.3	254 stakeholder forums launched	15 additional stakeholder forums launched and functional - comprising of 7 provincial, 3 metro and 5 district forums	Target not amended	<b>Partially achieved</b> Seven (7) stakeholder forums were launched during the financial year.	<b>Challenges/Reasons for non-achievement</b> Non availability and readiness of stakeholder forum members delayed the planned launches.  <b>Way forward</b> A revised stakeholder forum strategy will be rolled out once approved by EXCO during 2013/14	Service Delivery to Provinces
1.1.2	Late registration of births (LRB) processed and finalised for the age group 15 years and above within 6 months	Percentage (%) of late registration of births processed and finalised for the age group 15 years and above within 6 months (from date of receipt until ID number is generated) (2012/13)	1.1.2.1	Not Applicable	95% of LRB applications for the age group 31 days and above finalized within 6 months	95% of LRB applications for the age group 15 years and above finalized within 6 months	<b>Partially achieved</b> 89,7% of LRB cases were finalized within 6 months.	<b>Challenges/Reasons for non-achievement</b> * 2 811 non-compliant applications were received which resulted in application rejections / suspensions and cancellations.  <b>Way forward</b> - Continuous training on procedures - To implement the new LRB process, new regulations in terms of the Births and Deaths Registration Act must be approved. - Amendment of Track and Trace system to include application for 31 days and above linked with the NPR	Status Services  Service Delivery to Provinces

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
1.1.3	Successful hosting of the 2nd Civil Registration and Vital Statistics African Ministerial Conference (CRVS)	Status of hosting of 2nd Civil Registration and Vital Statistics African Ministerial Conference (Conference hosted / not hosted)	1.1.3.1	Not Applicable	2nd Civil Registration and Vital Statistics African Ministerial Conference hosted	Target not amended	<p><b>Achieved</b> The CRVS was successfully hosted during the 2nd quarter.</p> <p>The conference was important as the accurate capturing of vital statistics (birth, marriage and death) is essential for development and security.</p>	None	Status Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Strategic Objective 1.2: To issue Identity Documents (IDs) to citizens turning 16 years of age and above</b>									
1.2.1	South African learners issued with Identity Documents (IDs)	Percentage (%) of South African learners who applied for Identity Documents, issued with IDs	1.2.1.1	100% of South African learners writing matric issued with IDs as required by examination regulations	100% of South African learners writing matric issued with IDs as required by examination regulations	100% of South African learners who applied for Identity Documents, issued with IDs	<b>Partially Achieved</b> 41 876 learners were issued with IDs during the review period.	<p><b>Challenges/Reasons for non-achievement</b></p> <p>* Due to the absence of Track &amp; Trace functionality for learner ID applications, it was not possible to accurately measure this target over the reporting period.</p> <p>A new function was developed on the NPR in Q4 that will allow the progress to be measured against the target.</p> <p><b>Way forward</b></p> <p>* Ensure compliance with procedures and the use of function 300 for all applications collected from learners</p> <p>* Consolidate partnership with the Department of Basic Education to gain access to the database of scholars and visit schools on scheduled dates.</p>	<p>Identification Services</p> <p>Service Delivery to Provinces</p>

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
1.2.2	An increase in the issuance of Identity Documents (first issue) to citizens 16 years of age and above (5% increase on 2011/12 baseline)	Percentage increase / number of IDs issued (first issue) to citizens 16 years of age and above in relation to the baseline (2012/13)	1.2.2.1	1 164 000 IDs (first issue) issued to citizens 16 years of age and above	An increase of 5% in the issuance of Identity Documents (first issue) to citizens 16 years of age and above in relation to the baseline (1 222 200)	Target not amended	<b>Partially achieved</b> 1 039 862 out of 1 222 200 were issued and this equates to 85 % of the baseline projected.	<b>Challenges/Reasons for non-achievement</b> * The DHA has limited control over applicant demand.  <b>Way forward</b> * Strengthen the ID campaigns	Identification Services  Service Delivery to Provinces



Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Strategic Objective 1.3: To ensure the registration and identification of all South African citizens, foreign residents, refugees and asylum seekers to enhance the integrity and security of identity</b>									
1.3.1	National Identity System, with inherent biometric features, developed and implemented (including business process reengineering, as part of the development of the system)	Successful pilot of ID Smart Card with a population not exceeding 2000 (test results compared against specifications) (2012/13)	1.3.1.3	Crew Member Certificate rolled out as part of ID Smart Card	ID Smart Card piloted with population of 2 000	ID Smart Card piloted with a population not exceeding 2 000	<b>Achieved</b> The service provider was appointed to design the ID Smart cards.	<b>Challenges/Reasons for non-achievement</b> 2 000 cards were procured and ready for personalization however after a thorough analysis, It was decided to move the target from 2 000 to 100 due to security reasons.	Identification Services
		Successful completion of resuscitation of Electronic Document Management System (EDMS) to enable the retrieval of existing EDMS documents as per project plan specifications (Ability to retrieve / not retrieve existing EDMS records) (2012/13)	1.3.1.4	First version of Electronic Document Management System (EDMS)	Electronic Document Management System (EDMS) resuscitated to enable retrieval of existing EDMS records	Target not amended	<b>Achieved</b> Electronic Document Management System (EDMS) resuscitated to enable retrieval of existing EDMS records.	Not applicable	Status Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
1.3.3	Integrity and security of identity of citizens ensured	Percentage (%) of ID duplicates for clients coming forward resolved within 12 weeks (The two categories are (i) one person with multiple ID numbers and (ii) two persons sharing the same ID number)	1.3.3.1	12 Per cent of identified cases resolved for multiple persons sharing the same ID number (6 799 out of 54 416)	100% of identified ID duplicate cases resolved (multiple persons sharing same ID number) - 38 000	100% of ID duplicates for clients coming forward resolved within 12 weeks  (The two categories are (i) one person with multiple ID numbers and (ii) two persons sharing the same ID number)	<b>Not achieved</b> 1 962 cases (multiple persons sharing) were resolved during the review period compared against the target of 19 000 (quarters 1 & 2 only). This equates to a resolution rate of 10,32%.	<b>Challenges/Reasons for non-achievement</b>  <b>Way forward</b> A duplicate policy and action plan on the way forward should be adopted by DHA management.	Identification Services  Service Delivery to Provinces

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Percentage (%) of identified ID duplicate cases (before 1 April 2012) resolved (for the category one person with multiple identity numbers)	1.3.3.2	88 Per cent of identified cases resolved for one person with multiple ID numbers (47 617 out of 54 416)	50% of ID duplicate cases resolved (one person with multiple ID numbers) – 41 500	Consolidated in target 1.3.3.1 above	<p><b>Not achieved</b> 12 741 cases (one person with multiple ID numbers) were resolved during the review period compared against the target of 20 750 (quarters 1 &amp; 2 only). This equates to a resolution rate of 61,40%.</p> <p><b>Note:</b> This target was measured from 1 April to 30 September 2012 and was replaced by 1.3.3.1 above as from 1 October 2012.</p>	<p><b>Challenges/Reasons for non-achievement</b></p> <p><b>Way forward</b> A duplicate policy and action plan on the way forward should be adopted by DHA management.</p>	<p>Identification Services</p> <p>Service Delivery to Provinces</p>
		Average number of weeks to resolve newly reported duplicate cases from capturing the reported case (applicant's details) until finalisation of case	1.3.3.3	Average of 12 weeks	Newly reported ID duplicate cases resolved within an average of 12 weeks from the capturing of the case (applicant's details) until finalisation thereof	Consolidated in target 1.3.3.1 above	As reported in 1.3.3.1 above	As reported in 1.3.3.1 above	<p>Identification Services</p> <p>Service Delivery to Provinces</p>

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
Outcome 3: A service that is efficient, accessible and corruption free									
Strategic Objective 3.4: To ensure secure, effective, efficient and accessible service delivery to clients									
3.4.1	Accessibility enhanced through refurbishment of offices, opening of new offices (including new leases), and development and implementation of a strategy to improve access to DHA services	Number of offices refurbished	3.4.1.2	18 offices refurbished in 2011/12	15 offices refurbished	Target not amended	<p><b>Partially achieved</b> 19 offices were refurbished during the review period.</p> <p>10 of these offices were carried over from the 2011/12 financial year and were finalized during the first quarter. The balance of 9 offices was part of the 2012/13 annual target of 15.</p> <p><b>(rollovers):</b> Eastern Cape: Tsolo Gauteng: Ennerdale, Devon, Eldorado Park, Ekangala, Duduza Mpumalanga: Mkobola (Kwaggafontein) and Tholulwazi (Leandra) Northern Cape: Carnovan and Groblershoop</p>	<p><b>Challenges/Reasons for non-achievement</b> Failure of the supplier to deliver on time. Performance of the supplier was not properly monitored due to the absence of a project manager.</p> <p><b>Way forward</b> Regular feedback meetings must be set up with the Project Manager to evaluate status and determine if corrective measures must be taken.</p>	Access to Services  Service Delivery to Provinces

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
							<b>Targeted for 2012/13</b> Limpopo: Bochum Limpopo: Bela Bela Western Cape: Robertson, Prince Albert, Grabouw, Ceres Mpumalanga: Marapyane Kwa-Zulu Natal: Dundee Gauteng: Tsakane		

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Number of new offices (including new leases) opened (2012/13)	3.4.1.3	Not Applicable	8 new offices opened	Target not amended	<p><b>Not achieved</b> Barkley West was opened.</p> <p><b>Challenges/ Reasons for non-achievement</b> * Establishment of the ICT infrastructure and this is dependent on a Telkom Line</p> <p><b>Way forward/ Remedial action</b> * Information Services intervention to resolve the Telkom installation</p>	<p>Access to Services</p> <p>Service Delivery to Provinces</p>	

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		<p>Status of approval of access strategy by DHA to bring DHA services closer to the people (Access strategy approved / not approved) (2012/13)</p> <p>Degree of implementation of access strategy to bring DHA services closer to the people (2013/14 &amp; 2014/15)</p>	3.4.1.4	Access norm developed	Access strategy developed and approved to bring DHA services closer to the people	Access strategy developed and approved by DHA to bring DHA services closer to the people	<p><b>Partially achieved</b> Access norms have been developed in consultation with relevant stakeholders.</p> <p>The approval process for the draft access norms was not completed.</p>	<p><b>Challenges/Reasons for non-achievement</b> Delay in seeking approval from relevant authorities.</p> <p><b>Way forward</b> Expedite the approval process.</p>	Access to Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
3.4.2	Products and services rendered within specified time frames for applications collected and processed within the RSA	Percentage (%) of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA (from date of receipt of application until ID is scanned at office of application) (2012/13)	3.4.2.2	63% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA	95% of IDs (first issues) issued within 54 days	95% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA (from date of receipt of application until ID is scanned at office of application)	<p><b>Partially achieved</b> 92.16% of IDs were issued within 54 working days.</p> <p>Total issued for the year 2012/13 is 1 039 862. Total issued within 54 days is 958 364. This is equivalent to 92.16% Total issued above 54 days is 81 498. This is equivalent to 7.84%.</p>	<p><b>Challenges/Reasons for non-achievement</b> * Laminating strips remains a challenge. Specifications for a new tender for lamination strips was presented to the BAC for consideration on 9 April 2013. The proposed specifications will seek to eliminate the current challenges with the poor quality of lamination. * System downtime during the financial year has lead to a production loss of 20 hours and a subsequent reduction of 0,02% in production (approximately 25 000 applications were affected).</p>	<p>Identification Services</p> <p>Service Delivery to Provinces</p>



Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
								<p>* First issues inherently has a longer process due to the requirements to capture fingerprints.</p> <p>* Amendments / rectifications of personal particulars increases the ID turnaround times.</p> <p><b>Way forward</b></p> <p>* A Service Level Agreement (SLA) was drafted with existing service providers in order to improve on quality of lamination strips.</p> <p>* Implementation of Live Capture as part of the DHA Modernization project.</p> <p>* Delinking of personal amendments &amp; rectifications from the ID issuance process.</p>	

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Percentage (%) of IDs (re-issues) issued within 47 working days for applications collected and processed within the RSA from date of receipt of application until ID is scanned at office of application) (2012/13)	3.4.2.3	76% of IDs (re-issues) issued within 47 working days for applications collected and processed within the RSA	95% of IDs (re-issues) issued within 47 days	95% of IDs (re-issues) issued within 47 working days for applications collected and processed within the RSA (from date of receipt of application until ID is scanned at office of application)	<b>Achieved</b> 98% of IDs were issued within 47 working days. Total issued for the year 2012/13 is 896 613. Total issued within 47 days is 879 476. This is equivalent to 98%. Total issued above 47 days is 17 137 above 47 days. This is equivalent to 2%	<b>Challenges/Reasons for non-achievement</b>  <b>Way forward</b> * An SLA was drafted with existing service providers in order to improve on quality of lamination strips. * Implementation of Live Capture as part of the DHA Modernization project. * Delinking of personal amendments & rectifications from the ID issuance process	Identification Services  Service Delivery to Provinces

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		<p>Percentage (%) of machine readable passports (manual process) issued within 24 working days for applications collected and processed within the RSA from date of receipt of application until passport is scanned at office of application) (2012/13)</p> <p>Percentage (%) of machine readable passports (manual process) issued within 24 days (2013/14 &amp; 2014/15)</p>	3.4.2.4	82% of machine readable passports issued within 24 working days (manual process) for applications collected and processed within the RSA	95% of machine readable passports issued within 24 days (manual process)	95% of machine readable passports issued within 24 working days (manual process) for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application)	<p><b>Partially Achieved</b></p> <p>94.03% of passports (manual capture) were issued within 24 working days.</p> <p>Total issued for the year 2012/13 is 413 214. Total issued within 24 days is 388 544. This is equivalent to 94.03%. Total issued above 24 days is 24 670. This is equivalent to 5.97%</p>	<p><b>Challenges/Reasons for non-achievement</b></p> <p>* Demand for passports was lower than anticipated</p>	<p>Status Services</p> <p>Service Delivery to Provinces</p>

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		<p>Percentage (%) of machine readable passports (live capture process) issued within 13 working days for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application) (2012/13)</p> <p>Percentage (%) of machine readable passports (live capture process) issued within 13 days (2013/14 &amp; 2014/15)</p>	3.4.2.5	84% of applications for machine readable passports issued within 13 working days (live capture process) for applications collected and processed within the RSA	97% of applications for machine readable passports issued within 13 days (live capture process)	97% of applications for machine readable passports issued within 13 working days (live capture process) for applications collected and processed within the RSA (from date of receipt of application until passport is scanned at office of application)	<p><b>Partially achieved</b> 93.33% of passports (live capture) were issued within 13 working days.</p> <p>Total issued for the year 2012/13 is 167 001. Total issued within 13 days is 155 856. This is equivalent to 93.33%</p> <p>Total issued above 13 days is 11 145. This is equivalent to 6.67%</p>	<p><b>Challenges/Reasons for non-achievement</b></p> <ul style="list-style-type: none"> <li>* Poor photo quality through manual capturing (20 96 cases were rejected during Q4 due to poor photograph quality).</li> <li>* Slowness of Quality Assurance System which is currently being addressed by Information Technology.</li> </ul> <p><b>Way forward</b></p> <ul style="list-style-type: none"> <li>* Provincial training on photo quality</li> <li>* IS currently is addressing the slowness of the quality assurance system.</li> <li>* The full scale implementation of a new live capture with improved quality assurance at capturing stations should reduce the problem.</li> </ul>	<p>Status Services</p> <p>Service Delivery to Provinces</p>

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
3.4.3	Flow of customers improved in frontline offices through the implementation of electronic queue management	Number of offices equipped with electronic queue management system	3.4.3.1	Electronic queue management system (QMS) implemented in 6 additional offices (19 in total)	Electronic queue management system implemented in 1 additional office	Target not amended	<p><b>Not achieved</b> DHA planned to rollout QMS at Marabastad during the review period. This was not achieved due to the procurement process not being finalized.</p> <p>DHA managed however to finalize 5 offices rolled over from the previous financial year. These offices are (1) Welkom, Wynberg, Kimberley, Mmabatho &amp; Nelspruit during the first 6 months of the review period.</p>	<p><b>Challenges/Reasons for non-achievement</b> Capacity to implement was overstretched by having to complete the work done in the previous year.</p> <p><b>Way forward</b> The project has been rolled over to 2013/14 FY.</p>	<p>Civic Affairs Management</p> <p>Service Delivery to Provinces</p>

## 2.2.3. PROGRAMME 3: IMMIGRATION AFFAIRS

### 2.2.3.1. Purpose: The core immigration mandate is to:

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

#### 2.2.3.1.1. STRATEGIC OVERVIEW OF ACHIEVEMENTS AND CHALLENGES

In ensuring that immigration is managed effectively and securely in the best interest of the nation to advance economic, social and cultural development, an immigration management review process was initiated to address gaps at the level of policy and operations. The primary goal is to manage immigration to advance job creation, expanding the economy and promoting trade and investment. The review includes an assessment of current legislation.

There have been positive improvements in the facilitation of movement of persons and goods through our ports of entry and consequently the Department is able to process millions of visitors annually. However, there still remain challenges at ports of entry such as inadequate infrastructure, management and capacity. The Department is working closely with all stakeholders to improve immigration management and security at key ports of entry, including the maritime environment.

There was a continuation of efforts to stabilise the permitting environment during the reporting period. Gains were made in reducing the backlog of applications for temporary residence permits. Turnaround times to process applications have improved by 8,5% compared with 2011/12, but more needs to be done. Additional resources and streamlined processes are required to ensure the speedier processing of both temporary and permanent residence permit applications and to eradicate all backlogs.

#### 2.2.3.1.2. IMMIGRATION AFFAIRS MANAGEMENT

To promote the integrity of the state and society, the Department continues to consolidate its mandate of managing immigration in a safer and secure environment.

Forming part of the Justice, Peace and Security Cluster of government, it also chairs the Inter-Agency Clearing Forum (IACF) of departments involved in the border environment. Coordination of critical upgrading to border infrastructure, modernisation of systems and improved management cooperation are key aspects addressed in the forum.

The Department is bolstering its cadre of immigration officers in order to address increased visitor volumes and demands for immigration services. More adjudicators have been appointed to deal with increasing applications for immigration permits. The retraining of immigration officials is continuing in order to build a professional cadre that renders effective and efficient services in a humane and caring manner.

#### 2.2.3.1.3. IMMIGRATION SERVICES

The Department played a key role in South Africa's successful hosting of the 5th BRICS summit that was held from 24 to 27 March 2013 as well as the AU/UN African Ministers Conference on Civil Registration and Vital Statistics held in September 2012.

At short notice South Africa was also able to host the African Cup of Nations (AFCON) tournament in January-February 2013. The Department facilitated the visa-free entry of accredited delegates and national teams into the country through the enhanced Movement Control (eMCS) and Advance Passenger Processing Systems, based on best practice established during the 2010 FIFA World Cup tournament. In anticipation of the arrival of large volumes of foreign supporters, capacity at prioritised ports of entry and the 24-hour Immigration Operational Centre based at Head Office was enhanced; the latter to support ports of entry, South African missions abroad and airlines across the globe. Operational hours at the main ports of entry were extended for the period covering the December 2012 Festive Season up to the Easter period.

To improve the facilitation and controlled movement of persons through land ports of entry, the Department continued its roll out of the eMCS for enhanced security and processing to three of the 25 targeted ports of entry for the year under review. The remaining ports of entry could not be completed mainly due to infrastructure challenges. 13 targeted ports will be completed during the 2013/14 reporting year and the remainder in the 2014/15 reporting year. Mobile units, equipped with portable eMCS, were piloted at Cape Town harbour during the reporting year.

The Inspectorate Chief Directorate is responsible for the detection, detention and deportation of illegal foreign nationals. It undertakes pro-active measures to prevent

illegal migration such as the tracing of the whereabouts of foreign nationals and inspections. During the year, the Inspectorate engaged with the Swaziland government through an immigration technical committee to consider additional opening hours at Oshoek Port of Entry and effective ways of combatting illegal migration. Further, and in line with these objectives, the Inspectorate's Law Enforcement Unit began running a project on fraudulent marriages, which resulted in 41 arrests. The Inspectorate also monitors illegal migration and facilitates the deportation of foreign nationals who are illegally in the country. Within the Deportations environment, there was a substantial reduction in the number of deportees awaiting deportation for a period of over 120 days. By the end of the year the number of deportees at 120 days and over was less than 30. The deportees who remain in the Lindela Holding Facility for more than 120 days are generally those persons who do not disclose their true identity or who refuse to contact their embassies for travel documents. In some cases embassies are also not co-operative.

Through South Africa's Chairpersonship of the SADC Organ on Politics, Defence and Security the Immigration Services Branch hosted SADC's Public Security Sub-Committee (PSSC) annual meeting from the 7 May to 11 May 2012 where issues of illegal migration and the SADC UNIVISA were discussed. Effective stakeholder cooperation with other Security Cluster departments was enhanced through the establishment of Priority Committees on Immigration.

The Department has established a Law Enforcement Forum with the Counter Corruption and Security Services branch that is in the process of developing a mechanism to deal with cases which involve both illegal migration and corruption.

The Department is presently represented at 37 missions abroad to provide immigration and civic consular services. Officials from the Department of International Relations and Co-operation (DIRCO) provide these services at the other 87 RSA missions where a DHA official is not present.

In the 2012/2013 financial year the Department extended its footprint by implementing visa facilitation services at six (6) identified high volume missions in partnership with a specialist company. The purpose is to ensure secure and efficient visa application services. The adjudication process is handled entirely by the DHA. In the reporting period visa facilitation services were established in three missions, in Angola (Luanda) and the Democratic Republic of Congo Kinshasa and Lubumbashi.

In order to increase capacity forty (40) posts for possible deployment at various South African Embassies were advertised in June 2012 and interviews finalised in

August 2012. The forty (40) posts were advertised at the following levels: One (1) Deputy Director; twenty six (26) Assistant Directors and thirteen (13) Senior Administrative Officers. The successful candidates will undergo training and will be deployed to the Missions in the next financial year.

### Improvements to the Permitting system

The Chief Directorate has a broader vision on how best to manage permitting, given the high demand for services in this regard. A strategy to intervene decisively and resolve present challenges has been drafted and presented to the Executive Committee. An implementation plan will be developed in the next year. A major shift will be on the management of permit applications from front offices which will be handled in partnership with a visa facilitation company.

The biggest challenge of the Chief Directorate remains the adjudication of temporary and permanent residence applications. These applications are adjudicated at a central hub in Pretoria. Additional adjudicators were appointed in the financial year..

#### 2.2.3.1.4. ASYLUM SEEKERS

During the 2012/13 financial year, the Department continued with the overhaul of the Asylum Seeker and Refugee Management system in order to strengthen its efficiency and effectiveness. The Department, through the Asylum Seeker and Refugee Management (ASM) Chief Directorate introduced key initiatives/interventions to improve the management and processing of asylum seekers and refugees in the country. The elements that were targeted for improvement were strategic leadership, business processes, information management systems, human resource capacity and expertise. The forging of regional and international cooperation are also important in improving the management of asylum seekers and refugees. Examples of some of the improvement include the piloting of an electronic filing solution at the Port Elizabeth Refugee Reception Office to speed up and secure the processing of claims. Another measure taken was to provide additional human resource capacity to statutory boards that are mandated to conduct reviews and appeals. These are the Standing Committee on Refugee Affairs (SCRA) and the Refugee Appeal Board (RAB).

Other significant progress is reported in the following areas:

- **Management of face value documents:** Security features on the security paper for face value documents issued to asylum seekers and refugees were developed and enhanced. The process for the introduction of new security paper

is at the approval stage. Once approved, permits issued to asylum seekers and refugees will be printed on the enhanced security paper.

- **Development of a regional mechanism to improve the management of mixed migration flow as a priority:** The Government of South Africa, through the Department of Home Affairs, chaired SADC's Public Security Sub-Committee (PSSC) during the 2012/2013 financial year and during its tenure, a regional Refugee Steering Committee was established to facilitate the implementation of a Programme of Action of the Refugee Commissioners Sub-Sub Committee (RCSSC) whose overall goal was to develop a Common Regional Policy Framework on Refugee and Asylum Seeker Management. In the implementation of the Programme of Action, two regional Legal Experts' meetings were convened to assess the national refugee legislation of member states and identify common issues and challenges, gaps, best practices, and recommendations on areas to be considered in the development of a regional asylum seeker and refugee management procedure. Recommendations made by the regional legal experts were adopted with further amendments by the RCSSC in May 2013 in Tanzania.

- **Angolan cessation:** A National Framework and Action Plan for the implementation of the cessation of refugee status applicable to Angolan refugees were developed. The partners to the Tripartite Agreement on Angolan Cessation, namely the government of the Republic of South Africa, the government of the Republic of Angola and the United Nations High Commissioner for Refugees (UNHCR) have committed themselves to finding durable solutions to the challenges experienced by Angolan refugees within the broader context of the implementation of the "Comprehensive Durable Solutions Strategy for the Angolan Refugee Situation".

Managing asylum seekers and refugees in South Africa remains a specialised, dynamic and challenging environment. South Africa must extend protection to persons fleeing from persecution, in line with South Africa's legislative framework and international obligations. The challenge is to manage this obligation within the context of mixed migration flows dominated by a significant number of economic migrants.







Table 14: Immigration Affairs Statistical Information

Sub-programme	Outputs	Performance measures / service delivery indicators / target	Actual performance / quantity	Data Source
Asylum Seekers and Refugees Management (Refugee Affairs)	Consideration of asylum applications	Number of new applications received and Section 22 permits issued between 01 April 2012 and 31 March 2013	<b>78 142</b> Applications for asylum were received and the same number of section 22 permits was issued.	<i>NIIS as at 31/03/2013</i>
		Number of approved cases out of new applications received between 01 April 2012 and 31 March 2013	<b>3 908</b> claims were approved (Section 24 Formal Recognition of Refugee Status permits were granted for the first time)	<i>NIIS as at 31/03/2013</i>
		Number of rejected cases between 01 April 2012 and 31 March 2013	<b>36 657</b> cases were rejected as manifestly unfounded, abusive or fraudulent	<i>NIIS as at 31/03/2013</i>
			<b>24 520</b> cases were rejected as unfounded	<i>NIIS as at 31/03/2013</i>
		Number of cases received between 01 April 2012 and 31 March 2013 and finally rejected	<b>2 029</b> cases have been finally rejected	<i>NIIS as at 31/03/2013</i>
	Issuance of Refugee Identity documents	Number of Refugee Identity documents issued	<b>7 998</b> Refugee IDs were issued between 01 April 2012 and 31 March 2013	<i>ASM Master List as at 31/03/2013</i>
	Issuance of Refugee Travel Document	Number of Refugee Travel Documents	<b>2 001</b> Refugee Travel Documents issued between 01 April 2012 and 31 March 2013	<i>ASM Master List as at 31/03/2013</i>
<b>Refugee Appeal Board (RAB)</b>	Consideration of asylum appeals	Number of asylum appeals finalised between 01 April 2012 and 31 March 2013	Number of appeals lodged/received – <b>6 902</b>	<i>RAB as at 31 March 2013</i>
			Number of appeals cases heard – <b>911</b>	<i>RAB as at 31 March 2013</i>
			Number of appeals finalised and decisions issued – <b>790</b>	<i>RAB as at 31 March 2013</i>
			Number of appeals cases confirmed as unfounded – <b>720</b>	<i>RAB as at 31 March 2013</i>
			Number of appeals cases referred back to RROs – <b>1 998</b>	<i>RAB as at 31 March 2013</i>
			Number of appeals cases pending – <b>10 553</b> (accumulated total)	<i>RAB as at 31 March 2013</i>

Sub-programme	Outputs	Performance measures / service delivery indicators / target	Actual performance / quantity	Data Source
Standing Committee on Refugees Affairs	Review and consider case	Review of manifestly unfounded, abusive and fraudulent cases between 01 April 2012 and 31 March 2013	Considered – <b>35 497</b>	SCRA as at 31/03/2013
			Confirmed (Cases Upheld) – <b>33 790</b>	SCRA as at 31/03/2013
			Cases Referred back to RROs – <b>1 472</b>	SCRA as at 31/03/2013
			Cases Set aside – <b>235</b>	SCRA as at 31/03/2013
		Consideration of withdrawal in terms of section 36 between 01 April 2012 and 31 March 2013	Considered - <b>444</b>	SCRA as at 31/03/2013
			Intention to withdraw - <b>376</b>	SCRA as at 31/03/2013
			Withdrawn - <b>42</b>	SCRA as at 31/03/2013
		Section 27 (c) (Certification) Consideration of applications for certification of status between 01 April 2012 and 31 March 2013	Pending cases for withdrawal in terms of section 36 – <b>376</b>	SCRA as at 31/03/2013
			Applications received - <b>1 445</b>	SCRA as at 31/03/2013
			Considered - <b>872</b>	SCRA as at 31/03/2013
			Granted - <b>308</b>	SCRA as at 31/03/2013
			Declined - <b>564</b>	SCRA as at 31/03/2013
		Pending – <b>2 593</b>	SCRA as at 31/03/2013	

# ANNUAL PERFORMANCE REPORT: PROGRAMME 3: IMMIGRATION SERVICES

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Outcome 1: Secured South African citizenship and identity</b>									
<b>Programme 3: Immigration Affairs</b>									
<b>Strategic Objective 1.3: To ensure the registration and identification of all South African citizens, foreign residents, refugees and asylum seekers to enhance the integrity and security of identity</b>									
1.3.1	National Identity System, with inherent biometric features, developed and implemented (including business process reengineering, as part of the development of the system)	Status of approval of E-permitting and visa system specifications by DHA (Specifications approved / not approved) (2012/13)	1.3.1.5	Visa system	E -permitting and Visa system designed	E-permitting and Visa system specifications approved by DHA	<b>Achieved</b> e-permitting specifications have been finalised and presented to management structures	<b>Challenges/Reasons for non-achievement</b> Clarification of the nature and scope of IT Modernisation took longer than expected.  <b>Way forward</b> Permitting to take a lead in developing user requirements and improve close working relations with IS	Immigration Services Management

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Successful piloting (development and testing) of Trusted Traveller Programme at designated ports of entry – Maseru Bridge (test results compared against specifications) (2012/13)	1.3.1.6	Not Applicable	Trusted Traveller Programme piloted at a land port of entry	Trusted Traveller Programme piloted (system developed and tested) at a designated port of entry (Maseru Bridge)	<b>Not achieved</b> Project charter was approved. User requirements drafted. Development and implementation did not take place due to reprioritisation.	<b>Challenges/Reasons for non-achievement</b> Development of software and integration did not take place due to reprioritisation Infrastructure issues at the Port to be determined and resolved Bilaterals with neighbouring countries to agree on the process  <b>Way forward</b> Scaled down target. Implementation targeted for 2014/15	Admission Services
		Number of ports of entry equipped with current Enhanced Movement Control System (eMCS)	1.3.1.7	47 out of 72 ports of entry equipped with current Enhanced Movement Control System	Remaining 25 ports of entry equipped with current Enhanced Movement Control system	Target not amended	<b>Not achieved</b> Only three ports equipped with eMCS.	<b>Challenges/Reasons for non-achievement</b> Factors such as site readiness, warranties of machines and ordering of equipment by IS delayed this project  <b>Way forward</b> 13 Ports of entry will be completed in 2013/14	Admission Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
1.3.2	Technological solutions with biometric capability at ports of entry developed and implemented	Successful roll out of pilot for biometric technology (fingerprint and facial recognition solutions) at OR Tambo International Airport (ORTIA) for RSA citizens as per project plan specifications (2012/13)	1.3.2.1	Current Electronic Movement Control System	Pilot programme conducted for roll out of biometric technology (fingerprint and facial recognition solutions) at OR Tambo International Airport (ORTIA)	Pilot programme conducted for roll out of biometric technology (fingerprint and facial recognition solutions) at OR Tambo International Airport (ORTIA) for RSA citizens	<b>Partially achieved</b> Live verification on only one workstation at arrivals at ORTIA during business hours	<p><b>Challenges/Reasons for non-achievement</b></p> <p>The implementation of the live verification at ORTIA was done on only one machine with two systems (DHA and SARS) running concurrently at ORTIA arrivals. This was an interim solution where the aim is to integrate the two systems in order for live verification to be done from one machine – the EMCS. Software development must be done by SARS. Live verification can only be done during normal working hours when the Civics Operational Centre is open.</p> <p><b>Way forward</b></p> <p>Discussions with Civics on a 24 hour support centre IS and SARS to be on board for development and integration of the software for biometrics Discussion with ACSA on turnstile gates for crew members</p>	Admission Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Outcome 2: Immigration managed effectively and securely in the national interest including economic, social and cultural development</b>									
<b>Programme 3: Immigration Affairs</b>									
<b>Strategic Objective 2.1: To ensure a secure, responsive and flexible immigration regime in support of national security, priorities and interests</b>									
2.1.1	Immigration policy and relevant legislation reviewed and implemented	Status of submission of Immigration policy document for Minister's approval (revised immigration policy document submitted / not submitted for approval) (2012/13)	2.1.1.1	<p>Policy document drafted and considered at departmental retreat focusing on:</p> <ul style="list-style-type: none"> <li>• Processing and management of asylum seekers and refugees</li> <li>• Management of foreign migrants with critical skills</li> <li>• Management of foreign migrants with low level skills</li> <li>• Secure management of migration</li> <li>• Management of residency and citizenship</li> </ul>	Immigration policy document gazetted after public consultation process finalisation	Immigration policy document submitted to Minister for approval	<b>Achieved</b> The immigration policy and legislative review paper, detailing the extent to which the mischief originates from policy, legislation and operations, was finalised by end of March and submitted to the Minister for approval	Not applicable	Immigration Services Management

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
2.1.2	Processing of visa applications streamlined at high volume foreign missions	Number of high volume foreign missions with Visa Facilitation Service (VFS) rolled out	2.1.2.1	Visa Facilitation Service rolled out at 6 foreign missions	Visa Facilitation Service rolled out at three (3) high volume foreign missions <ul style="list-style-type: none"> <li>• Angola</li> <li>• DRC (2)</li> </ul>	Target not amended	<b>Achieved</b> The annual target of 1 VFS Centre in Angola and 2 in DRC was implemented and the centers are operational.	<b>Way forward</b> Full roll-out of the project. The first phase was a pilot. Consideration of all the issues identified during pilot and address them. Better capacitation of back office.	Immigration Services Management



Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Strategic Objective 2.2: To implement effective and efficient asylum seeker and refugee management strategies and systems</b>									
2.2.1	Amendments to Refugees Act, 1998, implemented with a specific focus on enhancing the system for adjudication and processing of asylum seekers and refugee management	Number of Status Determination Committees (SDC), with a minimum number of sub-committees, established in three (3) refugee reception offices (2012/13)	2.2.1.1	Organogram developed, costed and approach to establish SDCs developed	One (1) Status Determination Committee (SDC), with sub-committees, established in each of the existing refugee reception offices	One (1) Status Determination Committee (SDC), with a minimum of 2 sub-committees, established in three (3) refugee reception offices	<b>Not achieved</b> The annual target of establishing one SDC with 2 sub-committees has not been achieved.	<p><b>Challenges/Reasons for non-achievement</b></p> <p>Delays in the approval of the Regulations to the amended Refugees Act, 1998 which impact on the implementation of the 2011 Refugees Amendment Act and consequently to the establishment of Status Determination Committees (SDCs).</p> <p><b>Way forward</b></p> <p>The achievement of the annual target in 2013/14 is dependent on fast-tracking the following:</p> <ul style="list-style-type: none"> <li>Revision of immigration and refugee policy</li> <li>Approval of the Regulations to the amended Refugees Act, 1998</li> <li>Approval of the revised realigned standard operating procedures (SOPs)</li> <li>Implementation of the 2011 Refugees Amendment Act</li> </ul>	Asylum Seekers

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Status of approval of Framework by DHA, including strategy and plan, for the relocation of refugee reception offices along the borderline (Framework approved / not approved)	2.2.1.2	Not Applicable	Framework, including strategy and plan, developed for the relocation of existing refugee reception offices along the borderline	Target not amended	<b>Not achieved</b> The strategy and the plan could not be finalised due to delays in finalising relevant aspects of refugee policy.	<b>Challenges/Reasons for non-achievement</b> The strategy needs to be informed by policy decisions.	Asylum Seekers
		Number of refugee reception office infrastructure (office accommodation) established along the borderline	2.2.1.3	One refugee reception office along borderline (Musina)	One refugee reception office established along the borderline (Lebombo)	One refugee reception office infrastructure (office accommodation) established along the borderline (Lebombo)	<b>Not achieved</b>	<b>Challenges/Reasons for non-achievement</b> DPW was unable to procure a site.  <b>Way forward</b> Procure a service provider who can identify a site	Asylum Seekers

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Strategic Objective 2.3: To facilitate the efficient movement of bona fide travellers to support national interests and priorities, and to prevent and prohibit the movement of undesirable persons in the interest of national security</b>									
2.3.1	Physical infrastructure at ports of entry improved to comply with prescribed infrastructure standards	Status of development and approval of infrastructure standards for ports of entry by DHA (Infrastructure standards approved / not approved)	2.3.1.1	Not Applicable	Infrastructure standards for ports of entry developed and approved	Infrastructure standards for ports of entry developed and approved by DHA	<b>Not achieved</b> The development of standards will be completed in 2013/14.	<b>Challenges/Reasons for non-achievement</b> The level of technical expertise required was underestimated.	Admission Services
		SLA with Department of Public Works (DPW) for implementation of infrastructure improvements at ports of entry signed / not signed	2.3.1.2	Not Applicable	SLA signed with Department of Public Works (DPW) for implementation of infrastructure improvements at ports of entry	Target not amended	<b>Not achieved</b> The target has not been achieved and the engagements with Border Control Operational Coordinating Committee (BCOCC) and DPW are still ongoing.	<b>Challenges/Reasons for non-achievement</b> Limited support provided by DPW  <b>Way forward</b> Appointment of service provider by the DHA after DPW authorised the process.	Admission Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Number of ports of entry with improved residential and office accommodation as per set standards	2.3.1.3	Not Applicable	Improved residential and office infrastructure provided at 6 ports of entry (Maseru Bridge, Beit Bridge, Oshoek, Lebombo, Cape Town and Durban harbours) according to set standards	Target not amended	<p><b>Not achieved</b></p> <p>There were continuous engagements with relevant stakeholders and DPW.</p>	<p><b>Challenges/Reasons for non-achievement</b></p> <p>Delays in developing standards and delays with DPW processes.</p> <p>Delays in appointing service provider (CSIR) to develop infrastructure standards</p> <p>Delays with DPW processes to implement interim improvements which will not be affected by standards developed (eg. Erecting of parkhomes and signage).</p> <p><b>Way forward</b></p> <p>Request for approval for appointment of service provider to take over the process from Public Works.</p>	Admission Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Strategic Objective 2.4: To contribute towards realising a positive skills migration trend of around 50 000 migrants annually</b>									
2.4.1	Movement of skilled migrants into the country facilitated through the issuance of critical skills permits	Successful testing of permitting reporting system to differentiate between critical and other skills (test results compared against specifications)	2.4.1.1	Not Applicable	Permitting processes redesigned to facilitate the attraction and retention of foreign migrants with critical skills	Permitting reporting system developed and tested to differentiate between critical and other skills	<b>Partially achieved</b> The permitting reporting system is in place although there are further quality improvement recommendations to be implemented.	<b>Challenges/Reasons for non-achievement</b> It took longer than expected to enhance the track and trace system.	Admissions Services
		Status of approval of strategy to facilitate the attraction and retention of foreign migrants with critical skills by DHA (strategy approved / not approved) (2012/13)	2.4.1.2	Not Applicable	Strategy developed and approved to facilitate the attraction and retention of foreign migrants with critical skills	Strategy developed and approved by DHA to facilitate the attraction and retention of foreign migrants with critical skills	<b>Not achieved</b> The drafting of the Terms of Reference (ToR) was done.	<b>Challenges/Reasons for non-achievement</b> Consultations took longer than expected The achievement of the target is dependent on policy decisions  <b>Way forward</b> The role of the DHA is largely limited to facilitation through the permitting system.	Admissions Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
<b>Outcome 3: A service that is efficient, accessible and corruption free</b>									
<b>Strategic Objective 3.4: To ensure secure, effective, efficient and accessible service delivery to clients</b>									
3.4.2	Products and services rendered within specified time frames	<p>Percentage (%) of permanent residence permits issued within 8 months for applications collected within the RSA (from date of receipt of application until application is ready for collection at office of application or result known)</p> <p>Percentage (%) of permanent residence permits issued within 10 months for applications collected abroad (from date of receipt of application until application is ready for collection at office of application or result known) (2012/13)</p> <p>Percentage (%) of permanent residence permits issued within 8 months (2013/14 &amp; 2014/15)</p>	3.4.2.6	38% of permanent residence permits issued within 8 months	75% of permanent residence permits issued within 8 months	<p>75% of permanent residence permits issued within 8 months for applications collected within the RSA</p> <p>75% of permanent residence permits issued within 10 months for applications collected abroad</p> <p>(from date of receipt of application until application is ready for collection at office of application or result known)</p>	<b>Not achieved</b> Annual performance is 1.3%. Out of 16 711 PR applications were finalised with 8 months.	<p><b>Challenges/Reasons for non-achievement</b></p> <p>There is insufficient resources available to deal with the backlog while ensuring that the processing of the current intake is achieved within 8 months.</p> <p><b>Way forward</b></p> <p>Acquire sufficient temporary and permanent resources to eradicate the backlog while ensuring that the processing of the current intake is achieved within 8 months</p>	Admission Services

Measurable Output No	Measurable Output (Period of One to Three Years)	Performance Indicator/Measure	Target No	Baseline (Projected performance for period 1 April 2011 to 31 March 2012)	Annual Target 2012/13 (As Published and Tabled)	Actual Performance against Target		Reasons for variance and corrective actions	Sub-Programme
						Amended Target 2012/13	Actual Performance 2012/13		
		Percentage (%) of temporary residence permits (work, business, corporate) issued within 8 weeks for applications collected within the RSA and abroad (from date of receipt of application until application is ready for collection at office of application or result known) (2012/13)	3.4.2.7	41% of temporary residence permits (work, business, corporate) issued within 8 weeks	75% of temporary residence permits (work, business, corporate) issued within 8 weeks	75% of temporary residence permits (work, business, corporate) issued within 8 weeks for applications collected within the RSA and abroad  (from date of receipt of application until application is ready for collection at office of application or result known)	<b>Partially achieved</b> Annual performance is 49.5% This is represented by 29 227 applications of which 14 471 applications were finalised within 8 weeks.	<b>Challenges/Reasons for non-achievement</b> There is insufficient resources available to deal with the backlog while ensuring that the processing of the current intake is achieved within 8 months  <b>Way forward</b> Acquire sufficient temporary and permanent resources to eradicate the backlog while ensuring that the processing of the current intake is achieved within 8 months	Admission Services



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# Audit Committee's Report

## FOR THE YEAR ENDED 31 MARCH 2013

The Audit Committee (Committee) hereby presents its report in respect of the financial year ended 31 March 2013 in terms of its obligations according to Paragraph 3.1.13 of the Treasury Regulations issued in terms of section 38(1) (a) of the Public Finance Management Act (PFMA), Act 1 of 1999, as amended by Act 29 of 1999.

### 1. AUDIT COMMITTEE MEMBERS, MEETINGS AND ATTENDANCE

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

The Committee had three (3) members until the end of June 2012, as follows:

Name of Member	Term
Mr N Russouw (Acting Chairperson)	Until 30/06/12
Mr LL Dhlomo-Ntuli	Until 30/06/12
Mr FJ van der Westhuisen	Until 30/06/12

Since June 2012, the members of the Committee were as follows:

Name of Member	Term
Mr S Gounden (Chairperson)	From 01/07/12
Mr N Russouw	From 01/07/12
Ms R Kenosi	From 01/07/12
Mr D Ramklass	From 01/07/12

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

Name of member	Scheduled Meetings	Attended
Mr S Gounden	6	6
Mr N Russouw	8	8
Ms R Kenosi	6	5
Mr D Ramklass	6	5
Mr LL Dhlomo-Ntuli	2	2
Mr FJ van der Westhuisen	2	2

The members of the Committee held meetings with the Director-General, senior management of the Department and Internal Audit, collectively and individually, on matters related to governance, internal control and risk in the Department, throughout the reporting period. The Committee also held meetings with the former Minister of Home Affairs, Honourable Dr. N Dlamini-Zuma and the current Minister, Honourable N. Pandor respectively to report on governance, internal control, risk, performance and financial information and other relevant matters concerning the Department.

### 2. AUDIT COMMITTEE RESPONSIBILITY

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

### 3. EFFECTIVENESS OF INTERNAL CONTROLS

The Committee acknowledges management's efforts to strengthen internal controls in the Department. However, when seen in the context of the reports issued by the Auditor-General and Internal Audit, it is clear that management's efforts have not yielded the required benefits to date. The decentralisation project that commenced in the previous year, to improve accountability and control at the service points has added impetus to the ongoing improvements in the Department's service delivery. This has however not produced similar levels of improvements in financial management and internal controls as there is a need for increased technical support, monitoring and evaluation from Head Office to unlock the full potential of these efforts.

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

The Committee is especially concerned with the high rate of non-adherence to established policies and procedures and the lack of subsequent punitive measures against the responsible officials, when required. The Committee believes there needs to be tighter controls around work ethic, responsibility and accountability and that non-adherence to such, should be addressed through a fair and rigorous application of the performance management system.

Vacancies undermine the effective functioning of the system of internal control and it is imperative that the Department reviews its recruitment procedures and processes to ensure that vacancies are filled expeditiously with properly qualified, skilled and experienced personnel.

The Department has adopted aggressive anti-corruption measures to curb the frequency and magnitude of fraud and corruption. The Committee is not satisfied with the regularity, content and transparency of the reports it receives on this important matter and these concerns have been raised with management. The Committee has requested that the detailed fraud risk register and progress reports on the action plans for addressing the risks be tabled at each quarterly meeting of the Audit Committee.

Owing to the strategic importance of and massive investment in modernization and information and communication technology (ICT) in the Department, the Committee has asked for the detailed ICT risk register and progress report on the respective action plans to be presented to the Committee for monitoring purposes.

#### 4. SPECIFIC FOCUS AREAS GOING FORWARD

The Committee has identified the following specific focus areas to monitor, support and advise management on:

- Enhancement of reporting on performance information;
- Modernisation of the Department's information technology;
- Effectiveness of the Internal Audit Function;
- Co-ordination and co-operation with DIRCO on matters related to financial management and audit;
- Improving the control environment;
- Cohesive risk management framework and
- Embedding a combined assurance model

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

The Committee was satisfied with the content and quality of quarterly financial reports prepared and issued by the Department during the year under review, in compliance with the statutory reporting framework. The Committee has requested and received the monthly management accounts and Interim (quarterly) financial statements for deliberations at the Audit Committee meetings. However, the Committee has suggested improvements to reports especially relating to performance information. The Committee has recommended that the Department move towards preparing interim financial statements, which would assist the Department in attending to reconciliations timeously as well as eliminate year end adjustments.

#### 6. INTERNAL AUDIT FUNCTION

The Chief Audit Executive (CAE) has been put on suspension, pending disciplinary action for over a year and an interim CAE was seconded from the Department of Treasury to fulfill this function. There has been ongoing delays in resolving the issue with the suspended CAE, which is not only costing the Department but holding the Department back in terms of making decisions on the Internal Audit function.

The Committee is not satisfied that Internal Audit has properly discharged its functions and responsibilities at Department during the year under review

The capacity of Internal Audit has been enhanced through the redesign of the internal audit process, employment of additional personnel and investments in an intensive training programme. The Committee expects these initiatives to contribute to internal audit becoming more efficient, more responsive to the challenges of the department and providing audit reports of a high quality to management and the Committee on a timely basis. The Committee has stated its intolerance for any continued poor performance after these interventions.

The Committee supports the direction that Internal Audit is adopting a co-sourced model. This will provide the necessary skills and agility required for Internal Audit to respond quickly and effectively to the demands for internal audit across the Department's multi location.

The recent appointment of specialist ICT auditors is a welcome development in light

of the need for expertise in the auditing of automated systems and the development and maintenance of a system of continuous auditing.

## 7. RISK MANAGEMENT

The Committee is responsible for the oversight of risk management function. The Risk Management Committee reports to the Audit Committee on the Department's management of risk on a quarterly basis. The Committee has reviewed the risk register and has suggested certain improvements to be made.

## 8. EVALUATION OF THE ANNUAL FINANCIAL STATEMENTS

The Committee has:

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

## 9. AUDITOR-GENERAL'S REPORT


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

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

The Committee appreciates the enormity of the challenge associated with managing a large, geographically dispersed and complex Department. However, the audit qualification matters should have been avoided given the effort put in by certain officials, the significant cost of appointing consultants and the ongoing assurances given by management to the Committee that these matters were under control.

The Committee has already put in place certain fundamental process to advise management and also to monitor their progress in addressing the audit qualification matters, as well as internal control deficiencies in general.

The Audit Committee appreciates the diligence and co-operation of the Auditor-General's team.



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**S. Gounden**  
**Chairperson of the Audit Committee**  
**Pretoria**  
**DATE: 27 September 2013**

# REPORT OF THE ACCOUNTING OFFICER FOR THE YEAR ENDED 31 MARCH 2013

Report by the Accounting Officer to the Executive Authority and Parliament of the Republic of South Africa.

## 1. GENERAL REVIEW OF THE STATE OF FINANCIAL AFFAIRS

### 1.1 INTRODUCTION

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

The Immigration Affairs branch determines the status and identity of foreigners, regulates immigration through the permitting and movement control systems and provides consular services abroad. Immigration Officers are present at ports of entry and regional offices in provinces. The branch also has an Inspectorate function which is responsible for enforcing the Immigration Act and Regulations. Immigration Affairs is also responsible for processing and determining the status of asylum seekers and refugees and operates at three centres nationally in this regard.

Civic Affairs collects fees for its services at nearly 415 front line offices and Immigration Affairs is responsible for the collection and administration of fees, guarantees, deposits and refunds. Immigration Affairs thus operates an immigration control account in terms of the Immigration Act. One purpose of the account is to ensure that a citizen of a foreign state visiting South Africa will have sufficient means

to support himself or herself whilst in the Republic. Deposits are refundable to the depositor if certain conditions are met..

With regard to services rendered abroad, the Department is currently represented in 43 missions and is assisted by the Department of Internal Relations and Cooperation (DIRCO) where it is not represented. The Head of the Mission, a DIRCO official, is responsible for the overall management of the Mission including the activities of Home Affairs, whether the Department is represented or not. DIRCO also collects revenue at the missions on behalf of the Department and administers the Department's operational expenses at the missions on a cost recoverable basis. This arrangement is managed through a Memorandum of Understanding signed between the two departments.

The Minister of Home Affairs has oversight over several statutory bodies, which receive funding via Programme 2 of the budget vote. Those directly related to its mandate are the Immigration Advisory Board, as well as the Refugee Appeal Board. Funds are also transferred to the Independent Electoral Commission (IEC), the Film and Publication Board (FPB) and the Government Printing Works (GPW). During the year under review the administration of Public Funding of Represented Political Parties Act; (Act NO.103 of 1997) was transferred from Department of Justice and Constitutional Development to the Department.

### 1.2 REVENUE

During the 2012/2013 financial year the Department initially received a budget allocation of R5,296 billion. However, during the Adjustment Estimates an additional amount of R48 million (R33 million for compensation of employees and R15 million for hosting the Africa Cup of Nations) was allocated and a reduction of R100 million was effected due to delays in the implementation of IT Modernisation programme. These adjustments resulted in a final budget allocation of R5,244 billion. The Department also collected revenue amounting to R712 million. Therefore the budget for the 2012/2013 financial year including voted and non-voted funds amounts to R5,244 billion and is explained below:

- (i) Annual Appropriation – R5,244 billion

The Department received a budget allocation of R5,244 billion for the 2012/13 financial year after Adjustment Estimates inclusive of funding for the IEC, the FPB and the GPW, split below as follows:

BASELINE ALLOCATION ALLOCATED BY NATIONAL TREASURY	2012/13	2011/12
	R'000	R'000
Baseline Amount	5 296 269	5 464 134
Home Affairs Functions	4 335 450	4 470 484
Independent Electoral Commission	756 228	799 190
Film And Publication Board	69 372	65 458
Government Printing Works	135 219	129 002
Additional Funds	47 619	386 680
Home Affairs Functions	41 228	346 082
Independent Electoral Commission	5 928	40 598
Film And Publication Board	463	–
Sub Total	5 343 888	5 850 814
Reduction (IT Modernisation)	(100 000)	–
<b>Final Appropriation</b>	<b>5 243 888</b>	<b>5 850 814</b>

The budget allocated (R5 850 814) for the 2011/2012 financial year is inclusive of a once off allocation amounting to R368 million (R41 million was for the IEC for the casting of special votes during the Local Government Elections and R327 million for self-financing in respect of issuing of passports). Without the once off amount, the budget allocation for 2011/2012 would have amounted to R5,483 billion.

The net effect is that the budget allocation for 2012/2013 has in effect decreased by 4,56% (R5,483 billion - R5,244 billion) as compared to the previous financial year. This decrease is attributed to a reduction of R100 million due to delays in the implementation of the IT Modernisation programme as well as the general budget cuts implemented by National Treasury.

(ii) Departmental Revenue – R 712 million

	2012/13	2011/12
Sales of goods and services other than capital assets	655 871	637 606
Fines, penalties and forfeits	45 642	39 160
Interest, dividends and rent on land	385	882
Sales of capital assets	2 420	–
Transactions in financial assets and liabilities	7 772	42 409
Transfer received		–
<b>Total revenue collected</b>	<b>712 090</b>	<b>720 057</b>

Departmental revenue is derived from services rendered to citizens and foreign visitors according to approved tariffs. Service to citizens range from issuing of birth registration certificates, identification books and passports. Services provided to foreigners include issuing of visas, permits and permanent residence certificates. Furthermore, the Department imposes fines to individuals, as well as to local and foreign transportation carriers where a transgression in terms of the Immigration Act has occurred. However, the Department only recognises the revenue upon receipt of the payment of the fine.

The reduction of the tariff for temporary IDs from R140 to R70, with approval of National Treasury, impacted negatively on revenue collection for that service. However, in spite of this, there was an overall increase in revenue from the sale of goods and services.

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

- (iii) Cash collected by DIRCO from foreign missions on behalf of the Department is recognised as revenue when the following conditions are met:
- complete, accurate and valid supporting documents for the transactions are obtained from DIRCO, and
  - cash relating to the verified supporting documents is received by the Department.

A payable is recognised in instances where:

- cash is received from DIRCO without the corresponding supporting documents;
- documents are not validated for accuracy and completeness at the time of publishing the accounts; and
- where cash received is not yet allocated to the respective accounts.

Payables are disclosed as Intergovernmental Payables in Annexure 4.

(iv) A receivable is recognised to the extent that it relates to amounts due to the Department from DIRCO, evidenced by complete, accurate and valid supporting documents, but for which no cash has been received from DIRCO, and is disclosed as Claims Recoverable in Annexure 3.

(v) Revenue collected by DIRCO but for which the corresponding supporting documentation and cash has not been received by the Department, is disclosed as a Contingent Asset in disclosure note 19.2 to the Annual Financial Statements.

As explained in the previous financial year, the Department disposed off assets, and the proceeds were not recognised in that financial year. Therefore the amount of R2,4 million is inclusive of R552 thousand in respect of assets disposed in the previous financial year.

### 1.3 VIREMENT

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

Items	PROGRAMMES			
	Administration	Citizen Affairs	Immigration Affairs	Total
	R'000	R'000	R'000	R'000
Compensation of employees	(1 814)	(149 005)	(18 283)	(169 102)
Goods and services	25 423	(4 279)	116 281	137 425
Interest and rent on land	–	–	–	–
Transfers and subsidies	740	8 893	694	10 327
Payment for capital assets	65 147	1 498	–	66 645
Payment for financial assets	(45 295)	–	–	(45 295)
<b>TOTAL</b>	<b>44 201</b>	<b>(142 893)</b>	<b>98 692</b>	<b>-</b>

### 1.4 EXPENDITURE

The following table represents expenditure incurred per programme during the 2012/13 financial year:

APPROPRIATION	2012/13				2011/12	
	FINAL APPRO- PRIATION	ACTUAL EXPE- NDITURE	VARIA- NCE	ACTUAL % SPEND	FINAL APPRO- PRIATION	ACTUAL EXPE- NDITURE
	R'000	R'000	R'000		R'000	R'000
1. Administration	1 616 723	1 476 591	140 132	91%	1 995 984	1 888 805
2. Citizen Affairs	2 951 269	3 177 492	-226 223	108%	3 202 059	3 126 960
3. Immigration Affairs	675 896	750 199	-74 303	111%	652 771	632 726
<b>TOTAL</b>	<b>5 243 888</b>	<b>5 404 282</b>	<b>-160 394</b>	<b>103%</b>	<b>5 850 814</b>	<b>5 648 491</b>

During the year under review, the Department overspent its allocation by 3,6% (R160 million). However, considering that the unspent funds in Programme 1 (R140 million) represents earmarked funds for the IT Modernisation Programme. The Department has overspent its budget by 6% (R301 million). This overspending is due to the non-implementation of the Trading Account. The history of the Trading Account is as follows: In the 2010/11 financial year the Department approached National Treasury for additional funding to support its operational needs, however the fiscus could not accommodate the requirements of the Department, hence a recommendation was made by MinComBud to establish a Trading Account. The purpose of the Trading Account was to retain revenue generated from issuing of enabling documents and the defrayment of expenses incurred in generating the revenue. In this regard, the following expenditure items were identified in consultation with National Treasury:

- Inv:Sta&Prnt: Govmmt Printer
- Courier Services
- Cash in Transit

During the year under review, the Department engaged in a process of establishing a Trading Account. Significant progress was made as the Department procured an accrual accounting system (PASTEL), opened a bank account and drafted the accounting policy for the management of the Trading Account. In the development of the accounting policy certain challenges were recognised, in particular for the recognition and measurement of transactions related to the revenue collected. In analysing the requirements for the Department to fully comply to the GRAP standards, it was found that certain functions would have had to be shifted out of the Department, which was not the intention behind the establishment of the Trading Account. Considering the complexities with regard to compliance with the GRAP

standards the Department approached National Treasury to evaluate the best option for the utilisation of the revenue collected to defray the related expenses, as well as to postpone the implementation of the Trading Account during 2012/2013 financial year.

The National Treasury supported the suspension of the implementation of the Trading Account for the 2012/13 financial year and advised that the Department must:

- Account for all expenses incurred with respect to the issuing of enabling documents in the vote;
- Surrender all revenue generated to the National Revenue Fund;
- Prepare final accounts only for the vote; and
- Disclose the unauthorised expenditure in the annual report as required by the PFMA;

Based on the above, it was agreed that Treasury would:

- Submit to SCOPA a favourable recommendation with respect to the overspending; and;
- Engage the department with respect to the re-introduction of the self-financing method for the 2013/14 financial year.

### 1.5 ROLLOVER

The Department has in the 2012/13 financial year overspent its budget, therefore no roll over was requested. However the R140 million, which was utilised to reduce the over expenditure in the appropriation statement from R301 million to R160 million will effectively be reimbursed as the total R301 million is recorded as unauthorised.

### 1.6 LEASE PAYMENTS

The National Treasury granted approval that political office bearers, including Ministers and Deputy Ministers may be provided with official vehicles in accordance with practice note no 5, of 2006/07. In terms of the scheme the Executives may be provided with 2 official vehicles, one based in Pretoria and the other in Cape Town. The Department is participating in the scheme as reflected in note 23.

During the year under review, the Department also hired photocopiers through a finance lease arrangement. In terms of the MoU with DIRCO the Department only reimburses DIRCO for residential accommodation. The office space occupied by the Department in London was however claimed from the Department by DIRCO. This matter is currently under review.

### 1.7 FRUITLESS EXPENDITURE

A total amount of three hundred and seventy four (R374) thousand has been recorded as fruitless expenditure as a result of interest paid on overdue accounts (R367) and no shows for accommodation (R7) booked for officials, and subsequently cancelled as a result of competing departmental needs. These cases have been referred to the Loss Control Committee for their consideration. Depending on the recommendations of the Committee, any official responsible for the fruitless expenditure will be held accountable for the loss.

### 1.8 DEPARTMENTAL LOSS

The Department is responsible for deporting illegal foreign nationals in terms of the Immigration Act 13 of 2002 (“Immigration Act”) and Regulations to the Immigration Act. The deportation process is implemented by the Department in conjunction with the Embassies or High Commissions of the home countries of the illegal foreign nationals. The responsibility of the Embassy and High Commission is to identify their nationals and issue Emergency Travel Certificates (ETCs) to facilitate the deportation of the illegal foreign nationals, as by law a person can only be deported to his/her country of origin.

In this case, the Embassy of the Democratic Republic of Congo (DRC) after the confirmation of the identification of their nationals issued the necessary ETC’s. On the strength of the issued ETC’s, the Department applied for landing rights at DRC and flight clearances for the charter flight transporting the deportees which were duly granted. However, when the flight landed at the Kinshasa airport, the Chief Immigration Officer refused the deportees entry into the country. The entry was denied despite the fact that the DRC Embassy notified the authorities in Kinshasa about the deportation, including providing the full name list of the deportees. The flight crew had to re-route the plane to the Murtala Muhammed International Airport in Lagos, Nigeria, whilst negotiations proceeded between the representative of the South African government and Immigration in the DRC, which did not yield positive results and the deportees were returned to South Africa. All the necessary protocols for deportation were followed, hence the expenditure incurred is regarded as a loss and the department is engaging the DRC government on the matter.

### 1.9 POSSIBLE FRAUDULENT TRANSACTION

The Department advertised a tender for the programme office for the management of the IT Modernisation Programme, which stipulated amongst other conditions

that the Tax Clearance Certificate (TCC) must be valid and failure to comply therewith invalidates the bid. The bid was awarded during the course of 2012 to Mstrat. Pursuant to the award of the bid, Mstrat has been providing services to the Department and payment amounting to R711,406.74 has been made thus far.

As part of improving internal controls, during February 2013, the Department requested SARS to validate the TCCs of service providers awarded tenders from April 2012. Among the list provided to SARS were two TCCs submitted by Mstrat. Subsequent to the Department's request, the Department received confirmation from SARS that the TCC's submitted by Mstrat were not issued by them and are therefore invalid. The Department invalidated the contract and the supplier was informed accordingly. The matter was referred to SARS for further investigation and the Department also withheld a prospective payment of R2,3 million pending the outcome of investigations, hence this amount is recorded as a contingent liability.

As reported in the previous year, a case of theft of state funds was reported in the Wynberg District Office. Based on the preliminary investigations, the estimated loss amounted to R1.3 million. The matter was reported to the South African Police Services and the implicated official has now been criminally charged and has appeared in court. In addition, the official has been charged internally and dismissed, and her pension funds are withheld.

### 1.10 DEVIATIONS

During the year under review, the Department approved twenty three (23) deviations from normal tender procedures amounting to R130,3 million. The reasons for doing so were: services being rendered by sole suppliers, extension of contract term deemed critical for service delivery, and matters of emergency. The majority of the services relate to IT (R60,8million), Counter Corruption and Security (R12,2million), Civic Services (R42,6million), Immigration Affairs (R4, 6 million), Ministry (R0,789 million) and Finance (R9,1 million). All these deviations were processed through the Departmental Bid Adjudication Committee and approved by the Accounting Officer after due consideration, and also reported to National Treasury and Auditor-General.

## 2. UNAUTHORISED EXPENDITURE

During the year under review, the Department incurred unauthorised expenditure amounting to R301 million as a result of non-implementation of the Trading Account, as explained in paragraph 1.4 above, which increased the balance of unauthorised expenditure to R1,088 billion. The unauthorised expenditure of R99,9 million, which

relates to the 2005/06 financial year was approved by SCOPA. However, there was a delay in the proclamation of the Finance Bill. It is important to note that R53 million of the R99,9 million was condoned with a provision that it must be funded within the budget allocation of the Department.

With regard to R687,3 million reported in the 2010/11 financial year, the Department submitted a request to National Treasury for the tabling of this amount in various oversight committees for consideration. The response to this request is awaited. The current unauthorised expenditure will be submitted for consideration in the next financial year. With regard to the unauthorised expenditure for the 2012/13 financial year, the Department consulted with National Treasury and in-principle support was received with regard to the funding of the unauthorised expenditure through a Finance Bill.

## 3. IRREGULAR EXPENDITURE

During the year under review, the Department incurred irregular expenditure to the value of R4,2 million as against R5,7 million in the previous financial year. An amount of R3,5million relates to the procurement of goods and services. The main contributing factor is the utilisation of service providers beyond their contract period (R2,5 million), obtaining one quotation instead of three from different suppliers (R0,117 million) as well as non-adherence to delegation of powers (R0,136 million).

Furthermore, the Department did not comply with DPSA policy guidelines on acting allowances for SMS and non-SMS members. The guideline stipulates that "an employee may only act in a higher post for a maximum uninterrupted period of six (6) months for SMS and 12 (twelve) months for levels 1 – 12". Due to delays in the finalisation of appointments some employees have acted in positions beyond the stipulated twelve months period. In this regard the Department has incurred an amount of R0,6 million (2011/12: R0,4 million). Furthermore overtime was paid to employees who were contract workers, which is against the departmental policy (to the value of R0,1 million).

## 4. MANAGEMENT OF FIXED ASSETS

During the year under review, the Department obtained approval to utilise the BAUD Assets Management System, but it was implemented only during the last quarter of the financial year. This necessitated the recapturing of opening balances per individual asset with a total asset base of approximately one hundred and eighty thousand (180 000) assets. In addition, a verification exercise was conducted throughout the country and subsequent reconciliations were conducted. Since the



previous assets information (serial numbers, room barcode numbers and asset actual barcodes) was captured manually there were many discrepancies caused by the inaccuracies of the data.

The reconciliation process was further impacted on by barcodes that had fallen off the assets, which resulted in some assets being recorded as not verified and others being recorded as new assets found on the floor, whereas in reality they were the same assets. This resulted in assets being removed from the asset register as not verified and others being fair valued. The implementation of the new system will resolve these challenges going forward.

## CONTINGENT LIABILITIES

### i) Housing Guarantees

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

The Department has implemented proper processes to manage its guarantees with the banks and submits quarterly reports to National Treasury. In this regard, an amount of R0,250 million as against R1,2 million of the previous year has been disclosed in Annexure 2A.

### ii) Motor Finance Guarantees

This relates to the financial guarantees given by the Department to financial institutions in respect of employees when they purchase a vehicle in terms of the vehicle finance scheme for SMS members. In the event that an employee fails to meet his/her obligation to the bank the Department settles the balance and takes over the vehicle. However, if the employee resigns from the service, he/she has the option of taking over the loan or returning the vehicle to the custody of the Department. In this regard an amount of R0.293 million (2011/12: R0,605 million) has been disclosed in Annexure 2A.

### iii) Pending Legal Claims: R1,340 billion

- **Immigration and Civic Affairs: R503,3 million and R3,8 million**

Immigration claims arise mainly out of the unlawful arrests and detention of illegal foreigners, as well as damages arising from the Department's failure to timeously make decisions on permits (R503,3 million). The claim in respect of a claimant abroad is valued at spot rate against the rand as at 31 March of every year until the matter is finalised.

Civic Services claims arise mainly out of the issuing of a passport to a minor child without the authorization of the parents; the fraudulent issuance of death certificates; the non-issuing of identity documents and the fraudulent use of an identity document resulting in the arrest and detention of the lawful owner (R3,8 million).

- **Tenders: R630,2 million**

This claim relates to a tender invitation in respect of the expansion of an Electronic Document Management System ("EDMS"), which was done through SITA. The tender was not finally awarded. However, two participants (Valor IT – R28,2 million and New Dawn Technologies - R602 million) in the tender process are claiming that the tender was awarded to them.

- **Contracts: R199,8 million**

The claims arising out of contracts amounting to R189,8 million relates principally to two matters (Double Ring R171,5 million and Chillibush Communications R18,3) and the balance is with regard to claims by other individual service providers.

- (a) **Double Ring (Pty) Ltd / Minister Of Home Affairs: R171,5 million**

This is a claim for payment emanating from a Service Level Agreement with the Department for the supply and installation of software, telecommunications technology equipment (satellite dishes), provision of bandwidth and maintenance thereof. The supplier is claiming that services have been supplied by a company abroad, hence invoiced the Department in foreign currency. The Department is of the view that services have been provided locally; therefore it should be invoiced in South African Rand. During the year under review, Double Ring amended their claim from R76,5 million to R171,5 million. The matter is set down for trial on 6 June 2014.

- (b) **Chillibush Communications (Pty) Ltd / Director-General of Home Affairs: R18,3 million**

This is a claim for payment resulting from a Service Level Agreement with

the Department to render goods and services relating to campaigns, media placements and productions for a 12 month period commencing from May 2008. The contract had a provision for extension in writing after the expiry of the contract. The service provider claims that despite the non-extension of the contract in writing they have a legal right to deliver the services to the Department.

**(c) Mstrat Consulting cc:** R2,2 million

The Department has withheld payments to the value of R2.2 million due to perceived irregularities in the conduct of the above mentioned supplier.

**(d) Ikgodiseng Consortium** (R6,5 million)

As reported in the previous year, under “possible fraudulent transactions”, the Department awarded a three year tender to Ikgodiseng Consortium for Adult Basic Education and Training (ABET) for R3,9 million per annum for a period of three years with a total value of R11,7 million. On 23 December 2011 it was discovered that a payment of R5,5 million was made whilst the services were not rendered. The matter was reported to the HAWKS for investigation and to the Auditor-General for information and a court order was obtained to freeze their bank account.

The Department issued summons against Ikgodiseng to recover the money and Ikgodiseng defended the claim. Ikgodiseng further raised a counter claim of R6 500 000.00 (six million five hundred thousand) for breach of contract. The matter is currently pending and active as exchange of pleadings is currently under way.

**(e) Other Claims:** R1,3 million

The above amount relates to claims that do not arise from Immigration and Civic Services, tenders or contracts, i.e. vehicle collisions; personal injuries, *contumelia*, etc.

**iv) DIRCO Outstanding Claims**

As reported in the previous financial year, the Department signed a memorandum of understanding with DIRCO, which amongst other things, provides for the payment of advances in respect of foreign allowances. During the year under review, the Department was able to process all the expenditure relating to the 2012/13 financial year for salaries and accommodation expenses as covered through advances payment.

There is still a challenge with receiving supporting documents from DIRCO although there is an improvement on the confirmed balances as shown in annexure 4. With regard to unconfirmed balances there is also significant improvement as inter-governmental payables decreased from R190,2 million to R15,8 million.

As the Department is operating on a cash basis of accounting it is not able to record this balance on the statement of financial position, hence the disclosure in note 19 and annexure 3 of the annual financial statements.

## 5. CONTINGENT ASSETS

This relates to revenue collected by DIRCO but for which the corresponding supporting documentation and cash has not been received by the Department. It is disclosed as a Contingent Asset in the Annual Financial Statements.

## 6. SERVICES RENDERED BY THE DEPARTMENT

### 6.1 Citizen Affairs

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

### 6.2 Immigration Affairs

Immigration Affairs is responsible for the regulation of migration through ports of entry and via foreign missions, and the issuing 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 Large Accounts Unit assists public and private organisations with applications for the importation of scarce skills.

#### a. Inventory

Inventory on hand at year-end is as follows:

CATEGORY	2012/13 R'000	2011/12 R'000	METHOD OF COSTING R'000
Controlled Stationery	12 406	370 742	Actual Cost

## b. Tariff policy

The Department did not review its tariffs for the 2012/2013 financial year but continued to utilise the approved tariffs of the 2011/2012 financial year. This came into effect as a result of the current economic situation especially on enabling documents like the Identity Documents, birth and death certificates. The issuing of abridged birth certificates was discontinued which resulted in unabridged birth certificates being recognised as a first issue, therefore issued at no fee. Approval for this was granted by National Treasury.

## c. Free Services

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

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

## 7. CAPACITY CONSTRAINTS

### (i) Information Communication Technology

As reported previously, the Department is engaged in its IT modernisation, which envisages changing the current manual processes, where paper forms are used as a main interface with its clients, to a paperless environment where all transactions are committed online and real-time. In summary, the system is to provide a single solution for both Immigration and Civic Affairs by integrating the National Population Register, National Immigration Information System and Movement Control System. Furthermore, the Home Affairs National Identity System (HANIS) and Integrated Electronic Document Management System are to be interfaced into the core system.

Significant progress has been made in the implementation of the programme and National Treasury has provided adequate funding for the implementation of the system over the MTEF period. This programme is

going to change the way the Department operates in particular in the front and back office. Therefore, training of staff and availability of critical skills will be a key element for the success of the programme. Furthermore, since the Department will be moving to an online mode of operations, adequate IT infrastructure (bandwidth, server rooms, uninterrupted power supply, etc.) is required. To support the system, the Department will be required to upgrade its hardware to keep up with technological advances. In this regard, a business case has been submitted to National Treasury for consideration.

### (ii) Human Resource capacity

To strengthen corporate services functions (HR and Finance) and support the decentralisation of certain functions to provinces additional capacity was provided to provincial offices. To improve the department's management capabilities, junior and middle management were enrolled for various courses, which were designed by Wits Business School in conjunction with the Department. The other area which needed support was the ports of entry and additional posts were allocated for Beitbridge, Maseru Bridge and Lebombo. Although the Department has implemented its operating model, additional capacity is still required to ensure its ability to comply with the provisions of the PFMA, SCM policies and the Public Service Regulations.

## 8. TRADING ENTITIES AND PUBLIC ENTITIES

### 8.1 Independent Electoral Commission (IEC)

The IEC is a constitutional institution reporting directly to Parliament. Its vision is to strengthen constitutional democracy through the delivery of free and fair elections. The Commission was established in terms of section 3 of the Electoral Commission Act, 1996 (Act No. 51 of 1996).

The functions of the Commission include the following:

- Manage any election.
- Ensure that elections are free and fair.
- Perform the functions assigned to it by the Act.

The Chief Electoral Officer is the Accounting Officer of the Commission in terms of section 12 of the Act and submits independent annual financial statements.

## 8.2 Film and Publication Board (FPB)

The FPB is a Schedule 3A National Public Entity in terms of the Public Finance Management Act. The Board was established in terms of section 3(1)(a) of the Films and Publications Act, No 65 of 1996, with the Deputy Minister of Home Affairs as its Executive Authority. The Board is responsible for the implementation of the Act, which regulates the creation, production, possession, exhibition and distribution of certain films, interactive computer games and publications.

The functions of the Board include the following:

- Regulate the creation, production, possession and distribution of certain publications and certain films by means of classification, the imposition of age restriction and giving advice to consumers.
- Perform the functions assigned to it by the Act.

The Chief Executive Officer is the Accounting Officer of the Board in terms of section 13 of the Act and submits independent Annual Financial Statements.

## 8.3 Government Printing Works (GPW)

The GPW was established to render security printing and related services to the Government of South Africa. During 1976 the GPW was established as a Trading Account by the erstwhile Department of Finance. The GPW was converted to a Government Component during the 2009/10 financial year.

The functions of the GPW include the following:

- Compiling, editing, printing and distribution of Government Gazettes and Provincial Gazettes.
- Procurement and stocking of departmental forms and face value forms.
- Provide a printing service pertaining to high security documents and also printed matter of a general nature.
- Administration of the stocking of government publications and the selling thereof to government institutions and the general public, as well as institutions abroad.

The Chief Executive Officer of GPW is the Accounting Officer in terms of section 36(3) of the PFMA and submits independent Annual Financial Statements.

## 9. ORGANISATIONS TO WHICH TRANSFER PAYMENTS HAVE BEEN MADE

The following organisations received transfer payments from the Department as reported in Note 6 of the Financial Statements:

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

## 10. CORPORATE GOVERNANCE ARRANGEMENTS

### (i) Risk management and Fraud Prevention

The Department has adopted the Public Sector Risk Management Framework issued by National Treasury as its risk management standard. To ensure that the Department has in place an effective, efficient and transparent system of risk management, a Risk Management Committee, which is constituted by members of executive management and with clear terms of reference, was appointed. The Risk Management Committee reports on a regular basis to the Director-General and the Audit Committee via its Chairperson.

Risk management workshops were held during the year under review to equip line managers and staff to take responsibility for risk management within the functions under their control.

The Risk Management Committee held four meetings during the year. The Committee evaluated the effectiveness of steps taken to manage the key risks within the Department's risk register, and where required, provided the necessary recommendations to improve the management of risks. The Committee also considered new and emerging risks reported by line managers and the adequacy of the plans to address such risks.

The Counter Corruption and Security Branch is responsible for working with line management in all aspects of fraud prevention. The Case Resolution Committee as well as the Risk Management Committee oversee the work of the Branch.

**(ii) Health and Safety**

The Director-General is responsible for ensuring compliance with the Occupational Health and Safety Act, Act 85 of 1993 and Regulations and for the implementation of all processes relating to the Occupational Health and Safety (OHS) standards.

During the year under review, the Department has developed, implemented and monitored the Occupational Health and Safety Programme. The Department identified the need to empower and capacitate employees in order to minimise Occupational Injuries and reduce Health and Safety risks in the workplace environment. A total of 108 employees attended the Advanced Health and Safety Representatives Training, 76 employees were trained on First Aid Level One and 10 National Safety Health and Environmental Chairperson on incident investigations.

During the year under review, 798 Immigration Officers at Ports of Entry were vaccinated for Hepatitis A, Meningitis and Tetanus vaccines. Thirty SHE Committee meetings were held during this period under review. The Department continued with internal assessments aimed at identifying occupational risks and potential health risks in terms of Section 8 of the Occupational Health and Safety Act 85/1993. Occupational Health and Safety audits were conducted in 58 offices of the Department and 48 Occupational Injuries have been reported to the Compensation Commissioner for the year under review.

**(iii) Internal Audit**

The Department maintains a system of internal auditing as prescribed by the Public Finance Management Act, under the auspices of the Chief Directorate: Audit Services. In order to support an environment in which Audit Services can operate independently and objectively, the unit reports functionally to the Audit Committee and administratively to the Director-General. Audit Services function in accordance with the prescripts of the Internal Audit Charter, as approved by the Audit Committee.

The Internal Audit unit continued to implement a programme of action to bring the Internal Audit function up to the standard envisaged in the

Treasury Regulations and to address issues raised by Auditor-General. The three year rolling strategic plan and an annual internal audit plan were approved. The Internal Audit Charter was also approved and steps were taken to build the capacity of the unit.

The suspension of the Chief Audit Executive (CAE) as reported in the previous reporting period continued throughout the current reporting period despite the best attempts of the Department to bring the matter to finality without infringing on the rights of the CAE. An official from National Treasury fulfilled the function of the CAE on an acting basis throughout 2012/13.

**(iv) Audit Committee**

The Department has a properly constituted Audit Committee as prescribed by the PFMA. The Audit Committee functions in accordance with the prescripts of the Audit Committee Charter. The Committee reports to the Director-General but is permitted in accordance with its Charter and the Treasury Regulations to report to the Minister, National Treasury and the Auditor-General at its discretion.

During the year under review, the Department appointed three new members and retained one member from the previous committee for continuity purposes. The Committee played its oversight role in the affairs of the Department in particular to ensure adequate and effective systems of governance, risk management and control.

**11. FINANCIAL MANAGEMENT IMPROVEMENTS**

During the year under review, the Department continued with its endeavour to strengthen financial management through the principle of letting the managers manage as espoused in the PFMA. In this regard, delegation of powers for both financial and human resources management were reviewed to empower management at different levels to execute their respective responsibilities timely and effectively.

The Department is in the process of implementing its IT Modernisation programme, which will support amongst other things, the elimination of receiving cash as a method of payment as clients will have an opportunity of paying via electronic funds transfer. This will improve revenue management

as the reliance on manual processes will be reduced substantially. Furthermore the Integrated Receipting Engine has been upgraded and piloted at Randburg Office and will be rolled out in the next financial year.

## 12. PERFORMANCE INFORMATION

The Department has developed its strategic plan and annual performance plan for the next MTEF period, which articulates its strategic priorities. To address concerns raised by the Auditor-General with regard to predetermined objectives, the Department reviewed its targets for 2012/13 to ensure that they meet the SMART principles. In this regard, an errata document was submitted to Parliament and the Auditor-General after approval by the Minister.

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

### (i) Performance Management System

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

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

### (ii) Management Reporting

On a quarterly basis the Executive Committee reviews progress with the implementation of the strategic objectives and takes the necessary corrective steps to reposition the Department to fully achieve its mandate.

Senior management members are required to submit progress reports on their respective areas of responsibility. To ensure monitoring and evaluation of the Department's performance, the Department conducts quarterly reviews which include senior management, heads of offices and representatives from various key delivery service points. Furthermore, members of the departmental top management conduct oversight functions at the provinces and provincial heads do the same at headquarters. This provides the basis of streamlining processes between headquarters and service delivery points (provinces) to prevent any disjuncture that could have a negative impact on service delivery.

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

- Monthly and quarterly unit reports;
- Branch quarterly reports (including performance information verification);
- Quarterly Individual Performance Assessment evaluation reports; and an
- Annual report

To streamline this function the Department has created a performance and monitoring capacity within the Chief Directorate Policy and Strategic Management Unit to monitor performance through the evaluation of quarterly reports. Emphasis was placed on the verification of samples of performance information by the Internal Audit and Monitoring and Evaluation units on a quarterly and annual basis. This is in line with governmental initiatives to ensure that tax payers get value for money in respect of service delivery.

The Department developed an online reporting tool that simplifies the process of monthly and quarterly reporting and ensure better alignment between individual and organisational performance management. The

reporting tool includes a dashboard functionality to allow managers to manage their business more effectively. The online reporting tool will be implemented during the 2013/14 financial year.

Furthermore the Department participated in the MPAT Assessment conducted by the Department of Monitoring and Evaluation, which assesses the performance of departments and compliance against set criteria. The report for 2012/13 has indicated that the Department performed fairly well, but with certain areas to be attended to.

### (iii) Performance reports in compliance with prescripts

During the year under review, the Department submitted progress reports to various stakeholders to facilitate oversight. In this regard, strategic and annual performance plans were submitted to National Treasury and the Department of Performance Monitoring and Evaluation as well as to Parliament. Furthermore, quarterly progress reports were submitted to the above mentioned structures as well as to the Audit Committee.

## 13. NEW PROPOSED ACTIVITIES

It has long been recognised that a Border Management Agency is needed to coordinate the functions of many departments active in the border environment. The South African National Defence Force (SANDF) is mainly responsible for securing the border line. At ports of entry the key departments are the Department of Home Affairs, which secures and facilitates the movement of persons; SARS deals with the movement of goods; SAPS enforces the law and maintains public order; and the Departments of Agriculture, Health and Transport have regulatory roles.

The State Security Agency (SSA) plays a vital cross-cutting role and there are other role players, such as National Treasury and the Department of Public Works.

The Department has been given the responsibility of establishing a Border Management Agency (BMA). The BMA should be responsible and accountable for the entire border environment to ensure coordination, oversight, control and effective management.

The BMA will be based on cooperation within a strong legal framework and departments will retain their core mandates. In the case of the Department, however, it is envisaged that the Port Control Chief Directorate will be ceded to the BMA. The BMA will be fully operational in 2015 and interim arrangements will be put in place that will incorporate existing measures where feasible. A project manager will be appointed to drive the process, which will involve a collaborative effort by all departments involved and the funding requirements will be submitted to National Treasury based on the outcome of the business case.

## 14. SCOPA RESOLUTIONS

The Department attended a hearing with the Standing Committee on Public Accounts (SCOPA) on 14 May 2013 regarding the Department's 2011/2012 audit outcomes. The resolutions taken are still awaited.

## 15. PRIOR MODIFICATIONS TO AUDIT REPORTS

In the previous year, the Department received a qualification due to its treatment of the revenue collected in foreign missions. The qualification related mainly to the incorrect classification of the revenue items. To rectify the balances a comprehensive analysis of foreign revenue collected during the past 10 years was conducted and outstanding balances were reconverted and reclassified, where necessary. A firm of auditors was appointed to review the reworked balances to ensure accuracy of the figures, proper classification of revenue items, completeness and authenticity of verifiable source documents. To prevent the reoccurrence of the matter, the Department together with DIRCO developed a programme of action with clear deliverables.

Significant progress has been made and the following activities were performed:

- Several missions (i.e. London, Beijing, Botswana, Abuja and Lagos) were visited during the year to obtain an understanding of the revenue processes. The selection of the missions was based on the volume of transactions, processes followed by different missions and issues raised by the Auditor-General in the past. A procedure manual has been drafted to ensure there is uniformity and consistency in the

manner in which missions across the world account for departmental transactions.

- The revenue register was developed to split the money collected between fines, repatriation deposits and other revenue, to facilitate the correct recording of transactions.
- Regular collection of documents from DIRCO. By 31 March 2013, all documents until 28 February 2013 were collected from DIRCO. This is a huge improvement as compared to the past years.

## 16. EXEMPTIONS AND DEVIATIONS RECEIVED FROM NATIONAL TREASURY

During the year under review, National Treasury confirmed the agreed process for the Department to specify how receivables (Revenue collected by DIRCO abroad) disclosed in the Annual Financial Statements are measured.

Furthermore approval was obtained for the utilisation of the BAUD Asset Management System, suspending the operations of the trading account for 2012/13 and subsequent years, de-linking of the Temporary Identification Document application, which resulted in the reduction of the fee and the issuing of an unabridged birth certificate as a first issue at no charge

## 17. INVESTIGATIONS

### 17.1 Who Am I On Line (WAIO)

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

In addition on 24 April 2013, the Department was informed of the intended investigations by the Special Investigating Unit (SIU) with regard to the settlement of the WAIO contract and all necessary documents were submitted, however, the outcome is still awaited.

### 17.2 Ikgodiseng

As explained on page 16 under Contingent Liabilities, this matter is under civil litigation.

In respect of the criminal action, investigations are currently handled by the Commercial Crime Unit of the NPA. No one has yet been formally charged, however, the investigations are on-going. The Department is assisting the NPA with all possible information on this matter.

### 17.3 Tshwane Business and Agricultural Cooperation (TIRRO)

As reported in the previous financial year, the Department received a complaint through the Office of Public Service Commission that the Department entered into a lease contract with the Tshwane Business and Agricultural Cooperation without the involvement of the Department of Public Works and there were alleged irregularities by some departmental officials. The Department instituted investigations on the matter and the report has been submitted to the Office of Public Service Commission for its consideration.

### 17.4 Hallmark Building

The Department previously occupied the Civitas Building situated in the corner of Struben and Andries street in the Central Business District of Tshwane as its Head Office. During 2004, the Department of Labour declared the building not suitable for human occupation in terms of the Occupational Health and Safety Act. The Department had to seek alternative accommodation through the Department of Public Works (DPW) which is mandated to manage the process of acquiring and managing state accommodation. The Department of Public Works could not obtain suitable accommodation within the CBD of Tshwane and had to request Cabinet for a deviation from its resolution, which states that all Departments should be accommodated within the CBD of Tshwane.



A building was eventually identified at Waltloo, Silverton for a three year lease, which was extended from time to time due to scarce accommodation within the CBD. During 2008, DPW managed to procure Hallmark office building in the CBD area in line with the Cabinet Resolution. However there were significant differences between the two buildings, namely:

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

The department has been informed that the procurement of the Hallmark building is being investigated by the Offices of the Public Protector and the Special Investigations unit.

## 18. EVENTS AFTER THE REPORTING DATE

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

## 19. INTERIM FINANCIAL STATEMENTS

During the year under review, the Department complied with the Treasury instruction notes for the submission of quarterly financial statements.

## 20. APPROVAL

The Annual Financial Statements set out on **pages 128 to 171** have been approved by the Accounting Officer.



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**MKUSELI APLENI**  
**DIRECTOR-GENERAL**  
**DATE: 27 September 2013**

# REPORT OF THE AUDITOR-GENERAL TO PARLIAMENT ON VOTE NO.4: DEPARTMENT OF HOME AFFAIRS

## REPORT ON THE FINANCIAL STATEMENTS

### Introduction

1. I have audited the financial statements of the Department of Home Affairs set out on pages 128 to 165 which comprise the appropriation statement, the statement of financial position as at 31 March 2013, the statement of financial performance, statement of changes in net assets and the cash flow statement for the year then ended, and the notes, comprising a summary of significant accounting policies and other explanatory information.

### Accounting officer's responsibility for the financial statements

2. The accounting officer is responsible for the preparation of these financial statements in accordance with the departmental financial reporting framework prescribed by the National Treasury and the requirements of the Public Finance Management Act of South Africa, 1999 (Act No. 1 of 1999) (PFMA) and for such internal control as the accounting officer determines necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor-General's responsibility

3. My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with the Public Audit Act of South Africa, 2004 (Act No. 25 of 2004) (PAA), the general notice issued in terms thereof and International Standards on Auditing. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

4. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.
5. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified audit opinion.

### Basis for qualified opinion

#### Receivables for departmental revenue

6. I was unable to obtain sufficient appropriate audit evidence for the sales of goods and services (foreign revenue) and fines, penalties and forfeitures, due to the status of the financial records and schedules prepared by the department to support the disclosed amounts. I was unable to confirm the amounts by alternative means. Consequently I was unable to determine whether any adjustment relating to the following account balances in the financial statements was necessary:
  - Receivables for departmental revenue stated at R684 million (2011/12: R472 million)
  - Revenue stated at R712 million (2012: R720 million)
  - Payables stated at R507.6 million (2012: R471 million)
  - Contingent assets stated at R16.1 million (2012: R(173.6million))
  - Departmental revenue and NRF receipts to be surrendered to the revenue fund stated at R750.4 million (2012: R72 million)

#### Accruals

7. I was unable to obtain sufficient appropriate audit evidence for the amounts disclosed as accruals in note 21 to the financial statements as the department did not have adequate systems in place to account for foreign expenditure, and I could not confirm the amounts by alternative means. Consequently I

was unable to determine whether any further adjustments to accruals stated at R485 million and contingent liabilities stated at R1 434 million in the financial statements disclosure notes were necessary.

### **Employee benefits**

8. I was unable to obtain sufficient appropriate audit evidence that management has properly accounted for all leave taken for the current and prior year due to the status of the leave records. I was unable to confirm the leave balances by alternative means. Consequently, I was unable to determine whether any adjustment to the vacation leave entitlement balance stated at R82.1 million (2012: R70.7 million) in the financial statements disclosure notes was necessary.

### **Movable tangible capital assets**

9. The department did not have sufficient systems in place to maintain proper records of tangible capital assets. I was unable to obtain sufficient appropriate audit evidence that the amounts disclosed in note 30 to the financial statements were recorded at the correct values. Consequently, I was unable to determine whether any adjustments to major assets stated at R1,042 million (2012: R968 million) and minor assets stated at R179,6 million (2012: R166,3 million) in the financial statement disclosure note was necessary.

### **Qualified opinion**

10. In my opinion, except for the effects of the matters described in the Basis for qualified opinion paragraphs, the financial statements present fairly, in all material respects, the financial position of the Department of Home Affairs as at 31 March 2013, and its financial performance and cash flows for the year ended in accordance with the departmental financial reporting framework prescribed by the National Treasury and the requirements of the PFMA.

### **Emphasis of matters**

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

### **Financial reporting framework**

11. As disclosed in accounting policy note 2.2.2 to the financial statements, the department has obtained a deviation from National Treasury in respect of the recognition of foreign revenue.

### **Significant uncertainties**

12. With reference to note 19 to the financial statements, the department is the defendant in various claims against the department. The department is opposing these claims. The ultimate outcome of the matter cannot presently be determined and no provision for any liability that may result has been made in the financial statements.

### **Restatement of corresponding figures**

13. As disclosed in notes 2, 14, 16, 19.2 and 24 to the financial statements, the corresponding figures for 31 March 2012 have been restated as a result of errors discovered during the year ended 31 March 2013 in the financial statements of the Department of Home Affairs at, and for the year ended, 31 March 2012.

### **Material losses/impairments**

14. As disclosed in note 30 to the financial statements material losses to the amount of R26 million were incurred as a result of the writing-off of 7 099 assets that were lost during the financial year.

### **Material over-spending of the vote**

15. As disclosed in paragraph 1.4 of the accounting officer's report, during the current year of assessment the department overspent the vote by R301 million thus incurring unauthorised expenditure.

### **Payables**

16. Payables which exceed the payment term of 30 days as required in Treasury Regulation 8.2.3 amount to R41 million. This amount would have constituted unauthorised expenditure had the amounts due been paid in a timely manner.

### **Additional matters**

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

### Unaudited supplementary information

17. The supplementary information set out on pages 166 to 171 does not form part of the annual financial statements and is presented as additional information. I have not audited these schedules and accordingly I do not express an opinion thereon.

### Financial reporting framework

18. The financial reporting framework prescribed by the National Treasury and applied by the department is a compliance framework. The wording of my opinion on a compliance framework should reflect that the financial statements have been prepared in accordance with this framework and not that they “present fairly”. Section 20(2)(a) of the PAA, requires me to express an opinion on the fair presentation of the financial statements. The wording of my opinion therefore reflects this requirement.

## REPORT ON OTHER LEGAL AND REGULATORY REQUIREMENTS

19. In accordance with the PAA and the general notice issued in terms thereof, I report the following findings relevant to performance against predetermined objectives, compliance with laws and regulations and internal control, but not for the purpose of expressing an opinion.

### Predetermined objectives

20. I performed procedures to obtain evidence about the usefulness and reliability of the information in the annual performance report as set out on pages 26 to 103 of the annual report.
21. The reported performance against predetermined objectives was evaluated against the overall criteria of usefulness and reliability. The usefulness of information in the annual performance report relates to whether it is presented in accordance with the National Treasury’s annual reporting principles and whether the reported performance is consistent with the planned objectives. The usefulness of information further relates to whether indicators and targets are measurable (i.e. well defined, verifiable, specific, measurable and time bound) and relevant as required by the National Treasury’s *Framework for managing programme performance information (FMPP)*.

The reliability of the information in respect of the selected programmes is assessed to determine whether it adequately reflects the facts (i.e. whether it is valid, accurate and complete).

### Reliability of selected programmes in the annual performance report

22. The *FMPP* requires that institutions should have appropriate systems to collect, collate, verify and store performance information to ensure valid, accurate and complete reporting of actual achievements against planned objectives, indicators and targets.

#### The material findings are as follows:

23. Significantly important targets with respect to the Administration programme are not reliable when compared to the source information and evidence provided. This was due to the lack of frequent review of the validity of reported achievements against source documentation.
24. Significantly important targets with respect to the Citizen Affairs programme and the Immigration Affairs programme are materially misstated. This was due to the inadequate review of the validity of reported achievements against source documentation and the lack of standard operating procedures for the accurate recording of actual achievements.

### Additional matter

25. I draw attention to the matter below. This matter does not have an impact on the predetermined objectives audit findings reported above.

### Achievement of planned targets

26. Of the total number of 51 targets planned for the year, 38 of targets were not achieved during the year under review. This represents 75% of total planned targets that were not achieved during the year under review. It should be noted that there has been progress made on some of these targets. Please refer to the detailed table provided by management in the Annual report for progress on the targets not achieved.

### Compliance with laws and regulations

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

### Annual financial statements, performance and annual reports

28. The accounting officer did not submit the financial statements for auditing within two months after the end of financial year, as required by section 40(1)(c)(i) of the PFMA.
29. The financial statements submitted for auditing were not prepared in accordance with the prescribed financial reporting framework and supported by full and proper records as required by section 40(1)(a) and (b) of the PFMA. Material misstatements identified by the auditors in the submitted financial statements were not adequately corrected and the supporting records could not be provided subsequently, which resulted in the financial statements receiving a qualified audit opinion.

### Revenue management

30. The accounting officer did not ensure that appropriate processes were developed and implemented to provide for the identification, collection, recording, reconciliation and safeguarding of information about revenue, as required by Treasury Regulation 7.2.1.
31. The accounting officer did not take effective and appropriate steps to collect all money due, as required by section 38(1)(c)(i) of the PFMA and Treasury Regulations 11.2.1, 15.10.1.2(a) and 15.10.1.2(e).

### Expenditure management

32. The accounting officer did not take effective and appropriate steps to prevent unauthorised, irregular and fruitless and wasteful expenditure, as required by section 38(1)(c)(ii) of the PFMA and Treasury Regulation 9.1.1.

33. Not all contractual obligations and money owed by the department were settled within 30 days or an agreed period, as required by section 38(1)(f) of the PFMA and Treasury Regulation 8.2.3.

### Procurement and contract management

34. Employees of the department performed remunerative work outside their employment in the department without written permission from the relevant authority as required by section 30 of the Public Service Act.
35. A person in the service of the department who had a private or business interest in a contract awarded by the department failed to disclose such interest, as required by Treasury Regulation 16A8.4 and Public Service Regulation 3C.

### Internal audit

36. The internal audit did not adequately evaluate the reliability and integrity of financial and operational information, as required by Treasury Regulation 3.2.11(b).

### Human resources

37. Funded Vacant posts were not advertised within six months after becoming vacant and were not filled within 12 months after becoming vacant as per the requirements of Public Service Regulation 1/VIIC.1A.2.
38. The accounting officer did not ensure that all leave taken by employees were recorded accurately and in full as required by Public Service Regulation 1/V/F(b).

### Asset management

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

### Financial misconduct

40. The outcomes of disciplinary hearings were not reported as soon as the hearings were completed to the Minister of Home Affairs, the Department of Public Services and Administration and Public Service Commission, as required by Treasury Regulation 4.3.1.

41. The Minister of Home Affairs, National Treasury, the Department of Public Services and Administration and the Public Service Commission were not informed of the outcomes of the criminal proceedings instituted against officials, as required by Treasury Regulation 4.3.3.

### Budget

42. The accounting officer did not take effective and appropriate steps to prevent overspending of the budget, as required by section 39(2)(a) of the PFMA.

### Risk management

43. The accounting officer did not implement sufficient processes to ensure that the department had effective, efficient and transparent systems of financial and risk management and internal control, as required by section 38(1)(a)(i) of the PFMA and Treasury Regulation 3.2.1, as the emerging risks applicable to the department were not all identified to direct and prioritise the internal audit effort in improving controls and managing these risks.

### Internal control

44. I considered internal control relevant to my audit of the financial statements and compliance with laws and regulations. The matters reported below under the fundamentals of internal control are limited to the significant deficiencies that resulted in the basis for qualified opinion, the findings on the annual performance report and the findings on compliance with laws and regulations

### Leadership

45. There is a lack of effective oversight responsibility regarding financial and performance reporting and compliance as well as related internal controls as:
- approved policies and procedures have either not been communicated to all relevant parties in the department, or officials have transgressed approved policies and procedures.

- action to address deficiencies in the internal control environment have not been implemented in an effective and timely manner with the result that the department has a number of repeat audit findings.
- sustainable solutions to address the internal control deficiencies have not been implemented.

### Financial and performance management

46. The accounting officer did not prepare regular, accurate and complete financial and performance reports that were supported and evidenced by reliable information as:
- Proper record keeping has not been implemented to ensure that complete, relevant and accurate information is accessible and available to support financial and performance reporting.
  - Daily and monthly processing and the reconciling of transactions and performance on planned targets are not being performed.
  - The reviewing and monitoring of compliance with applicable laws and regulations were ineffective.

### Governance

47. The internal audit unit did not complete a significant number of audits that were planned and approved for the financial year. Some of the time was, however, utilised to improve the capacity of the unit.
48. Accountability is not clear and personal and there appears to be little or no visible impact on officials who transgress policies, procedures, laws and regulations.

## OTHER REPORTS

### Investigations in progress

49. As stated in the accounting officer's report the department referred a matter for investigation in the previous financial year. The case is still under investigation.
50. An investigation commissioned in the awarding of a tender has been put on hold by the department, to avoid duplicating the efforts of another state institution which has communicated to the department that it would be conducting an investigation into the matter.

### Investigations completed during the financial year

51. The department has completed the investigation in respect of allegations received from the Public Service Commission regarding irregularities in the conclusion of a lease contract. The investigation report has been submitted to the Public Service Commission for their consideration and response.

*Auditor General*

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Pretoria

DATE: 27 September 2013



AUDITOR - GENERAL  
SOUTH AFRICA

*Auditing to build public confidence*

## APPROPRIATION STATEMENT for the year ended 31 March 2013

Appropriation per programme									
APPROPRIATION STATEMENT	2012/13							2011/12	
	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
<b>1. Administration</b>									
Current payment	1 500 603	(46 259)	23 609	1 477 953	1 369 428	108 525	92.7%	1 415 429	1 308 250
Transfers and subsidies	1 797	(320)	740	2 217	2 217		100.0%	1 568	1 568
Payment for capital assets	17 119	53 929	65 147	136 195	104 588	31 607	76.8%	578 769	578 769
Payment for financial assets	53 003	(7 350)	(45 295)	358	358		100.0%	218	218
	<b>1 572 522</b>	<b>-</b>	<b>44 201</b>	<b>1 616 723</b>	<b>1 476 591</b>	<b>140 132</b>		<b>1 995 984</b>	<b>1 888 805</b>
<b>2. Citizen Affairs</b>									
Current payment	2 126 312	(4 327)	(153 284)	1 968 701	2 197 812	(229 111)	111.6%	2 148 397	2 073 709
Transfers and subsidies	967 850	512	8 893	977 255	977 254	1	100.0%	1 041 013	1 041 013
Payment for capital assets		3 815	1 498	5 313	2 426	2 887	45.7%	12 649	12 238
	<b>3 094 162</b>	<b>-</b>	<b>(142 893)</b>	<b>2 951 269</b>	<b>3 177 492</b>	<b>(226 223)</b>		<b>3 202 059</b>	<b>3 126 960</b>
<b>3. Immigration Affairs</b>									
Current payment	576 908	(480)	97 998	674 426	749 024	(74 598)	111.1%	651 617	631 572
Transfers and subsidies	296		694	990	708	282	71.5%	1 080	1 080
Payment for capital assets	-	480	-	480	467	13	97.3%	74	74
	<b>577 204</b>	<b>-</b>	<b>98 692</b>	<b>675 896</b>	<b>750 199</b>	<b>(74 303)</b>		<b>652 771</b>	<b>632 726</b>
<b>TOTAL</b>	<b>5 243 888</b>	<b>-</b>	<b>-</b>	<b>5 243 888</b>	<b>5 404 282</b>	<b>(160 394)</b>	<b>103.1%</b>	<b>5 850 814</b>	<b>5 648 491</b>
Reconciliation with statement of financial performance									
Add:									
Department receipts				712 090				720 057	
<b>Actual amounts per statement of financial performance (total revenue)</b>				<b>5 955 978</b>				<b>6 570 871</b>	
<b>Actual amounts per statement of financial performance (total expenditure)</b>					<b>5 404 282</b>				<b>5 648 491</b>



## APPROPRIATION STATEMENT for the year ended 31 March 2013

Appropriation per economic classification									
	2012/13							2011/12	
	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
<b>Current payments</b>									
Compensation of employees	2 393 337	-	(169 102)	2 224 235	2 179 593	44 642	98.0%	1 988 876	1 944 902
Goods and services	1 810 486	(51 066)	137 425	1 896 845	2 136 670	(239 825)	112.6%	2 213 888	2 055 950
Interest and rent on land	-	-	-	-	-	-	-	12 679	12 679
<b>Transfers and subsidies</b>									
Provinces and municipalities	1 265	169	(577)	857	856	1	99.9%	1 031	1 031
Departmental agencies and accounts	967 210	(7)	16	967 219	967 219	-	100.0%	1 034 248	1 034 248
Households	1 468	30	10 888	12 386	12 104	282	97.7%	8 382	8 382
<b>Payments for capital assets</b>									
Machinery and equipment	5 119	48 262	66 618	119 999	98 345	21 654	82.0%	177 340	176 929
Software and other intangible assets	12 000	9 962	27	21 989	9 137	12 852	41.6%	414 152	414 152
<b>Payments for financial assets</b>	53 003	(7 350)	(45 295)	358	358	-	100.0%	218	218
<b>TOTAL</b>	<b>5 243 888</b>	<b>-</b>	<b>-</b>	<b>5 243 888</b>	<b>5 404 282</b>	<b>(160 394)</b>	<b>103.1%</b>	<b>5 850 814</b>	<b>5 648 491</b>

**APPROPRIATION STATEMENT for the year ended 31 March 2013**  
**Details per programme 1 – ADMINISTRATION**

Detail per sub-programme	2012/13							2011/12	
	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
<b>1.1 Ministry</b>									
Current payment	40 883	(2 055)	(15 025)	23 803	23 803	-	100.0%	24 759	24 759
Transfers and subsidies	-	-	1 472	1 472	1 472	-	100.0%	13	13
Payment for capital assets	-	715	643	1 358	1 358	-	100.0%	417	417
<b>1.2 Management Support Services</b>									
Current payment	98 382	922	8 244	107 548	107 548	-	100.0%	109 454	99 481
Transfers and subsidies	594	-	(564)	30	30	-	100.0%	18	18
Payment for capital assets	-	85	18	103	103	-	100.0%	196	196
<b>1.3 Corporate Services</b>									
Current payment	512 281	456	102 295	615 032	617 804	(2 772)	100.5%	630 678	542 241
Transfers and subsidies	1 110	(320)	(147)	643	643	-	100.0%	1 445	1 445
Payment for capital assets	860	13 764	50 877	65 501	62 729	2 772	95.8%	20 133	20 133
Payment for financial assets	53 003	(7 350)	(45 295)	358	358	-	100.0%	218	218
<b>1.4 Transversal Information</b>									
<b>Technology Management</b>									
Current payment	521 951	(42 365)	(75 531)	404 055	292 758	111 297	72.5%	334 969	326 200
Transfers and subsidies	93	-	(21)	72	72	-	100.0%	92	92
Payment for capital assets	16 259	39 365	13 609	69 233	40 398	28 835	58.4%	558 023	558 023
<b>1.5 Office Accommodation</b>									
Current payment	327 106	(3 217)	3 626	327 515	327 515	-	100.0%	315 569	315 569
<b>TOTAL</b>	<b>1 572 522</b>	<b>-</b>	<b>44 201</b>	<b>1 616 723</b>	<b>1 476 591</b>	<b>140 132</b>	<b>91.3%</b>	<b>1 995 984</b>	<b>1 888 805</b>

## APPROPRIATION STATEMENT for the year ended 31 March 2013

Programme 1 per Economic classification	2012/13							2011/12	
	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
<b>Current payments</b>									
Compensation of employees	349 158	-	(1 814)	347 344	347 344	-	100.0%	285 618	274 729
Goods and services	1 151 445	(46 259)	25 423	1 130 609	1 022 084	108 525	90.4%	1 117 132	1 020 842
Interest and rent on land								12 679	12 679
<b>Transfers and subsidies</b>									
Provinces and municipalities	625	(320)	(259)	46	46	-	100.0%	387	387
Households	1 172	-	999	2 171	2 171	-	100.0%	1 181	1 181
<b>Payment for capital assets</b>									
Machinery and equipment	5 119	43 967	65 147	114 233	95 451	18 782	83.6%	167 754	167 754
Software and other intangible assets	12 000	9 962	-	21 962	9 137	12 825	41.6%	411 015	411 015
<b>Payments for financial assets</b>	53 003	(7 350)	(45 295)	358	358	-	100.0%	218	218
<b>TOTAL</b>	<b>1 572 522</b>		<b>44 201</b>	<b>1 616 723</b>	<b>1 476 591</b>	<b>140 132</b>	<b>91.3%</b>	<b>1 995 984</b>	<b>1 888 805</b>

**APPROPRIATION STATEMENT for the year ended 31 March 2013**  
**Details per programme 2 – CITIZEN AFFAIRS**

Detail per sub-programme	2012/13							2011/12	
	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
<b>2.1 Civic Affairs Management</b>									
Current payment	32 961	(1 645)	(472)	30 844	28 347	2 497	91.9%	21 520	14 802
Transfers and subsidies	-	-	48	48	48	-	100.0%	1	1
Payment for capital assets	-	91	402	493	78	415	15.8%	1 314	903
<b>2.2 Status Services</b>									
Current payment	86 404	636	(20 399)	66 641	302 024	(235 383)	453.2%	395 722	348 694
Transfers and subsidies	-	-	216	216	216	-	100.0%	102	102
Payment for capital assets	-	317	1	318	42	276	13.2%	-	-
<b>2.3 Identification Services</b>									
Current payment	243 104	(2 046)	1 001	242 059	242 059	-	100.0%	225 515	224 416
Transfers and subsidies	-	-	257	257	256	1	99.6%	180	180
Payment for capital assets	-	501	-	501	234	267	46.7%	8 841	8 841
<b>2.4 Access to Services</b>									
Current payment	101 084	(2 583)	(32 437)	66 064	62 294	3 770	94.3%	100 912	91 852
Transfers and subsidies	640	-	(524)	116	116	-	100.0%	579	579
Payment for capital assets	-	753	23	776	456	320	58.8%	53	53
<b>2.5 Service Delivery to Provinces</b>									
Current payment	1 662 759	1 311	(100 977)	1 563 093	1 563 088	5	100.0%	1 404 728	1 393 945
Transfers and subsidies	-	512	8 896	9 408	9 408	-	100.0%	5 903	5 903
Payment for capital assets	-	2 153	1 072	3 225	1 616	1 609	50.1 %	2 441	2 441

## APPROPRIATION STATEMENT for the year ended 31 March 2013

Detail per sub-programme continued	2012/13							2011/12	
	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
<b>2.6 Film and Publication Board</b>									
Transfers and subsidies	69 835	-	-	69 835	69 835	-	100.0%	65 458	65 458
<b>2.7 Government Printing Works</b>									
Transfers and subsidies	135 219	-	-	135 219	135 219	-	100.0%	129 002	129 002
<b>2.8 Electoral Commission</b>									
Transfers and subsidies	762 156	-	-	762 156	762 156	-	100.0%	839 788	839 788
<b>TOTAL</b>	<b>3 094 162</b>	<b>-</b>	<b>(142 893)</b>	<b>2 951 269</b>	<b>3 177 492</b>	<b>(226 223)</b>	<b>107.7%</b>	<b>3 202 059</b>	<b>3 126 960</b>

## APPROPRIATION STATEMENT for the year ended 31 March 2013

Programme 2 per Economic classification	2012/13							2011/12	
	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
<b>Current payments</b>									
Compensation of employees	1 758 174	-	(149 005)	1 609 169	1 573 705	35 464	97.8%	1 444 891	1 431 699
Goods and services	368 138	(4 327)	(4 279)	359 532	624 106	(264 574)	173.6%	703 506	642 010
<b>Transfers and subsidies</b>									
Provinces and municipalities	640	489	(318)	811	810	1	99.9%	644	644
Departmental agencies and accounts	967 210	(7)	15	967 218	967 218	-	100.0%	1 034 248	1 034 248
Households	-	30	9 196	9 226	9 226	-	100.0%	6 121	6 121
<b>Payment for capital assets</b>									
Machinery and equipment	-	3 815	1 471	5 286	2 427	2 859	45.9%	9 512	9 101
Software and other intangible assets	-	-	27	27	-	27	-	3 137	3 137
<b>TOTAL</b>	<b>3 094 162</b>	<b>-</b>	<b>(142 893)</b>	<b>2 951 269</b>	<b>3 177 492</b>	<b>(226 223)</b>	<b>107.7%</b>	<b>3 202 059</b>	<b>3 126 960</b>

**APPROPRIATION STATEMENT for the year ended 31 March 2013**  
**Details per programme 3 – IMMIGRATION AFFAIRS**

Detail per sub-programme	2012/13							2011/12	
	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
<b>3.1 Immigration Affairs Management</b>									
Current payment	31 457	(659)	11 387	42 185	99 685	(57 500)	236.3%	78 931	78 931
Transfers and subsidies	296	-	(74)	222	-	222	-	23	23
Payment for capital assets	-	147	70	217	217	-	100.0%	27	27
<b>3.2 Admission Services</b>									
Current payment	191 860	(801)	101 697	292 756	319 108	(26 352)	109.0%	272 590	271 989
Transfers and subsidies	-	-	693	693	634	59	91.5%	356	356
Payment for capital assets	-	72	(34)	38	38	-	100.0%	-	-
<b>3.3 Immigration Services</b>									
Current payment	288 969	(12)	(17 186)	271 771	271 771	-	100.0%	258 395	238 951
Transfers and subsidies	-	-	74	74	74	-	100.0%	672	672
Payment for capital assets	-	22		22	21	1	95.5%	20	20
<b>3.4 Asylum Seekers</b>									
Current payment	64 622	992	2 100	67 714	58 460	9 254	86.3%	41 701	41 701
Transfers and subsidies	-	-	1	1	-	1	-	29	29
Payment for capital assets	-	239	(36)	203	191	12	94.1%	27	27
<b>TOTAL</b>	<b>577 204</b>	<b>-</b>	<b>98 692</b>	<b>675 896</b>	<b>750 199</b>	<b>(74 303)</b>	<b>111.0%</b>	<b>652 771</b>	<b>632 726</b>

## APPROPRIATION STATEMENT for the year ended 31 March 2013

Programme 3 per Economic classification	2012/13							2011/12	
	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
<b>Current payments</b>									
Compensation of employees	286 005	-	(18 283)	267 722	258 544	9 178	96.6%	258 367	238 474
Goods and services	290 903	(480)	116 281	406 704	490 480	(83 776)	120.6%	393 250	393 098
<b>Transfers and subsidies</b>									
Departmental agencies & accounts	-	-	1	1	1		100,0%	-	-
Households	296	-	693	989	707	282	71.5%	1 080	1 080
<b>Payment for capital assets</b>									
Machinery and equipment	-	480	-	480	467	13	97.3%	74	74
<b>TOTAL</b>	<b>577 204</b>	<b>-</b>	<b>98 692</b>	<b>675 896</b>	<b>750 199</b>	<b>(74 303)</b>	<b>111,0%</b>	<b>652 771</b>	<b>632 726</b>



## VOTE 4 – NOTES TO THE APPROPRIATION STATEMENT for the year ended 31 March 2013

### 1. Detail of transfers and subsidies as per Appropriation Act (after Virement):

Detail of these transactions can be viewed in note 7 of the Annual Financial Statements on Transfers and subsidies, and Annexure 1 (A–C) 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) of the Annual Financial Statements.

### 3. Detail on payments for financial assets

Detail of these transactions per programme can be viewed in note 6 of the Annual Financial Statements (i.e. Payments for financial assets).

### 4. Explanations of material variances from Amounts Voted (after Virement):

4.1 Per Programme	Final Appropriation R'000	Actual Expenditure R'000	Variance R'000	Variance as a % of Final Appropriation %
Programme 1: Administration	1 616 723	1 476 591	140 132	8.7%
Programme 2: Citizen Affairs	2 951 269	3 177 492	(226 223)	(8)%
Programme 3: Immigration Affairs	675 896	750 199	(74 303)	(11) %

4.2 Per Economic classification	Final Appropriation R'000	Actual Expenditure R'000	Variance R'000	Variance as a % of Final Appropriation %
<b>Current payments</b>				
Compensation of employees	2 224 235	2 179 593	44 642	2.0%
Goods and services	1 896 845	2 136 670	(239 825)	(12.8)%
<b>Transfers and subsidies</b>				
Provinces and municipalities	857	856	1	0.1%
Departmental agencies and accounts	967 219	967 219	-	-
Households	12 386	12 104	282	2.3%
<b>Payments for capital assets</b>				
Machinery and equipment	119 999	98 345	21 654	19.4%
Software and other intangible assets	21 989	9 137	12 852	65.2%
<b>Payments for financial assets</b>	358	358	-	-

## VOTE 4 – STATEMENT OF FINANCIAL PERFORMANCE for the year ended 31 March 2013

	Note	2012/13 R'000	2011/12 R'000
<b>REVENUE</b>			
Annual appropriation	1	5 243 888	5 850 814
Departmental revenue	2	712 090	720 057
<b>TOTAL REVENUE</b>		<b>5 955 978</b>	<b>6 570 871</b>
<b>EXPENDITURE</b>			
<b>Current expenditure</b>			
Compensation of employees	3	2 179 593	1 944 902
Goods and services	4	2 136 670	2 055 950
Interest and rent on land	5	-	12 679
<b>Total current expenditure</b>		<b>4 316 263</b>	<b>4 013 531</b>
<b>Transfers and subsidies</b>			
Transfers and subsidies	7	980 179	1 043 661
<b>Total transfers and subsidies</b>		<b>980 179</b>	<b>1 043 661</b>
<b>Expenditure for capital assets</b>			
Tangible capital assets	8	98 345	176 929
Software and other intangible assets	8	9 137	414 152
<b>Total expenditure for capital assets</b>		<b>107 482</b>	<b>591 081</b>
<b>Payments for financial assets</b>	6	358	218
<b>TOTAL EXPENDITURE</b>		<b>5 404 282</b>	<b>5 648 491</b>
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b>551 696</b>	<b>922 380</b>

### Reconciliation of Net Surplus/(Deficit) for the year

	Note	2012/13 R'000	2011/12 R'000
Voted funds		(160 394)	202 323
Annual appropriation		(160 394)	202 323
Conditional grants		-	-
Unconditional grants		-	-
Departmental revenue and NRF Receipts	14	712 090	720 057
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b>551 696</b>	<b>922 380</b>

## VOTE 4 – STATEMENT OF FINANCIAL POSITION for the year ended 31 March 2013

	Note	2012/13 R'000	2011/12 R'000
<b>ASSETS</b>			
<b>Current assets</b>		<b>1 400 238</b>	<b>879 293</b>
Unauthorised expenditure	9	1 088 221	787 187
Cash and cash equivalents	10	284 344	58 259
Prepayments and advances	11	68	698
Receivables	12	27 605	33 149
<b>TOTAL ASSETS</b>		<b>1 400 238</b>	<b>879 293</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>		<b>1 398 580</b>	<b>878 200</b>
Voted funds to be surrendered to the Revenue Fund	13	140 640	202 323
Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund	14	750 392	72 017
Bank overdraft	15	-	132 909
Payables	16	507 548	470 951
<b>TOTAL LIABILITIES</b>		<b>1 398 580</b>	<b>878 200</b>
<b>NET ASSETS</b>		<b>1 658</b>	<b>1 093</b>
<b>Represented by:</b>			
Recoverable revenue		1 658	1 093
<b>TOTAL</b>		<b>1 658</b>	<b>1 093</b>

## VOTE 4 – STATEMENT OF CHANGES IN NET ASSETS for the year ended 31 March 2013

	<i>Note</i>	2012/13 R'000	2011/12 R'000
<b>Recoverable revenue</b>			
Opening balance		1 093	1 402
Transfers:		<b>565</b>	<b>(309)</b>
Debts recovered (included in departmental receipts)		565	(309)
Closing balance		<b>1 658</b>	<b>1 093</b>
<b>TOTAL</b>		<b>1 658</b>	<b>1 093</b>

## VOTE 4 – CASH FLOW STATEMENT for the year ended 31 March 2013

	<i>Note</i>	<b>2012/13</b> R'000	<b>2011/12</b> R'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts		<b>5 953 558</b>	<b>6 570 871</b>
Annual appropriated funds received	1.1	5 243 888	5 850 814
Departmental revenue received	2	709 670	720 057
Net (increase)/decrease in working capital		(258 263)	404 456
Surrendered to Revenue Fund		(236 038)	(862 400)
Current payments		(4 015 229)	(4 013 531)
Payments for financial assets		(358)	(218)
Transfers and subsidies paid		(980 179)	(1 043 661)
<b>Net cash flow available from operating activities</b>	<b>17</b>	<b>463 491</b>	<b>1 055 517</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for capital assets	8	(107 482)	(591 081)
Proceeds from sale of capital assets	2.4	2 420	–
<b>Net cash flow from investing activities</b>		<b>(105 062)</b>	<b>(591 081)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Increase/(decrease) in net assets		565	(309)
<b>Net cash flow from financing activities</b>		<b>565</b>	<b>(309)</b>
Net increase/(decrease) in cash and cash equivalents		358 994	464 127
Cash and cash equivalents at beginning of period		(74 650)	(538 777)
<b>Cash and cash equivalents at end of period</b>	<b>18</b>	<b>284 344</b>	<b>(74 650)</b>

## VOTE 4 – ACCOUNTING POLICIES for the year ended 31 March 2013

The Financial Statements have been prepared in accordance with the following policies, which have been applied consistently in all material aspects, unless otherwise indicated. However, 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, Act 1 of 1999 (as amended by Act 29 of 1999), and the Treasury Regulations issued in terms of the Act and the Division of Revenue Act, Act 1 of 2010.

### 1. Presentation of the Financial Statements

#### 1.1 Basis of preparation

The Financial Statements have been prepared on a modified cash basis of accounting, except where stated otherwise. The modified cash basis constitutes the cash basis of accounting supplemented with additional disclosure items. Under the cash basis of accounting transactions and other events are recognised when cash is received or paid.

#### 1.2 Presentation currency

All amounts have been presented in the currency of the South African Rand (R) which is also the functional currency of the department.

#### 1.3 Rounding

Unless otherwise stated, all financial figures have been rounded to the nearest one thousand Rand (R'000).

#### 1.4 Comparative figures

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.

#### 1.5 Comparative figures – Appropriation Statement

A comparison between actual amounts and final appropriation per major classification of expenditure is included in the Appropriation Statement.

### 2. Revenue

#### 2.1 Appropriated funds

Appropriated funds comprise of departmental allocations, as well as direct charges against revenue fund (i.e. statutory appropriation).

Appropriated funds are recognised in the financial records on the date the appropriation becomes effective. Adjustments made in terms of the adjustments budget process are recognised in the financial records on the date the adjustments become effective.

Unexpended appropriated funds are surrendered to the National Revenue Fund. Any amounts owing to the National Revenue Fund at the end of the financial year are recognised as a payable in the statement of financial position.

Any amount due from the National Revenue Fund at the end of the financial year is recognised as a receivable in the statement of financial position.

#### 2.2 Departmental revenue

##### 2.2.1 Local revenue

All departmental revenue is recognised in the statement of financial performance when received and is subsequently paid into the National Revenue Fund, unless stated otherwise.

Any amount owing to the National Revenue Fund at the end of the financial year is recognised as a payable in the statement of financial position.

No accrual is made for amounts receivable from the last receipt date to the end of the reporting period. These amounts are, however, disclosed in the disclosure notes to the annual financial statements.

##### 2.2.2 Foreign revenue

The Department collects revenue abroad through the Department of International Relations and Co-operations (DIRCO) at its various foreign missions. The customer pays DIRCO and DIRCO in turn pays the Department only once the supporting documentation is received from DIRCO. Due to the

## VOTE 4 – ACCOUNTING POLICIES for the year ended 31 March 2013

timing difference between when the Customer pays and DIRCO pays the Department, the Department approached National Treasury to deviate from normal process of accounting for revenue and the request was subsequently approved for this method of accounting for foreign revenue. The detail of the account balances affected by this method of accounting is contained in the accounting policy

Foreign revenue is collected by the Department of International Relations and Cooperation (DIRCO) on behalf of the department. This revenue is only recognised in the statement of financial performance when the following conditions are met:

- Complete, accurate and valid supporting documents for the transactions are obtained from DIRCO, and
- Cash relating to the verified supporting documents is received by the department.

A payable is recognised in instances where cash is received from DIRCO without the corresponding supporting documents; documents have not been validated for accuracy and completeness; or where cash received has not been allocated to the respective accounts. The payable is disclosed as Intergovernmental Payables in Annexure 4.

A receivable is recognised to the extent that it relates to amounts due to the department from DIRCO, evidenced by complete, accurate and valid supporting documents, but for which no cash has been received. The receivable is disclosed as Claims Recoverable in Annexure 3.

Revenue collected by DIRCO but for which the corresponding supporting documentation and cash has not been received by DHA, is disclosed as a Contingent Asset in disclosure note 19.2 to the Annual Financial Statements.

### 2.3 Direct Exchequer receipts

All direct exchequer receipts are recognised in the statement of financial performance when the cash is received and is subsequently paid into the National Revenue Fund, unless stated otherwise.

Any amount owing to the National Revenue Funds at the end of the financial year is recognised as a payable in the statement of financial position.

### 2.4 Direct Exchequer payments

All direct exchequer payments are recognised in the statement of financial performance when final authorisation for payment is effected on the system (by no later than 31 March of each year).

### 2.5 Aid assistance

Aid assistance is recognised as revenue when received.

All in kind aid assistance is disclosed at fair value on the date of receipt in the annexures to the Annual Financial Statements.

The cash payments made during the year relating to aid assistance projects are recognised as expenditure in the statement of financial performance when final authorisation for payments is effected on the system (by no later than 31 March of each year).

The value of the assistance expensed prior to the receipt of funds is recognised as a receivable in the statement of financial position.

Inappropriately expensed amounts using aid assistance and any unutilised amounts are recognised as payables in the statement of financial position.

All CARA funds received must be recorded as revenue when funds are received. The cash payments made during the year relating to CARA earmarked projects are recognised as expenditure in the statement of financial performance when final authorisation for payments is effected on the system (by no later than 31 March of each year).

Inappropriately expensed amounts using CARA funds are recognised as payables in the statement of financial position. Any unutilised amounts are transferred to retained funds as they are not surrendered to the revenue fund.

## 3. Expenditure

### 3.1 Compensation of employees

#### 3.1.1 Salaries and wages

Salaries and wages are expensed in the statement of financial performance when the final authorisation for payment is effected on the system (by no later than 31 March of each year).

## VOTE 4 – ACCOUNTING POLICIES for the year ended 31 March 2013

Other employee benefits that give rise to a present legal or constructive obligation are disclosed in the disclosure notes to the financial statements at its face value and are not recognised in the statement of financial performance or position.

Employee costs are capitalised to the cost of a capital project when an employee spends more than 50% of his/her time on the project. These payments form part of expenditure for capital assets in the statement of financial performance.

### 3.1.2 Social contributions

Employer contributions to post employment benefit plans in respect of current employees are expensed in the statement of financial performance when the final authorisation for payment is effected on the system (by no later than 31 March of each year).

No provision is made for retirement benefits in the financial statements of the department. Any potential liabilities are disclosed in the financial statements of the National Revenue Fund and not in the financial statements of the employer department.

Employer contributions made by the department for certain of its ex-employees (such as medical benefits) are classified as transfers to households in the statement of financial performance.

### 3.2 Goods and services

Payments made during the year for goods and/or services are recognised as an expense in the statement of financial performance when the final authorisation for payment is effected on the system (by no later than 31 March of each year).

The expense is classified as capital if the goods and/or services were acquired for a capital project or if the total purchase price exceeds the capitalisation threshold (currently R5, 000). All other expenditures is classified as current.

Rental paid for the use of buildings or other fixed structures is classified as *goods and services* and not as *rent on land*.

### 3.3 Interest and rent on land

Interest and rental payments are recognised as an expense in the statement of financial performance when the final authorisation for payment is effected on the system (by no later than 31 March of each year). This item excludes rental for the use of buildings or other fixed structures. If it is not possible to distinguish between payment for the use of land and the fixed structures on it, the whole amount should be recorded under goods and services.

### 3.4 Payments for financial assets

Debts are written off when identified as irrecoverable. Debts written-off are limited to the amount of savings and/or under spending of appropriated funds. The write off occurs at year-end or when funds are available. No provision is made for irrecoverable amounts but an estimate is included in the disclosure notes to the financial statements amounts.

All other losses are recognised when authorisation has been granted for the recognition thereof.

### 3.5 Transfers and subsidies

Transfers and subsidies are recognised as an expense when the final authorisation for payment is effected on the system (by no later than 31 March of each year).

### 3.6 Unauthorised expenditure

When confirmed unauthorised expenditure is recognised as an asset in the statement of financial position until such time as the expenditure is either approved by the relevant authority, recovered from the responsible person or written off as irrecoverable in the statement of financial performance.

Unauthorised expenditure approved with funding is derecognised from the statement of financial position when the unauthorised expenditure is approved and the related funds are received.

Where the amount is approved without funding it is recognised as expenditure in the statement of financial performance on the date of approval.



## VOTE 4 – ACCOUNTING POLICIES for the year ended 31 March 2013

### 3.7 Fruitless and wasteful expenditure

Fruitless and wasteful expenditure is recognised as expenditure in the statement of financial performance according to the nature of the payment and not as a separate line item on the face of the statement. If the expenditure is recoverable it is treated as an asset until it is recovered from the responsible person or considered irrecoverable in the statement of financial performance.

### 3.8 Irregular expenditure

Irregular expenditure is recognised as expenditure in the statement of financial performance. If the expenditure is not condoned by the relevant authority, it is treated as an asset until it is recovered or written off as irrecoverable.

## 4. Assets

### 4.1 Cash and cash equivalents

Cash and cash equivalents are carried in the statement of financial position at cost.

Bank overdrafts are shown separately on the face of the statement of financial position.

For the purposes of the cash flow statement, cash and cash equivalents comprise cash on hand, deposits held, other short-term highly liquid investments and bank overdrafts.

### 4.2 Other financial assets

Other financial assets are carried in the statement of financial position at cost.

### 4.3 Prepayments and advances

Amounts prepaid or advanced are recognised in the statement of financial position when the payments are made and are derecognised as and when the goods/services are received or the funds are utilised.

Prepayments and advances outstanding at the end of the year are carried in the statement of financial position at cost.

### 4.4 Receivables

Receivables included in the statement of financial position arise from cash payments made that are recoverable from another party (including departmental employees) and are derecognised upon recovery or write-off.

Receivables outstanding at year-end are carried in the statement of financial position at cost plus any accrued interest. Amounts that are potentially irrecoverable are included in the disclosure notes.

### 4.5 Investments

Capitalised investments are shown at cost in the statement of financial position.

Investments are tested for an impairment loss whenever events or changes in circumstances indicate that the investment may be impaired. Any impairment loss is included in the disclosure notes.

### 4.6 Loans

Loans are recognised in the statement of financial position when the cash is paid to the beneficiary. Loans that are outstanding at year-end are carried in the statement of financial position at cost plus accrued interest.

Amounts that are potentially irrecoverable are included in the disclosure notes.

### 4.7 Inventory

Inventories that qualify for recognition must be initially reflected at cost. Where inventories are acquired at no cost, or for nominal consideration, their cost shall be their fair value at the date of acquisition.

All inventory items at year-end are reflected using the weighted average cost or FIFO cost formula.

### 4.8 Capital assets

#### 4.8.1 Movable assets

##### Initial recognition

A capital asset is recorded in the asset register on receipt of the item at cost. Cost of an asset is defined as the total cost of acquisition. Where the cost cannot be determined accurately, the movable capital asset is stated at fair value. Where fair value cannot be determined, the capital asset is included in the asset register at R1.

## VOTE 4 – ACCOUNTING POLICIES for the year ended 31 March 2013

All assets acquired prior to 1 April 2002 are included in the register R1.

### Subsequent recognition

Subsequent expenditure of a capital nature is recorded in the statement of financial performance as “expenditure for capital assets” and is capitalised in the asset register of the department on completion of the project.

Repairs and maintenance is expensed as current “goods and services” in the statement of financial performance.

#### 4.8.2 Immovable assets

##### Initial recognition

A capital asset is recorded on receipt of the item at cost. Cost of an asset is defined as the total cost of acquisition. Where the cost cannot be determined accurately, the immovable capital asset is stated at R1 unless the fair value for the asset has been reliably estimated.

##### Subsequent recognition

Work-in-progress of a capital nature is recorded in the statement of financial performance as “expenditure for capital assets”. On completion, the total cost of the project is included in the asset register of the department that is accountable for the asset.

Repairs and maintenance is expensed as current “goods and services” in the statement of financial performance.

#### 4.8.3 Intangible assets

##### Initial recognition

An intangible asset is recorded in the asset register on receipt of the item at cost. Cost of an intangible asset is defined as the total cost of acquisition. Where the cost cannot be determined accurately, the intangible asset is stated at fair value. Where fair value cannot be determined, the intangible asset is included in the asset register at R1.

All intangible assets acquired prior to 1 April 2002 can be included in the asset register at R1.

### Subsequent expenditure

Subsequent expenditure of a capital nature is recorded in the statement of financial performance as “expenditure for capital asset” and is capitalised in the asset register of the department.

Maintenance is expensed as current “goods and services” in the statement of financial performance.

## 5. Liabilities

### 5.1 Payables

Recognised payables mainly comprise of amounts owing to other governmental entities. These payables are carried at cost in the statement of financial position.

### 5.2 Contingent liabilities

Contingent liabilities are included in the disclosure notes to the financial statements when it is possible that economic benefits will flow from the department, or when an outflow of economic benefits or service potential is probable but cannot be measured reliably.

### 5.3 Contingent assets

Contingent assets are included in the disclosure notes to the financial statements when it is probable that an inflow of economic benefits will flow to the entity.

### 5.4 Commitments

Commitments are not recognised in the statement of financial position as a liability or as expenditure in the statement of financial performance but are included in the disclosure notes.

### 5.5 Accruals

Accruals are not recognised in the statement of financial position as a liability or as expenditure in the statement of financial performance but are included in the disclosure notes.

## VOTE 4 – ACCOUNTING POLICIES for the year ended 31 March 2013

### 5.6 Employee benefits

Short-term employee benefits that give rise to a present legal or constructive obligation are disclosed in the disclosure notes to the financial statements. These amounts are not recognised in the statement of financial performance or the statement of financial position.

### 5.7 Lease commitments

#### Finance lease

Finance leases are not recognised as assets and liabilities in the statement of financial position. Finance lease payments are recognised as an expense in the statement of financial performance and are apportioned between the capital and interest portions. The finance lease liability is disclosed in the disclosure notes to the financial statements.

#### Operating lease

Operating lease payments are recognised as an expense in the statement of financial performance. The operating lease commitments are disclosed in the disclosure notes to the financial statement.

### 5.8 Impairment

The department tests for impairment where there is an indication that a receivable, loan or investment may be impaired. An assessment of whether there is an indication of possible impairment is done at each reporting date. An estimate is made for doubtful loans and receivables based on a review of all outstanding amounts at year-end. Impairments on investments are calculated as being the difference between the carrying amount and the present value of the expected future cash flows / service potential flowing from the instrument.

### 5.9 Provisions

Provisions are disclosed 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 will be required to settle the obligation and a reliable estimate of the obligation can be made.

## 6. Receivables for departmental revenue

Receivables for departmental revenue are disclosed in the disclosure notes to the Annual Financial Statements.

## 7. Net Assets

### 7.1 Capitalisation reserve

The capitalisation reserve comprises of financial assets and/or liabilities originating in a prior reporting period but which are recognised in the statement of financial position for the first time in the current reporting period. Amounts are recognised in the capitalisation reserves when identified in the current period and are transferred to the National Revenue Fund when the underlying asset is disposed and the related funds are received.

### 7.2 Recoverable revenue

Amounts are recognised as recoverable revenue when a payment made in a previous financial year becomes recoverable from a debtor in the current financial year. Amounts are either transferred to the National Revenue Fund when recovered or are transferred to the statement of financial performance when written-off.

## 8. Related party transactions

Specific information with regards to related party transactions is included in the disclosure notes.

## 9. Key management personnel

Compensation paid to key management personnel including their family members where relevant, is included in the disclosure notes.

## 10. Public private partnerships (PPP)

A description of the PPP arrangement, the contract fees and current and capital expenditure relating to the PPP arrangement is included in the disclosure notes.

## VOTE 4 – NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 1. Annual Appropriation

Included are funds appropriated in terms of the Appropriation Act (and the Adjustments Appropriation Act) for National Departments (Voted funds):

	2012/13			2011/12
	Final Appropriation	Actual Funds Received	Funds not requested/ not received	Actual Funds Received
	R'000	R'000	R'000	R'000
Programme 1	1 616 723	1 616 723	-	1 995 984
Programme 2	2 951 269	2 951 269	-	3 202 059
Programme 3	675 896	675 896	-	652 771
<b>TOTAL</b>	<b>5 243 888</b>	<b>5 243 888</b>	<b>-</b>	<b>5 850 814</b>

*A total of R5.296 billion was originally allocated to the department. During the budgetary process an adjustment was made to the budget reducing it by R52 million which resulted in the department's final budget to be R5.244 billion. The reduction related mainly to the department's Information Technology Modernisation programme which progressed slower than anticipated.*

### 2. Departmental revenue

	Note	2012/13 R'000	2011/12 R'000
Sale of goods and services other than capital assets	2.1	655 871	637 606
Fines, penalties and forfeits	2.2	45 642	39 160
Interest, dividends and rent on land	2.3	385	882
Sale of capital assets	2.4	2 420	-
Transactions in financial assets and liabilities	2.5	7 772	42 409
<b>Departmental revenue collected</b>		<b>712 090</b>	<b>720 057</b>

Prior year's departmental revenue balances have been restated in addressing the audit opinion and audit findings. The Department has stepped up controls and processes are in place. This resulted in the prior year figures for these balances being restated as it affects foreign revenue, fines, penalties and forfeits.

### 2.1 Sales of goods and services other than capital assets

	Note	2012/13 R'000	2011/12 R'000
Sale of goods and services produced by the department	2		
Sales by market establishment		2 123	2 078
Administrative fees		653 646	632 979
Other sales		76	2 535
Sale of scrap, waste and other used current goods		26	14
<b>TOTAL</b>		<b>655 871</b>	<b>637 606</b>

### 2.2 Fines, penalties and forfeits

	Note	2012/13 R'000	2011/12 R'000
Fines	2	40 744	32 704
Penalties		4 780	4 130
Forfeits		118	2 326
<b>TOTAL</b>		<b>45 642</b>	<b>39 160</b>

### 2.3 Interest, dividends and rent on land

	Note	2012/13 R'000	2011/12 R'000
Interest	2	385	882
<b>TOTAL</b>		<b>385</b>	<b>882</b>

### 2.4 Sale of Capital Assets

	Note	2012/13 R'000	2011/12 R'000
Machinery and Equipment—Proceeds	2	2 420	-
<b>TOTAL</b>		<b>2 420</b>	<b>-</b>

## VOTE 4 – NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 2.5 Transactions in financial assets and liabilities

	Note	2012/13	2011/12
	2	R'000	R'000
Receivables		7 772	42 409
<b>TOTAL</b>		<b>7 772</b>	<b>42 409</b>

### 3. Compensation of employees

#### 3.1 Salaries and Wages

	Note	2012/13	2011/12
		R'000	R'000
Basic salary		1 482 359	1 337 772
Performance award		9 010	5 930
Service Based		4 859	3 547
Compensative/circumstantial		73 448	43 770
Periodic payments		1 774	2 631
Other non-pensionable allowances		280 563	259 528
<b>TOTAL</b>		<b>1 852 013</b>	<b>1 653 178</b>

### 3.2 Social contributions

	Note	2012/13	2011/12
		R'000	R'000
<b>Employer contributions</b>			
Pension		191 400	168 971
Medical		135 692	122 266
Bargaining council		488	487
<b>TOTAL</b>		<b>327 580</b>	<b>291 724</b>
<b>Total compensation of employees</b>		<b>2 179 593</b>	<b>1 944 902</b>
Average number of employees		<b>9 108</b>	<b>8 856</b>

*The increase in the total compensation to employees was mainly as a result of the annual salary adjustment of 7% effective from 1 May 2012 as per the Public Service Co-ordinating Bargaining Council Resolution of 2012 numbered 3.1. Other contributing factors were the increase in the average number of employees and the drive to fill vacant senior positions.*

## VOTE 4 – NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 4. Goods and services

	Note	2012/13 R'000	2011/12 R'000
Administrative fees		18 492	62 617
Advertising		14 846	15 028
Assets less than R5,000	4.1	7 413	8 214
Bursaries (employees)		2 302	2 339
Catering		4 522	4 742
Communication		82 949	70 849
Computer services	4.2	435 332	388 515
Consultants, contractors and agency/ outsourced services	4.3	313 349	333 196
Entertainment		593	626
Audit cost – external	4.4	23 646	17 747
Fleet services		93 462	88 098
Inventory	4.5	323 630	361 296
Operating leases		225 055	210 994
Property payments	4.6	189 917	195 877
Rental and hiring		500	
Transport provided as part of the departmental activities		95 792	65 373
Travel and subsistence	4.7	254 111	190 307
Venues and facilities		18 268	12 051
Training and staff development		8 580	4 010
Other operating expenditure	4.8	23 911	24 071
<b>TOTAL</b>		<b>2 136 670</b>	<b>2 055 950</b>

The expenditure of the department was similar to the previous year. The main contributors to a slight increase in overall expenditure relate to computer services and travel and subsistence. Computer services increased as a result of the IT modernisation project. The increase in travel expenditure is due to additional travel expenditure incurred during the African Cup of Nations.

#### 4.1 Assets less than R5, 000

	Note	2012/13 R'000	2011/12 R'000
<b>Tangible assets</b>			
Machinery and equipment	4	7 413	8 214
<b>TOTAL</b>		<b>7 413</b>	<b>8 214</b>

#### 4.2 Computer services

	Note	2012/13 R'000	2011/12 R'000
SITA computer services	4	121 305	124 722
External computer service providers		314 027	263 793
<b>TOTAL</b>		<b>435 332</b>	<b>388 515</b>

#### 4.3 Consultants, contractors and agency/outsourced services

	Note	2012/13 R'000	2011/12 R'000
Business and advisory services	4	25 243	30 513
Infrastructure and planning		4 184	–
Legal costs		50 952	46 339
Contractors		93 204	121 204
Agency and support/outsourced services		139 766	135 140
<b>TOTAL</b>		<b>313 349</b>	<b>333 196</b>

## VOTE 4 – NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 4.4 Audit cost – External

	Note	2012/13	2011/12
	4	R'000	R'000
Regulatory audits		23 646	17 747
<b>TOTAL</b>		<b>23 646</b>	<b>17 747</b>

*The increase in audit fees are as a result of the additional audit work that had to be done on foreign revenue.*

### 4.5 Inventory

	Note	2012/13	2011/12
	4	R'000	R'000
Learning and teaching support material		46	21
Food and food supplies		113	24
Fuel, oil and gas		153	83
Other consumable materials		10 092	6 397
Materials and supplies		657	3 111
Stationery and printing		311 942	350 986
Medical supplies		13	33
Medicine		614	641
<b>TOTAL</b>		<b>323 630</b>	<b>361 296</b>

### 4.6 Property payments

	Note	2012/13	2011/12
	4	R'000	R'000
Municipal services		60 527	80 088
Property maintenance and repairs		48 865	39 881
Other		80 525	75 908
<b>TOTAL</b>		<b>189 917</b>	<b>195 877</b>

### 4.7 Travel and subsistence

	Note	2012/13	2011/12
	4	R'000	R'000
Employee costs			
Domestic travel costs		241 683	184 979
International travel costs		12 428	5 328
<b>TOTAL</b>		<b>254 111</b>	<b>190 307</b>

*During the 2012/13 financial year South Africa was hosting the African Cup Of Nations (AFCON). The department played a critical role in receiving and clearing visitors from all over the world. This required additional working hours and travelling between various ports of entries. In addition the increase also related to employees stationed at OR Tambo International Airport who had to be redeployed in terms of a labour relation agreement. This resulted in additional subsistence and travelling cost being incurred.*

### 4.8 Other operating expenditure

	Note	2012/13	2011/12
	4	R'000	R'000
Learnerships		99	2
Professional bodies, membership and subscription fees		116	11
Resettlement costs		3 631	5 705
Other		20 065	18 353
<b>TOTAL</b>		<b>23 911</b>	<b>24 071</b>

### 5. Interest and rent on land

	Note	2012/13	2011/12
		R'000	R'000
Interest paid		-	12 679
<b>TOTAL</b>		<b>-</b>	<b>12 679</b>

## VOTE 4 – NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

As per the Accounting Framework Guide issued by National Treasury for 2012/13 financial year, departments are required not to apportion the capital portion (disclosed as capital expenditure) and the interest portion of finance leases (disclosed as Interest and rent of land disclosed under current expenditure). Finance leases are now treated similarly to operating leases and no interest expenditure is recognised separately. Finance leases are however still disclosed separately in a note.

### 6. Payments for financial assets

	Note	2012/13 R'000	2011/12 R'000
Debts written off	6.1	358	218
<b>TOTAL</b>		<b>358</b>	<b>218</b>

#### 6.1 Debts written off

	Note	2012/13 R'000	2011/12 R'000
<b>Nature of debts written off</b>	6		
Ex- employees		358	218
<b>Total debt written off</b>		<b>358</b>	<b>218</b>

The Department has written off debts that had become irrecoverable, untraceable and not economical to follow-up.

### 7. Transfers and subsidies

	Note	2012/13 R'000	2011/12 R'000
Provinces and municipalities	Annex 1A	856	1 031
Departmental agencies and accounts	Annex 1B	967 219	1 034 248
Households	Annex 1C	12 104	8 382
<b>TOTAL</b>		<b>980 179</b>	<b>1 043 661</b>

Transfers and subsidies refer to all unrequited payments made by a department. A payment is unrequited provided that the department does not receive anything directly in return for the transfer to the departmental agency or any other party. In transferring the amounts above, the department requested written confirmation from agencies confirming that proper internal controls and procedures are in place before any funds were transferred which is in compliance to section 38(1)(j) of the Public Finance Management Act (PFMA).

### 8. Expenditure for capital assets

	Note	2012/13 R'000	2011/12 R'000
<b>Tangible assets</b>		<b>98 345</b>	<b>176 929</b>
Machinery and equipment	30	98 345	176 929
<b>Software and other intangible assets</b>		<b>9 137</b>	<b>414 152</b>
Computer software	31	9 137	414 152
<b>TOTAL</b>		<b>107 482</b>	<b>591 081</b>



## VOTE 4 – NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 8.1 Analysis of funds utilised to acquire capital assets – 2012/13

	Voted funds R'000	Aid assistance R'000	Total R'000
<b>Tangible assets</b>	<b>98 345</b>	–	<b>98 345</b>
Machinery and equipment	98 345	–	98 345
<b>Software and other intangible assets</b>	<b>9 137</b>	–	<b>9 137</b>
Computer software	9 137	–	9 137
<b>TOTAL</b>	<b>107 482</b>	–	<b>107 482</b>

### 8.2 Analysis of funds utilised to acquire capital assets – 2011/12

	Voted funds R'000	Aid assistance R'000	Total R'000
<b>Tangible assets</b>	<b>176 929</b>	–	<b>176 929</b>
Machinery and equipment	176 929	–	176 929
<b>Software and other intangible assets</b>	<b>414 152</b>	–	<b>414 152</b>
Computer software	414 152	–	414 152
<b>TOTAL</b>	<b>591 081</b>	–	<b>591 081</b>

## 9. Unauthorised expenditure

### 9.1 Reconciliation of unauthorised expenditure

	2012/13 R'000	2011/12 R'000
Opening balance	787 187	787 187
Unauthorised expenditure – discovered in current year	301 034	–
<b>Unauthorised expenditure awaiting authorisation / written off</b>	<b>1 088 221</b>	<b>787 187</b>

### 9.2 Analysis of unauthorised expenditure awaiting authorisation per economic classification

	2012/13 R'000	2011/12 R'000
Current	1 088 221	787 187
<b>Total</b>	<b>1 088 221</b>	<b>787 187</b>

### 9.3 Analysis of unauthorised expenditure awaiting authorisation per type

	2012/13 R'000	2011/12 R'000
Unauthorised expenditure relating to overspending of the vote or a main division within a vote	1 088 221	787 187
<b>TOTAL</b>	<b>1 088 221</b>	<b>787 187</b>

*Unauthorised expenditure of R787 million from the previous year has been carried forward into the current year. This is due to the fact that the oversight committees in Parliament have not taken a decision as yet with regard to the expenditure.*

*The unauthorised expenditure of R301 million relates to the expenditure incurred in generating revenue. The department envisaged to establish a trading account during the year with the purpose to collect revenue and utilise it to fund the printing and material cost directly related to the revenue. As a result of this the relevant departmental budget was adjusted to zero and regarded as a self-funding item in the budget.*

*In setting up the trading account it became apparent that significant practical challenges existed and that it would not be in the best interest of the department to continue with the establishment of the trading account. Approval has been obtained from National Treasury not to continue with the establishment thereof. However this resulted in expenditure incurred technically unauthorised as the budget line item is zero. The associated revenue has to be deposited into the National Revenue Fund. National Treasury agreed to fund this expenditure through an adjustment budget in the 2013/14 financial year.*

## VOTE 4 – NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 10. Cash and cash equivalents

Note	2012/13 R'000	2011/12 R'000
Consolidated Paymaster General Account	281 410	57 400
Cash receipts	478	468
Cash on hand	2 456	391
<b>TOTAL</b>	<b>284 344</b>	<b>58 259</b>

*Included under Consolidated Paymaster General Account are bank closing balances, petty cash and cash in transit.*

### 11. Prepayments and advances

Note	2012/13 R'000	2011/12 R'000
Travel and subsistence	68	287
Prepayments	-	411
<b>TOTAL</b>	<b>68</b>	<b>698</b>

*For the 2012/13 financial year the outstanding prepayments and advances has reduced significantly. This can be attributed to the fact that the department undertook a review of who qualifies for standing advances. This resulted in the decrease of advances paid.*

### 12. Receivables

Note	2012/13				2011/12
	Less than one year R'000	One to three years R'000	Older than three years R'000	Total R'000	Total R'000
Claims recoverable	383	-	99	482	515
Recoverable expenditure	13 187	7 301	-	20 489	27 383
Staff debt	2 021	2 335	2 056	6 411	4 955
Other debtors	-	11	212	223	296
<b>TOTAL</b>	<b>15 591</b>	<b>9 647</b>	<b>2 367</b>	<b>27 605</b>	<b>33 149</b>

#### 12.1 Claims recoverable

Note	2012/13 R'000	2011/12 R'000
National departments	324	160
Provincial departments	158	355
<b>TOTAL</b>	<b>482</b>	<b>515</b>

*The department continues to experience challenges in reducing and recovering payments made on behalf of other departments during the transfer of officials. Through continued efforts the department has however managed to reduce the overall claims recoverable.*

## VOTE 4 – NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 12.2 Recoverable expenditure (disallowance accounts)

	Note	2012/13	2011/12
	12	R'000	R'000
Disallowance Dishonoured Cheques		-	11
Disallowance Damages and Losses		20 259	19 682
Sal: Reversal Account		212	-
Sal: Pension Fund		18	-
Recoverable expenditure (Repatriation)		-	7 690
<b>TOTAL</b>		<b>20 489</b>	<b>27 383</b>

### 12.3 Staff debt

	Note	2012/13	2011/12
	12	R'000	R'000
Salary: Tax Debt		17	13
Debt Account		6 394	4 942
<b>TOTAL</b>		<b>6 411</b>	<b>4 955</b>

*This amount represents debts due to the department by officials currently in the employ of the Department, however recoverable from the personnel concerned through monthly deductions.*

### 12.4 Other debtors

	Note	2012/13	2011/12
	12	R'000	R'000
Financial Assistance		223	277
Sal Medical		-	19
<b>TOTAL</b>		<b>223</b>	<b>296</b>

*This balance represents financial assistance provided to financially distressed South African citizens whilst they are abroad. The amount is recoverable from the various Citizens. In instances where those citizens default from repaying the department, their passports are endorsed and v-listed.*

### 13. Voted funds to be surrendered to the Revenue Fund

	Note	2012/13	2011/12
		R'000	R'000
Opening balance		202 323	-
Transfer from statement of financial performance		(160 394)	202 323
Add: Unauthorised expenditure for current year	9	301 034	-
Paid during the year		(202 323)	-
<b>Closing balance</b>		<b>140 640</b>	<b>202 323</b>

*The Department has in the 2012/13 financial year overspent its budget, therefore no roll over was requested. However the R140 million, which was utilised to reduce the over expenditure in the appropriation statement from R301 million to R160 million will effectively be reimbursed as the total R301 million is recorded as unauthorised.*

### 14. Departmental revenue and NRF Receipts to be surrendered to the Revenue Fund

	Note	2012/13	2011/12
		R'000	R'000
Opening balance		72 017	214 360
Transfer from Statement of Financial Performance		712 090	720 057
Correction of Prior Year Revenue		-	-
Paid during the year		(33 715)	(862 400)
<b>Closing balance</b>		<b>750 392</b>	<b>72 017</b>

Prior year's balances have been restated as indicated in Note 2 of the Annual Financial Statements

*During the year under review the above mentioned amount was surrendered to the National Revenue Fund. It was initially envisaged that the revenue will be retained by the department through a trading account. The trading account was however not established and the amount will still be transferred to the National Revenue fund.*

## VOTE 4 – NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 15 Bank Overdraft

	Note	2012/13 R'000	2011/12 R'000
Consolidated Paymaster General Account		-	132 909
<b>TOTAL</b>		<b>-</b>	<b>132 909</b>

### 16. Payables – current

	Note	2012/13 R'000	2011/12 R'000
Amounts owing to other entities			
Clearing accounts	16.1	506 775	410 289
Other payables	16.2	773	60 662
<b>TOTAL</b>		<b>507 548</b>	<b>470 951</b>

Prior year's balances have been restated as indicated in Note 2 of the Annual Financial Statements

#### 16.1 Clearing accounts

	Note	2012/13 R'000	2011/12 R'000
Description			
Salary Other	16	-	82
Boat/Plane Stowaway Deposits		881	860
Sal: Income Tax		931	1 616
Repatriation Foreign Dep: DIRCO: CL		428 444	407 277
Salary Reversal		-	454
Repatriation Foreign Dep:DHA:CL		76 465	-
Salary: Medical, Garnishee Order, ACB recall		54	-
<b>TOTAL</b>		<b>506 775</b>	<b>410 289</b>

#### 16.2 Other payables

	Note	2012/13 R'000	2011/12 R'000
Debt Receivable Interest	16	773	564
Repatriation Deposit		-	60 098
<b>TOTAL</b>		<b>773</b>	<b>60 662</b>

The amount reflects payables to DIRCO in accordance with a Memorandum of Understanding between the department and DIRCO where amounts owed to the department are disclosed as and when supporting vouchers are received from missions. This came as a result of the change in accounting policy as contained in the 2012/13 departmental policies.

### 17. Net cash flow available from operating activities

	Note	2012/13 R'000	2011/12 R'000
Net surplus/(deficit) as per Statement of Financial Performance		551 696	955 211
Add back non cash/cash movements not deemed operating activities		(88 205)	100 306
(Increase)/decrease in receivables – current		5 544	123 371
(Increase)/decrease in prepayments and advances		630	(510)
Increase/(decrease) in payables – current		36 597	248 764
Proceeds from sale of capital assets		(2 420)	-
Expenditure on capital assets		107 482	591 081
Surrenders to Revenue Fund		(236 038)	(862 400)
<b>Net cash flow generated by operating activities</b>		<b>463 491</b>	<b>1 055 517</b>

### 18. Reconciliation of cash and cash equivalents for cash flow purposes

	Note	2012/13 R'000	2011/12 R'000
Consolidated Paymaster General account		281 410	(75 509)
Cash receipts		478	468
Cash on hand		2 456	391
<b>TOTAL</b>		<b>284 344</b>	<b>(74 650)</b>

## VOTE 4 – DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

The amounts below are not recognised in the Annual Financial Statements but are disclosed to enhance the usefulness of the Annual Financial Statements.

### 19. Contingent liabilities and contingent assets

#### 19.1 Contingent liabilities

	Note	2012/13 R'000	2011/12 R'000
<b>Liable to</b>	<b>Nature</b>		
Motor vehicle guarantees	Employees Annex 2A	293	605
Housing loan guarantees	Employees Annex 2A	250	1 188
Claims against the department	Annex 2B	1 340 577	1 202 315
Other departments (interdepartmental unconfirmed balances)	Annex 3	93 490	74 227
<b>TOTAL</b>		<b>1 434 610</b>	<b>1 278 335</b>

The decrease for the motor vehicle and housing guarantees is attributed to the fact that various employees have since paid off their houses and vehicles during the reporting period. The financial institutions have also assisted in making sure that the agreed period of repayments are not unnecessarily extended. On the issues pertaining to litigation there has been several new cases and enquiries on the operations of the department relating to both Immigration and Civic Affairs Management. Included in the balance is also a case where the amount of the liability is calculated in dollars.

#### Age analysis of Claims against the department

	Note	Less than one year R'000	One to Three years R'000	Older than 3 years R'000	Total R'000
Claim	Annexure 2B	14 027	113 596	375 742	503 365
Civics		2 000	280	1 546	3 825
Tenders		-	602 401	28 230	630 631
Contracts		555	196 634	1 746	198 935
Others		2 453	892	475	3 820
<b>TOTAL</b>		<b>19 035</b>	<b>913 803</b>	<b>407 739</b>	<b>1 340 577</b>

### 19.2 Contingent Assets

	Note	2012/13 R'000	2011/12 R'000
<b>Nature of Contingent Asset</b>			
Department of International Relations and Cooperation		16 120	(173 600)
<b>TOTAL</b>		<b>16 120</b>	<b>(173 600)</b>

Prior year's balances have been restated as indicated in Note 2 of the Annual Financial Statements

### 20. Commitments

	Note	2012/13 R'000	2011/12 R'000
<b>Current expenditure</b>			
Approved and contracted		1 132 322	1 660 265
Approved but not yet contracted		59 021	7 818
		<b>1 191 343</b>	<b>1 668 083</b>
<b>Capital expenditure</b>			
Approved and contracted		1 082 819	1 184 681
Approved but not yet contracted			
<b>Total Commitments</b>		<b>2 274 162</b>	<b>2 852 764</b>

An amount of R1,070 million included in the commitments relates to the contracts of the IT Modernisation Programme of the department which will be overlapping.

### 21. Accruals

		2012/13 R'000	2011/12 R'000
<b>Listed by economic classification</b>			
	30 Days	30+ Days	Total
Goods and services	202 355	40 958	243 313
Capital assets	30 109	39	30 148
<b>TOTAL</b>	<b>232 464</b>	<b>40 997</b>	<b>273 461</b>

## VOTE 4 – DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

	Note	2012/13 R'000	2011/12 R'000
<b>Listed by programme level</b>			
Programme 1: Administration		192 214	58 899
Programme 2: Citizen Affairs		50 761	27 903
Programme 3: Immigration Affairs		30 486	7 341
<b>TOTAL</b>		<b>273 461</b>	<b>94 143</b>

	Note	2012/13 R'000	2011/12 R'000
Confirmed balances with other departments	Annex 4	211 622	111 832
<b>TOTAL</b>		<b>211 622</b>	<b>111 832</b>

*The accruals increased significantly from the previous year and this increase is attributable to the increase in travel expenditure.*

### 22. Employee benefits

	Note	2012/13 R'000	2011/12 R'000
Leave entitlement		82 149	70 750
Service bonus (Thirteenth cheque)		66 046	58 601
Performance awards		35 899	35 459
Capped leave commitments		119 834	119 162
<b>TOTAL</b>		<b>303 928</b>	<b>283 972</b>

*The increase in leave entitlement is mainly attributed to the Public Service Coordinating Bargaining Council Resolution 5.1.1. where all employees with 10 or more years of continued service days qualified for 30 working days leave and a certificate. It is important to note that the resolution was implemented effective 1 September 2012 giving an additional four days for those who qualified in the previous cycle.*

### 23. Lease commitments

#### 23.1 Operating leases expenditure

2012/13	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
Not later than 1 year	-	-	263 148	21	263 169
Later than 1 year and not later than 5 years	-	-	377 417	-	377 417
Later than five years	-	-	71 043	-	71 043
<b>Total lease commitments</b>	<b>-</b>	<b>-</b>	<b>711 608</b>	<b>21</b>	<b>711 629</b>

2011/12	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
Not later than 1 year	-	-	243 079	93	243 172
Later than 1 year and not later than 5 years	-	-	285 229	23	285 252
Later than five years	-	-	57 736	-	57 736
<b>Total lease commitments</b>	<b>-</b>	<b>-</b>	<b>586 044</b>	<b>116</b>	<b>586 160</b>

## VOTE 4 – DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 23.2 Finance leases expenditure

2012/13	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
Not later than 1 year	-	-	-	2 938	2 938
Later than 1 year and not later than 5 years	-	-	-	2 389	2 389
Later than 5 years	-	-	-	18	18
<b>Total lease commitments</b>	-	-	-	5 345	5 345
LESS: finance costs	-	-	-	-	-
<b>Total present value of lease liabilities</b>	-	-	-	5 345	5 345

2011/12	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
Not later than 1 year	-	-	-	2 260	2 260
Later than 1 year and not later than 5 years	-	-	-	1 568	1 568
<b>Total lease commitments</b>	-	-	-	3 828	3 828
LESS: finance costs	-	-	-	1	1
<b>Total present value of lease liabilities</b>	-	-	-	3 827	3 827

### 24. Receivables for departmental revenue

Note	2012/13 R'000	2011/12 R'000
Sales of goods and services other than capital assets	292 391	138 124
Fines, penalties and forfeits	392 162	333 360
Sales of capital assets	-	552
<b>TOTAL</b>	<b>684 553</b>	<b>472 036</b>

Prior year's departmental revenue balances have been restated in addressing the audit opinion and audit findings. The Department has stepped up controls and processes are in place. This resulted in the prior year figures for these balances being restated as it affects foreign revenue, fines, penalties and forfeits.

#### 24.1 Analysis of receivables for departmental revenue

Note	2012/13 R'000	2011/12 R'000
Opening balance	530 066	448 540
Less: Amounts received	(530 066)	(448 540)
Total amount received	(530 066)	(448 540)
Adjustment relating to the restatement	-	-
Add: amounts recognised	684 553	472 036
<b>Closing balance</b>	<b>684 553</b>	<b>472 036</b>

### 25. Irregular expenditure

#### 25.1 Reconciliation of irregular expenditure

Note	2012/13 R'000	2011/12 R'000
Opening balance	463 241	457 518
Add: Irregular expenditure - relating to prior year	654	-
Add: Irregular expenditure - relating to current year	4 250	5 723
Less: Amounts condoned	(564)	-
<b>Irregular expenditure awaiting condonation</b>	<b>467 581</b>	<b>463 241</b>

## VOTE 4 – DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### Analysis of awaiting condonation per age classification

Current year	3 686	5 723
Prior years	463 895	457 518
<b>TOTAL</b>	<b>467 581</b>	<b>463 241</b>

### 25.2 Details of irregular expenditure – current year

Incident	Disciplinary steps taken/criminal proceedings	2012/13 R'000
Non Compliance to SCM Policies	The matter is still under investigation	3 485
Non-compliance with DPSA policy guideline on Acting allowance Chapter 1 Part VII B5.1m B5.2 and B5.3, for SMS and personnel on salary level 1 to 12		635
Overtime worked in contravention to departmental policy		130
<b>TOTAL</b>		<b>4 250</b>

## 26. Fruitless and wasteful expenditure

### 26.1 Reconciliation of fruitless and wasteful expenditure

Note	2012/13 R'000	2011/12 R'000
Opening balance	335 340	334 640
Fruitless and wasteful expenditure – relating to current year	374	700
<b>Fruitless and wasteful expenditure awaiting condonement</b>	<b>335 714</b>	<b>335 340</b>

### 26.2 Analysis of awaiting condonation per economic classification

	2012/13 R'000	2011/12 R'000
Current	335 714	335 340
Capital	–	–
<b>TOTAL</b>	<b>335 714</b>	<b>335 640</b>

### 26.3 Analysis of Current year's fruitless and wasteful expenditure

Incident	Disciplinary steps taken/criminal proceedings	2012/13 R'000
Interest paid on late payments to supplier	Case is under investigation and will be referred to Loss Control Committee to determine liability in this case	367
No shows for accommodation booked for official purposes	Cases have been referred to various responsible managers for recovery or write off given various reasons	7
<b>TOTAL</b>		<b>374</b>

## 27. Related party transactions

- Department of Public Works: Provides for and manage the accommodation, housing, land and infrastructure needs of national departments. During the year under review the department of Home Affairs occupied a building free of charge which DPW availed. The accommodation was valued at R5,085 million and cannot be recorded as payable or a receivable.
- Government Printing Works: For the provision of security printing services to the Department including the stationery and printing on the goods and services.
  - Compiling, editing, printing and distribution of government gazettes
  - Stocking and procuring of departmental face value forms
  - Provision of a printing service pertaining to high security documents and other general printing matters
- Film and Publication Board: To ensure efficient and effective consumer protection through regulation of media content.
- Electoral Commission: It is a Chapter 9 constitutional institution reporting directly to Parliament and manages the national, provincial and municipal elections



## VOTE 4 – DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

5. Department of International Relations and Cooperation: Formulate, coordinate, implemented and manage South Africa's International foreign policy and international relations programmes.
- Management and collection of revenue on behalf of the department in foreign missions where DHA is not represented.
  - Renders consular services for the department and Immigration related services as per the Immigration Act.

### 28. Key management personnel

	No. of Individuals	2012/13 R'000	2011/12 R'000
Political office bearers (provide detail below)	3	5 175	3 465
Officials:			
Level 15 to 16	9	11 061	10 717
Level 14 (incl. CFO if at a lower level)	38	32 089	27 518
<b>TOTAL</b>		<b>48 325</b>	<b>41 700</b>

*Officials that have been appointed to act in various senior positions which fall within the above categories of key management personnel have been included in the list.*

### 29. Impairment

	Note	2012/13 R'000	2011/12 R'000
<b>Impairment</b>			
Debtors		-	6 548
Other		-	166
<b>TOTAL</b>		<b>-</b>	<b>6 714</b>

### 30. Movable Tangible Capital Assets

#### MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2013

	Opening balance R'000	Curr Year Adjust-ments to prior year balances R'000	Additions R'000	Disposals R'000	Closing Balance R'000
<b>MACHINERY AND EQUIPMENT</b>	<b>968 059</b>	<b>(6 740)</b>	<b>124 793</b>	<b>43 175</b>	<b>1 042 937</b>
Transport assets	171 528	(3 104)	54 574	10 535	212 463
Computer equipment	685 280	(10 564)	41 301	21 767	694 250
Furniture and office equipment	59 229	17 995	20 559	6 817	90 966
Other machinery and equipment	52 022	(11 067)	8 359	4 056	45 258
<b>TOTAL MOVABLE TANGIBLE CAPITAL ASSETS</b>	<b>968 059</b>	<b>(6 740)</b>	<b>124 793</b>	<b>43 175</b>	<b>1 042 937</b>

*Included in the asset register are the assets identified for disposal at year end, however, disposed in the new financial year, as explained in the Accounting Officers Report Paragraph 4.*

## VOTE 4 – DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 30.1 Additions

#### ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2013

	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
<b>MACHINERY AND EQUIPMENT</b>	<b>98 343</b>	<b>2 978</b>	<b>(566)</b>	<b>24 038</b>	<b>124 793</b>
Transport assets	53 270	1 299	(566)	571	54 574
Computer equipment	33 246	1 342	-	6 713	41 301
Furniture and office equipment	4 904	-	-	15 655	20 559
Other machinery and equipment	6 923	337	-	1 099	8 539
<b>TOTAL ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS</b>	<b>98 343</b>	<b>2 978</b>	<b>(566)</b>	<b>24 038</b>	<b>124 793</b>

### 30.2 Disposals

#### DISPOSALS OF MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2013

	Sold for cash	Transfer out or destroyed or scrapped	Total disposals	Cash Received Actual
	R'000	R'000	R'000	R'000
<b>MACHINERY AND EQUIPMENT</b>	<b>31 186</b>	<b>11 989</b>	<b>43 175</b>	<b>-</b>
Transport assets	8 798	1 737	10 535	-
Computer equipment	15 794	5 973	21 767	-
Furniture and office equipment	6 057	760	6 817	-
Other machinery and equipment	537	3 519	4 056	-
<b>TOTAL DISPOSAL OF MOVABLE TANGIBLE CAPITAL ASSETS</b>	<b>31 186</b>	<b>11 989</b>	<b>43 175</b>	<b>-</b>

### 30.3 Movement for 2011/12

#### MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2012

	Opening balance	Additions	Disposals	Closing balance
	R'000	R'000	R'000	R'000
<b>MACHINERY AND EQUIPMENT</b>	<b>912 625</b>	<b>111 273</b>	<b>55 839</b>	<b>968 059</b>
Transport assets	161 540	10 193	205	171 528
Computer equipment	645 505	86 748	46 973	685 280
Furniture and office equipment	60 008	5 482	6 261	59 229
Other machinery and equipment	45 572	8 850	2 400	52 022
<b>TOTAL MOVABLE TANGIBLE ASSETS</b>	<b>912 625</b>	<b>111 273</b>	<b>55 839</b>	<b>968 059</b>

## VOTE 4 – DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 30.4 Minor assets

#### MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2013

	Specialised military assets R'000	Intangible assets R'000	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Opening balance	-	-	-	166 346	-	166 346
Curr Year Adjustments to Prior Year balances	-	-	-	21 422	-	21 422
Additions	-	-	-	7 930	-	7 930
Disposals	-	-	-	(16 029)	-	(16 029)
<b>TOTAL MINOR ASSETS</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>179 669</b>	<b>-</b>	<b>179 669</b>

	Specialised military assets R'000	Intangible assets R'000	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Number of minor assets at cost	-	-	-	145 024	-	145 024
<b>TOTAL NUMBER OF MINOR ASSETS</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>145 024</b>	<b>-</b>	<b>145 024</b>

#### MOVEMENT IN MINOR ASSETS PER THE ASSET REGISTER FOR THE YEAR ENDED AS AT 31 MARCH 2012

	Specialised military assets R'000	Intangible assets R'000	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Opening balance	-	-	-	164 963	-	164 963
Additions	-	-	-	18 940	-	18 940
Disposals	-	-	-	(17 557)	-	(17 557)
<b>TOTAL MINOR ASSETS</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>166 346</b>	<b>-</b>	<b>166 346</b>

	Specialised military assets R'000	Intangible assets R'000	Heritage assets R'000	Machinery and equipment R'000	Biological assets R'000	Total R'000
Number of R1 minor assets	-	-	-	16	-	16
Number of minor assets at cost	-	-	-	148 281	-	148 281
<b>TOTAL NUMBER OF MINOR ASSETS</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>148 297</b>	<b>-</b>	<b>148 297</b>

## VOTE 4 – DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 30.5 Movable assets written off

#### MOVABLE ASSETS WRITTEN OFF FOR THE YEAR ENDED 31 MARCH 2013

	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
Assets written off	-	-	-	(7 047)	-	(7 047)
<b>TOTAL MOVABLE ASSETS WRITTEN OFF</b>	-	-	-	<b>(7 047)</b>		<b>(7 047)</b>

#### MOVABLE ASSETS WRITTEN OFF FOR THE YEAR ENDED 31 MARCH 2012

	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
Assets written off	-	-	-	(73 032)	-	(73 032)
<b>TOTAL MOVABLE ASSETS WRITTEN OFF</b>	-	-	-	<b>(73 032)</b>		<b>(73 032)</b>

### 31. Intangible Capital Assets

#### MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2013

	Opening balance	Current Year Adjustments to prior year balances	Additions	Disposals	Closing Balance
	R'000	R'000	R'000	R'000	R'000
<b>COMPUTER SOFTWARE</b>	1 013 925	-	9 137	-	1 023 062
<b>TOTAL INTANGIBLE CAPITAL ASSETS</b>	<b>1 013 925</b>	<b>-</b>	<b>9 137</b>	<b>-</b>	<b>1 023 062</b>

#### 31.1 Additions

#### ADDITIONS TO INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2013

	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
<b>COMPUTER SOFTWARE</b>	9 137	-	-	-	9 137
<b>TOTAL ADDITIONS TO INTANGIBLE CAPITAL ASSETS</b>	<b>9 137</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>9 137</b>

## VOTE 4 – DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### 31.2 Disposals

#### DISPOSALS OF INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2013

	Sold for cash R'000	Transfer out or destroyed or scrapped R'000	Total disposals R'000	Cash Received Actual R'000
COMPUTER SOFTWARE	-	-	-	-
<b>TOTAL DISPOSALS OF INTANGIBLE CAPITAL ASSETS</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

### 31.3 Movement for 2011/12

#### MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2012

	Opening balance R'000	Additions R'000	Disposals R'000	Closing balance R'000
COMPUTER SOFTWARE	1 010 491	3 434	-	1 013 925
<b>TOTAL INTANGIBLE CAPITAL ASSETS</b>	<b>1 010 491</b>	<b>3 434</b>	<b>-</b>	<b>1 013 925</b>

## VOTE 4 – ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### ANNEXURE 1A

#### STATEMENT OF UNCONDITIONAL GRANTS AND TRANSFERS TO MUNICIPALITIES

NAME OF MUNICIPALITY	GRANT ALLOCATION				TRANSFER		SPENT			2011/12
	Amount	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds Transferred	Amount received by municipality	Amount spent by municipality	% of available funds spent by municipality	Total Available
	R'000	R'000	R'000	R'000	R'000	%	R'000	R'000	%	R'000
Tshwane Municipality:										
Vehicle Licenses	856	–	–	856	856	100,0%	1 031	–	–	1 031
	<b>856</b>	<b>–</b>	<b>–</b>	<b>856</b>	<b>856</b>	<b>100,0%</b>	<b>1 031</b>	<b>–</b>	<b>–</b>	<b>1 031</b>

### ANNEXURE 1B

#### STATEMENT OF TRANSFERS TO DEPARTMENTAL AGENCIES AND ACCOUNTS

DEPARTMENT/ AGENCY/ ACCOUNT	TRANSFER ALLOCATION				TRANSFER		2011/12
	Adjusted Appropriation	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds Transferred	Appropriation Act
	R'000	R'000	R'000	R'000	R'000	%	R'000
Film and Publication Board	69 835	–	–	69 835	69 835	100,0%	65 458
Government Printing Works	135 219	–	–	135 219	135 219	100,0%	129 002
Independent Electoral Commission	762 156	–	–	762 156	762 156	100,0%	839 788
Communication licences (TV and Radio)	9	–	–	9	9	100,0%	–
	<b>967 219</b>	<b>–</b>	<b>–</b>	<b>967 219</b>	<b>967 219</b>	<b>100,0%</b>	<b>1 034 248</b>

## VOTE 4 – ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### ANNEXURE 1C

#### STATEMENT OF TRANSFERS TO HOUSEHOLDS

HOUSEHOLDS	TRANSFER ALLOCATION				EXPENDITURE		2011/2012
	Adjusted Appropriation Act	Roll Overs	Adjustments	Total Available	Actual Transfer	% of Available funds Transferred	Appropriation Act
	R'000	R'000	R'000	R'000	R'000	%	R'000
<b>Transfers</b>							
Emp: Social Ben: Injury on Duty	–	–	–	–	–	–	15
Emp: Social Ben: Leave Gratuity	12 063	–	–	12 063	12 063	100,0%	7 775
Claims Against State: Cash	41	–	–	41	41	100,0%	592
<b>TOTAL</b>	<b>12 104</b>	<b>–</b>	<b>–</b>	<b>12 104</b>	<b>12 104</b>	<b>100,0%</b>	<b>8 382</b>

### ANNEXURE 2A

#### STATEMENT OF FINANCIAL GUARANTEES ISSUED AS AT 31 MARCH 2013 – LOCAL

Guarantor institution	Guarantee in respect of	Original guaranteed capital amount	Opening balance 1 April 2012	Guarantees draw downs during the year	Guarantees repayments/ cancelled/ reduced/ released during the year	Revaluations	Closing balance 31 March 2013	Guaranteed interest for year ended 31 March 2012	Realised losses not recoverable i.e. claims paid out
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
STANNIC	Motor vehicles	293	605	–	312	–	293	–	–
	<b>Subtotal</b>	<b>293</b>	<b>605</b>	<b>–</b>	<b>312</b>	<b>–</b>	<b>293</b>	<b>–</b>	<b>–</b>
ABSA BANK	Housing	42	60	30	48	–	42	–	–
AFRICAN/ UNIQUE BANK	Housing	–	15	–	15	–	–	–	–
BOE BANK	Housing	–	135	–	135	–	–	–	–
FNB	Housing	–	44	16	74	–	(14)	–	–
ITHALA	Housing	–	34	–	34	–	–	–	–
MEEG BANK	Housing	–	44	–	44	–	–	–	–
N P DEVELOP. CORP.	Housing	–	90	–	90	–	–	–	–
NEDCOR	Housing	89	229	122	284	–	67	–	–
NHFC	Housing	–	23	–	22	–	1	–	–

## VOTE 4 – ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

## ANNEXURE 2A (continue)

## STATEMENT OF FINANCIAL GUARANTEES ISSUED AS AT 31 MARCH 2013 – LOCAL

Guarantor institution	Guarantee in respect of	Original guaranteed capital amount	Opening balance 1 April 2012	Guarantees draw downs during the year	Guarantees repayments/ cancelled/ reduced/ released during the year	Revaluations	Closing balance 31 March 2013	Guaranteed interest for year ended 31 March 2013	Realised losses not recoverable i.e. claims paid out
		R'000	R'000	R'000	R'000	R'000	R'000	R'000	R'000
OLD MUTUAL BANK	Housing	40	66	–	37	–	29	–	–
PEOPLES BANK	Housing	16	226	16	228	–	14	–	–
SAAMBOU BANK	Housing	8	18	20	30	–	8	–	–
STANDARD BANK	Housing	41	143	70	170	–	43	–	–
TNBS MUTUAL BANK	Housing	13	13	–	–	–	12	–	–
VBS MUTUAL BANK	Housing	–	48	–	65	–	48	–	–
	<b>Subtotal</b>	<b>249</b>	<b>1 188</b>	<b>274</b>	<b>1 212</b>	<b>–</b>	<b>250</b>	<b>–</b>	<b>–</b>
	<b>TOTAL</b>	<b>542</b>	<b>1 793</b>	<b>274</b>	<b>1 524</b>	<b>–</b>	<b>543</b>	<b>–</b>	<b>–</b>

## ANNEXURE 2B

## STATEMENT OF CONTINGENT LIABILITIES AS AT 31 MARCH 2013

Nature of Liability	Opening Balance 1 April 2012	Liabilities incurred during the year	Liabilities paid/cancelled/ reduced during the year	Liabilities recoverable (Provide details hereunder)	Closing Balance 31 March 2013
	R'000	R'000	R'000	R'000	R'000
<b>Claims against the department</b>					
Litigation and Legal enquiries	1 202 315	138 262	–	–	1 340 577
<b>TOTAL</b>	<b>1 202 315</b>	<b>138 262</b>	<b>–</b>	<b>–</b>	<b>1 340 577</b>



## VOTE 4 – ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### ANNEXURE 3

#### CLAIMS RECOVERABLE

Government Entity	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL	
	31/03/2013	31/03/2012	31/03/2013	31/03/2012	31/03/2013	31/03/2012
	R'000	R'000	R'000	R'000	R'000	R'000
<b>Department</b>						
National Departments: Salary Recoverable	324	160	–	–	324	160
Provincial Departments: Salary Recoverable	158	355	–	–	158	355
Department of International Relations and Cooperation	384 756	399 800	16 120	(173 600)	400 876	226 200
<b>Other Government Entities</b>						
Various service providers	595	–	–	–	595	–
<b>TOTAL</b>	<b>385 833</b>	<b>400 315</b>	<b>16 120</b>	<b>(173 600)</b>	<b>401 953</b>	<b>226 715</b>

*Note:*

The payable relates to the amount received from DIRCO but without corresponding supporting documents. The amount reflected under confirmed vouchers represents the value of the vouchers retrieved from DIRCO in line with the new accounting policy.

## VOTE 4 – ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### ANNEXURE 4

#### INTER-GOVERNMENT PAYABLES

GOVERNMENT ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL	
	31/03/2013	31/03/2012	31/03/2013	31/03/2012	31/03/2013	31/03/2012
	R'000	R'000	R'000	R'000	R'000	R'000
<b>DEPARTMENTS</b>						
<b>Current</b>						
Department: International Relations and Cooperation	165 107	80 926	21 659	35 743	186 766	116 669
Department of Justice and Constitutional Development	2 144	12 572	383	–	2 527	12 572
National Department: Arts and Culture	–	9	–	–	–	9
National Department: Environmental Affairs	–	13	–	–	–	13
National Department: Public Works	42 871	18 178	71 360	38 484	114 231	56 662
National Department: Government Pension Admin Agency	–	51	–	–	–	51
National Department: Rural Development & Land Affairs	–	5	–	–	–	5
National Department: Tourism	–	21	–	–	–	21
Department: Agriculture Limpopo Province	–	17	–	–	–	17
Department: Health Limpopo	–	11	–	–	–	11
Department: Social Development KwaZulu Natal	–	11	–	–	–	11
Department: Health Eastern Cape Province	–	9	–	–	–	9
Department: Education Mpumalanga Province	–	8	–	–	–	8
Department: Transport Eastern Cape Province	–	1	–	–	–	1
National Department: Transport	1 500	–	–	–	1 500	–
Department of Trade and Industry	–	–	13	–	13	–
Palama	–	–	73	–	73	–
Department of Public Works: Free State	–	–	2	–	2	–
<b>TOTAL DEPARTMENTS</b>	<b>211 622</b>	<b>111 832</b>	<b>93 490</b>	<b>74 227</b>	<b>305 112</b>	<b>186 059</b>

## VOTE 4 – ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS for the year ended 31 March 2013

### ANNEXURE 5

#### INVENTORY

Inventory	Note	Quantity	2012/13	Quantity	2011/12
			R'000		R'000
Opening balance		19 645	370 742	1 625 696	7 509
Add/(Less): Adjustments to prior year balances		3 587 075	(359 644)	–	–
Add: Additions/Purchases – Cash		–	–	14 937	52 745
Add: Additions – Non-cash		2 659 595	3 100	–	–
(Less): Issues		(3 018 053)	(1 804)	(19 705)	387 887
Add/(Less): Adjustments		9 050	12	(1 601 283)	(77 399)
<b>Closing balance</b>		<b>3 257 312</b>	<b>12 406</b>	<b>19 645</b>	<b>370 742</b>

*Inventory is managed by the department's logistical system. Due to various challenges in the configuration and classification of transaction types the information in the inventory module is not accurate. In evaluating the closing balances of the system it was discovered that a unit price error existed in the system. Adjustment had to be made to the closing balances but it was not practical to restate the transaction values that occurred during the year. Going forward the department intends to redesign the inventory processes and improve inventory management.*



## Part Four: Human Resource Management

## HR OVERSIGHT - APRIL 2012 to MARCH 2013 - Home Affairs

**TABLE 1.1 - Main Service for Service Delivery Improvement and Standards**

Main Services	Actual Customers	Potential Customers	Service Standard	Actual Achievement against Standards
Identity Documents	South African citizens & permanent residents	All citizens & permanent residents turning 16 years of age	To issue 95% of the IDs within 54 days (first issue) or 47 days (re-issue). The estimated total to be issued is 2 303 750.	Total IDs issued is 1 936 475 against the estimated 2 303 750. 92.2% of first issues were issued within 54 days and 98% of re-issues were issued within 47 days.
Birth registration within 30 days	South African citizens & permanent residents	New born infants	Register 594 000 births within 30 days of the birth event	602 530 births were registered within 30 days of the birth event.

**TABLE 1.2 - Consultation Arrangements for Customers**

Type of Arrangement	Actual Customer	Potential Customer	Actual Achievements
Establishment of stakeholder forums	Local, district, metro and provincial stakeholders (non-DHA)	All persons or institutions playing an active role or with an interest in community outreach programmes	The department established seven additional stakeholder forums during the review period (this brings the total stakeholder forums to 254).

**TABLE 1.3 - Service Delivery Access Strategy**

Access Strategy	Actual Achievements
Expansion of the footprint	Online birth registration equipment was implemented at 85 health facilities. This increases the facilities with online birth registration equipment to 346 (61 private & 285 public health facilities. 185 of these are in urban and 161 in rural areas).

**TABLE 1.4 - Service Information Tool**

Information Tools	Actual Achievements
Implementation of electronic queue management	An Electronic Queue Management System was implemented at Wynberg, Mmabatho, Kimberley, Nelspruit & Welkom (these offices were rollovers from the 2011/12 financial year).

**TABLE 1.5 - Complaint Mechanism**

Complaint Medium	Actual Achievements
Customer Service Centre	The department sustained the operation Customer Service Centre during the review period, despite negotiations being at an advanced stage for the take-over of this function by a different service provider.
Publication of mobile numbers on the internet	The cellular numbers of Deputy Directors-General responsible for core DHA services are published on the internet and clients can contact these numbers in the case of service breakdowns.

**TABLE 2.1 - Personnel costs by Programme**

Programme	Total Voted Expenditure (R'000)	Compensation of Employees Expenditure (R'000)	Training Expenditure (R'000)	Professional and Special Services (R'000)	Compensation of Employees as percent of Total Expenditure	Average Compensation of Employees Cost per Employee (R'000)	Employment
Programme 1: Administration, Permanent	1,476,591	347,347	8,293	69,871	23.5	377	922
Programme 2: Citizen affairs, Permanent	3,177,492	1,573,702	135	57	49.5	212	7426
Programme 3: Immigration affairs, Permanent	750,199	258,543	152	6,265	34.5	304	850
<b>Total as on Financial Systems (BAS)</b>	<b>5,404,282</b>	<b>2,179,592</b>	<b>8,580</b>	<b>76,193</b>	<b>40.3</b>	<b>237</b>	<b>9198</b>

**TABLE 2.2 - Personnel costs by Salary band**

Salary Bands	Compensation of Employees Cost (R'000)	Percentage of Total Personnel Cost for Department	Average Compensation Cost per Employee (R)	Total Personnel Cost for Department including Goods and Transfers (R'000)	Number of Employees
Lower skilled (Levels 1-2), Permanent	0	0	0	0	0
Skilled (Levels 3-5), Permanent	105,959	1.9	177,189	331,782	598
Highly skilled production (Levels 6-8), Permanent	1,663,318	30.7	214,511	4,302,074	7754
Highly skilled supervision (Levels 9-12), Permanent	286,151	5.3	425,820	372,839	672
Senior management (Levels 13-16), Permanent	112,420	2.1	780,694	79,894	144
Contract (All Levels)	11,744	0.2	391,467	16,657	30
<b>TOTAL</b>	<b>2,179,592</b>	<b>40.3</b>	<b>236,964</b>	<b>5,103,246</b>	<b>9198</b>

**TABLE 2.3 - Salaries, Overtime, Home Owners Allowance and Medical Aid by Programme**

Programme	Salaries (R'000)	Salaries as % of Personnel Cost	Overtime (R'000)	Overtime as % of Personnel Cost	HOA (R'000)	HOA as % of Personnel Cost	Medical Ass. (R'000)	Medical Ass. as % of Personnel Cost	Total Personnel Cost per Programme (R'000)
Programme 1: administration	224,197	10.3	21,720	1.0	9,936	0.5	14,359	0.7	357,409
Programme 2: citizen affairs	1,105,196	50.9	22,394	1.0	68,642	3.1	109,543	5.0	1,595,316
Programme 3: immigration affairs	152,966	7.0	16,816	0.8	7,380	0.3	11,790	0.5	216,029
<b>TOTAL</b>	<b>1,482,359</b>	<b>68.3</b>	<b>60,930</b>	<b>2.8</b>	<b>85,958</b>	<b>4.0</b>	<b>135,692</b>	<b>6.3</b>	<b>2,168,754</b>

**TABLE 2.4 - Salaries, Overtime, Home Owners Allowance and Medical Aid by Salary Band**

Salary bands	Salaries (R'000)	Salaries as % of Personnel Cost	Overtime (R'000)	Overtime as % of Personnel Cost	HOA (R'000)	HOA as % of Personnel Cost	Medical Ass. (R'000)	Medical Ass. as % of Personnel Cost	Total Personnel Cost per Salary Band (R'000)
Lower skilled (Levels 1-2)	0	0.0	0	0.0	0	0.0	0	0.0	0
Skilled (Levels 3-5)	70,887	3.3	2,472	0.1	6,991	0.3	9,819	0.5	106,468
Highly skilled production (Levels 6-8)	1,091,297	50.3	51,600	2.4	71,885	3.3	115,491	5.3	1,636,136
Highly skilled supervision (Levels 9-12)	216,549	9.9	6,594	0.3	4,852	0.2	9,043	0.4	293,931
Senior management (Levels 13-16)	93,750	4.3	0	0.0	2,179	0.1	1,340	0.1	120,076
Contract (All Levels)	9,876	0.5	264	0.0	51	0.0	0	0.0	12,143
<b>TOTAL</b>	<b>1,482,359</b>	<b>68.3</b>	<b>60,930</b>	<b>2.8</b>	<b>85,958</b>	<b>4.0</b>	<b>135,693</b>	<b>6.3</b>	<b>2,168,754</b>

**TABLE 3.1 - Employment and Vacancies by Programme at end of period**

Programme	Number of Posts	Number of Posts Filled	Vacancy Rate	Number of Posts Filled Additional to the Establishment
Programme 1: Administration, Permanent	1013	922	9	1
Programme 2: Citizen affairs, Permanent	8242	7426	9.9	1
Programme 3: Immigration affairs, Permanent	1000	850	15	0
<b>TOTAL</b>	<b>10255</b>	<b>9198</b>	<b>10.3</b>	<b>2</b>

**TABLE 3.2 - Employment and Vacancies by Salary Band at end of period**

Salary Band	Number of Posts	Number of Posts Filled	Vacancy Rate	Number of Posts Filled Additional to the Establishment
Lower skilled (Levels 1-2), Permanent	0	0	0	0
Skilled (Levels 3-5), Permanent	688	598	13.1	0
Highly skilled production (Levels 6-8), Permanent	8538	7754	9.2	0
Highly skilled supervision (Levels 9-12), Permanent	819	672	17.9	0
Senior management (Levels 13-16), Permanent	180	144	20	0
Contract (All Levels)	30	30	0	2
<b>TOTAL</b>	<b>10255</b>	<b>9198</b>	<b>10.3</b>	<b>2</b>

**TABLE 3.3 - Employment and Vacancies by Critical Occupation at end of period**

Critical Occupations	Number of Posts	Number of Posts Filled	Vacancy Rate	Number of Posts Filled Additional to the Establishment
Information technology related, Permanent	31	28	9.7	0
Other information technology personnel., Permanent	70	61	12.9	0
Regulatory inspectors, Permanent	2052	1575	23.2	0
<b>TOTAL</b>	<b>2153</b>	<b>1664</b>	<b>22.7</b>	<b>0</b>



**TABLE 4.1 - Job Evaluation**

Salary Band	Number of Posts	Number of Jobs Evaluated	% of Posts Evaluated	Number of Posts Upgraded	% of Upgraded Posts Evaluated	Number of Posts Downgraded	% of Downgraded Posts Evaluated
Lower skilled (Levels 1-2)	0	0	0.0	0	0.0	0	0.00%
Skilled (Levels 3-5)	708	3	0.4	0	0.0	0	0.00%
Highly skilled production (Levels 6-8)	8539	16	0.2	2	0.1	0	0.00%
Highly skilled supervision (Levels 9-12)	823	72	8.7	0	0.0	0	0.00%
Senior Management Service Band A	130	11	8.5	0	0.0	0	0.00%
Senior Management Service Band B	43	2	4.7	0	0.0	0	0.00%
Senior Management Service Band C	9	1	11.1	0	0.0	0	0.00%
Senior Management Service Band D	3	0	0.0	0	0.0	0	0.00%
<b>TOTAL</b>	<b>10255</b>	<b>105</b>	<b>1.0</b>	<b>2</b>	<b>0.0</b>	<b>0</b>	<b>0.00%</b>

**TABLE 4.2 - Profile of employees whose positions were upgraded due to their posts being upgraded**

Beneficiaries	African	Asian	Coloured	White	Total
Female	4	0	0	0	4
Male	2	0	0	0	2
<b>Total</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>Employees with a Disability</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**TABLE 4.3 - Employees whose salary level exceed the grade determined by Job Evaluation [i.t.o PSR 1.V.C.3]**

Occupation	Number of Employees	Job Evaluation Level	Remuneration Level	Reason for Deviation	No of Employees in Dept
Administrative related					23
Building and other property caretakers					37
Bus and heavy vehicle drivers					108
Cashiers, tellers and related clerks	16	5	6	Grade Progression	127
Cleaners in offices workshops hospitals etc	1	5	6	Grade Progression	328
Client Information clerks					20
Communication and information related					2
Computer Programmers					1
Finance and economics related					5
Financial and related professionals					60
Financial clerks and credit controllers	4	5	6	Grade Progression	50
Food services aids and waiters					2
General Legal Administration					2
Head of department/chief executive officer					1
Human resources & organisat developm & relate prof					95
Human resources related					20
Human resources clerks					68
Identification Experts					285
Information technology related	1	11	12	Grade Progression	28
Language Practitioners					15
Legal related					17
Library mail and related clerks					64
Light vehicle drivers					32
Logistical support personnel					23
Material-recording and transport clerks					1
Messengers porters and deliverers					9
Other administrat & related clerks and organisers	21	7	8	Grade Progression	4544

Occupation	Number of Employees	Job Evaluation Level	Remuneration Level	Reason for Deviation	No of Employees in Dept
Other administrative policy and related officers	39	7	8	Grade Progression	1078
Other administrative policy and related officers	3	11	12	Grade Progression	
Other information technology personnel					60
Regulatory Inspectors	1	9	10	Grade Progression	1575
Secretaries & other keyboard operating clerks	5	6	7	Grade Progression	112
Security guards					83
Security officers					171
Senior managers	1	13	14	Retention	148
Statisticians and related professionals					2
Trade Labourers					2
<b>Total</b>	<b>92</b>				<b>9198</b>
<b>Percentage of Total Employment</b>	<b>1.00%</b>				

**TABLE 4.4 - Profile of employees whose salary level exceeded the grade determined by job evaluation [i.t.o. PSR 1.V.C.3]**

Beneficiaries	African	Asian	Coloured	White	Total
Female	45	0	3	20	68
Male	19	1	0	4	24
<b>Total</b>	<b>64</b>	<b>1</b>	<b>3</b>	<b>24</b>	<b>92</b>
<b>Employees with a Disability</b>				<b>1</b>	

**TABLE 5.1 - Annual Turnover Rates by Salary Band**

Salary Band	Employment at Beginning of Period (April 2012)	Appointments	Terminations	Turnover Rate
Skilled (Levels 3-5), Permanent	729	72	68	9.3
Highly skilled production (Levels 6-8), Permanent	7603	287	249	3.3
Highly skilled supervision (Levels 9-12), Permanent	606	88	33	5.4
Senior management (Levels 13-16), Permanent	125	21	9	7.2
Contract (All Levels)	28	35	32	114.3
<b>TOTAL</b>	<b>9091</b>	<b>503</b>	<b>391</b>	<b>4.3</b>

TABLE 5.2 - Annual Turnover Rates by Critical Occupation

Occupation	Employment at Beginning of Period (April 2012)	Appointments	Terminations	Turnover Rate
Administrative related	78	8	5	6.4
Building and other property caretakers	39	1	2	5.1
Bus and heavy vehicle drivers	108	0	2	1.9
Cashiers, tellers and related clerks	166	8	5	3
Cleaners in offices workshops hospitals etc.	303	50	16	5.3
Client Information clerks	19	0	0	0
Finance and economics related	3	3	0	0
Financial and related professionals	60	8	8	13.3
Financial clerks and credit controllers	45	0	4	8.9
General Legal Administration	1	0	0	0
Head of department/chief executive officer	1	0	0	0
Human resources & organisat developm & relate prof	93	15	7	7.5
Human resources related	7	10	0	0
Human resources clerks	75	7	6	8
Identification Experts	285	5	8	2.8
Information technology related	28	6	2	7.1
Language Practitioners	15	3	1	6.7
Legal related	14	4	0	0
Library mail and related clerks	53	11	1	1.9
Light vehicle drivers	29	1	1	3.4
Logistical support personnel	21	1	1	4.8
Material-recording and transport clerks	2	0	0	0
Messengers porters and deliverers	13	0	0	0
Other administrat & related clerks and organisers	4356	236	173	4
Other administrative policy and related officers	903	37	48	5.3
Other information technology personnel	58	5	3	5.2
Other Occupations	0	0	0	0
Regulatory Inspectors	1857	10	71	3.8
Secretaries & other keyboard operating clerks	90	21	3	3.3
Security guards	79	0	4	5.1

Occupation	Employment at Beginning of Period (April 2012)	Appointments	Terminations	Turnover Rate
Security officers	159	29	7	4.4
Senior managers	130	24	13	10
Trade Labourers	1	0	0	0
<b>TOTAL</b>	<b>9091</b>	<b>503</b>	<b>391</b>	<b>4.3</b>

**TABLE 5.3 - Reasons why staff are leaving the department**

Termination Type	Number	Percentage of Total Terminations	Percentage of Total Employment	Total	Total Employment
Death	47	12.02	0.51	391	9198
Resignation	87	22.25	0.95	391	9198
Expiry of contract	32	8.18	0.35	391	9198
Transfers	53	13.56	0.58	391	9198
Discharged due to ill health	3	0.77	0.03	391	9198
Dismissal-misconduct	97	24.81	1.05	391	9198
Retirement	72	18.41	0.78	391	9198
<b>TOTAL</b>	<b>391</b>	<b>100.00</b>	<b>4.3</b>	<b>391</b>	<b>9198</b>
<b>Terminations as % of Employment</b>	<b>4.3%</b>				

**TABLE 5.4 - Granting of Employee Initiated Severance Packages**

Salary Band	No of applications received	No of applications referred to the MPSA	No of applications supported by MPSA	No of Packages approved by department
Lower Skilled (Salary Level 1-2)	0	0	0	0
Skilled (Salary Level 3-5)	0	0	0	0
Highly Skilled Production (Salary Level 6-8)	0	0	0	0
Highly Skilled Supervision (Salary Level 9-12)	0	0	0	0
Senior Management (Salary Level 13 and higher)	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**TABLE 5.5 - Promotions by Critical Occupation**

Occupation	Employment at Beginning of Period (April 2012)	Promotions to another Salary Level	Salary Level Promotions as a % of Employment	Progressions to another Notch within Salary Level	Notch progressions as a % of Employment
Information technology related, Permanent	28	5	17.9	12	42.86
Other information technology personnel., Permanent	58	6	10.3	45	77.59
Regulatory Inspectors, Permanent	1857	24	1.3	1110	59.77
<b>TOTAL</b>	<b>1943</b>	<b>35</b>	<b>1.8</b>	<b>1167</b>	<b>60.06</b>

**TABLE 5.6 - Promotions by Salary Band**

Salary Band	Employment at Beginning of Period (April 2012)	Promotions to another Salary Level	Salary Level Promotions as a % of Employment	Progressions to another Notch within Salary Level	Notch progressions as a % of Employment
Skilled (Levels 3-5), Permanent	729	1	0.14	620	85.05
Highly skilled production (Levels 6-8), Permanent	7603	246	3.24	5515	72.54
Highly skilled supervision (Levels 9-12), Permanent	606	130	21.45	408	67.33
Senior management (Levels 13-16), Permanent	125	15	12.00	4	3.20
Contract (All Levels)	28	0	0.00	0	0.00
<b>TOTAL</b>	<b>9091</b>	<b>392</b>	<b>4.31</b>	<b>6547</b>	<b>72.02</b>

**TABLE 6.1 - Total number of Employees (incl. Employees with disabilities) per Occupational Category (SASCO)**

Occupational Categories	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Legislators, senior officials and managers	67	7	1	75	4	51	5	5	61	9	149
Professionals	127	9	1	137	12	133	3	2	138	19	306
Technicians and associate professionals	454	22	14	490	30	494	21	11	526	78	1124
Clerks	1549	89	10	1648	52	2945	229	20	3194	379	5273
Service and sales workers	912	74	4	990	68	697	43	5	745	25	1828
Plant and machine operators and assemblers	121	11	0	132	0	8	0	0	8	0	140
Labourers and related workers	98	7	0	105	1	258	14	0	272	0	378
Elementary occupations	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>3328</b>	<b>219</b>	<b>30</b>	<b>3577</b>	<b>167</b>	<b>4586</b>	<b>315</b>	<b>43</b>	<b>4944</b>	<b>510</b>	<b>9198</b>
Employees with disabilities	29	3	0	32	7	29	7	1	37	9	85

**TABLE 6.2 - Total number of Employees (incl. Employees with disabilities) per Occupational Bands**

Occupational Bands	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Top Management, Permanent	6	1	0	7	0	3	0	1	4	0	11
Senior Management, Permanent	57	6	1	64	3	49	4	4	57	9	133
Professionally qualified and experienced specialists and mid-management, Permanent	258	17	12	287	28	189	9	8	206	31	552
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	2735	166	16	2917	123	3934	264	29	4227	442	7709
Semi-skilled and discretionary decision making, Permanent	261	28	0	289	11	397	37	1	435	28	763
Unskilled and defined decision making, Permanent	0	0	0	0	0	0	0	0	0	0	0
Contract (All levels)	11	1	1	13	2	14	1	0	15	0	30
<b>TOTAL</b>	<b>3328</b>	<b>219</b>	<b>30</b>	<b>3577</b>	<b>167</b>	<b>4586</b>	<b>315</b>	<b>43</b>	<b>4944</b>	<b>510</b>	<b>9198</b>

**TABLE 6.3 - Recruitment**

Occupational Bands	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Top Management, Permanent	0	0	0	0	0	1	0	0	1	0	1
Senior Management, Permanent	8	0	0	8	0	8	1	3	12	0	20
Professionally qualified and experienced specialists and mid-management, Permanent	13	3	0	16	0	30	0	2	32	2	50
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	130	6	0	136	0	172	16	1	189	3	328
Semi-skilled and discretionary decision making, Permanent	20	0	0	20	0	49	0	0	49	0	69
Contract (All levels)	11	1	2	14	5	15	1	0	16	0	35
<b>TOTAL</b>	<b>182</b>	<b>10</b>	<b>2</b>	<b>194</b>	<b>5</b>	<b>275</b>	<b>18</b>	<b>6</b>	<b>299</b>	<b>5</b>	<b>503</b>
<b>Employees with disabilities</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>7</b>

**TABLE 6.4 - Promotions**

Occupational Bands	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Top Management, Permanent	0	0	0	0	0	0	0	0	0	0	0
Senior Management, Permanent	11	0	0	11	0	3	0	1	4	0	15
Professionally qualified and experienced specialists and mid-management, Permanent	22	0	0	22	1	21	1	0	22	2	47
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	136	10	0	146	1	166	10	1	177	5	329
Semi-skilled and discretionary decision making, Permanent	1	0	0	1	0	0	0	0	0	0	1
Contract (All levels)	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>170</b>	<b>10</b>	<b>0</b>	<b>180</b>	<b>2</b>	<b>190</b>	<b>11</b>	<b>2</b>	<b>203</b>	<b>7</b>	<b>392</b>
<b>Employees with disabilities</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**TABLE 6.5 - Terminations**

Occupational Bands	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Top Management, Permanent	0	0	0	0	0	0	0	0	0	0	0
Senior Management, Permanent	3	0	0	3	1	1	0	0	1	0	5
Professionally qualified and experienced specialists and mid-management, Permanent	11	2	1	14	3	7	0	0	7	2	26
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	126	5	1	132	5	110	6	3	119	30	286
Semi-skilled and discretionary decision making, Permanent	14	0	0	14	0	17	2	0	19	6	39
Contract (All levels)	9	0	1	10	4	16	0	0	16	2	32
<b>TOTAL</b>	<b>163</b>	<b>7</b>	<b>3</b>	<b>173</b>	<b>13</b>	<b>150</b>	<b>8</b>	<b>3</b>	<b>162</b>	<b>40</b>	<b>388</b>
<b>Employees with disabilities</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>



**TABLE 6.6 - Disciplinary Action**

Disciplinary action	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Guilty	38	1	0	39	2	36	2	0	38	3	82
Not guilty	1	0	0	1	0	11	0	0	11	1	13
Not required	22	0	1	23	2	9	1	1	11	0	36
<b>TOTAL</b>	<b>61</b>	<b>1</b>	<b>1</b>	<b>63</b>	<b>4</b>	<b>56</b>	<b>3</b>	<b>1</b>	<b>60</b>	<b>4</b>	<b>131</b>

**TABLE 6.7 - Skills Development**

Occupational Categories	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Legislators, Senior Officials and Managers	15	2	0	17	0	17	4	4	25	0	42
Professionals	45	0	0	45	2	37	0	1	38	2	87
Technicians and Associate Professionals	78	2	1	81	0	66	6	0	72	9	162
Clerks	122	4	0	126	1	229	3	2	234	9	370
Service and Sales Workers	241	12	0	253	22	256	8	0	264	2	541
Skilled Agriculture and Fishery Workers	8	0	0	8	0	0	0	0	0	0	8
Craft and related Trades Workers	0	0	0	0	0	0	0	0	0	0	0
Plant and Machine Operators and Assemblers	0	0	0	0	0	4	0	0	4	0	4
Labourers and related workers	1	0	0	1	0	2	0	0	2	0	3
Elementary Occupations	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>510</b>	<b>20</b>	<b>1</b>	<b>531</b>	<b>25</b>	<b>611</b>	<b>21</b>	<b>7</b>	<b>639</b>	<b>22</b>	<b>1217</b>
<b>Employees with disabilities</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>

**TABLE 7.1 - Performance Rewards by Race, Gender and Disability**

Demographics	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R'000)
African, Female	528	4586	5.74	4,084,790.96	7,736
African, Male	319	3328	3.47	2,784,599.16	8,729
Asian, Female	5	43	0.05	52,850.55	10,570
Asian, Male	1	30	0.01	9,297.90	9,298
Coloured, Female	45	315	0.49	364,736.49	8,105
Coloured, Male	25	219	0.27	190,639.38	7,626
Total Blacks, Female	578	4944	6.28	4,502,378.00	7,790
Total Blacks, Male	345	3577	3.75	2,984,536.44	8,651
White, Female	147	510	1.60	1,282,762.84	8,726
White, Male	25	167	0.27	240,128.07	9,605
Employees with a disability	6	85	0.07	45,401.22	7,567
<b>TOTAL</b>	<b>1095</b>	<b>9198</b>	<b>11.90</b>	<b>9,009,805</b>	<b>8,228</b>

**TABLE 7.2 - Performance Rewards by Salary Band for Personnel below Senior Management Service**

Salary Band	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R'000)
Skilled (Levels 3-5)	86	598	14.4%	406,096.59	4,722
Highly skilled production (Levels 6-8)	902	7754	11.6%	6,700,008.52	7,428
Highly skilled supervision (Levels 9-12)	106	672	15.8%	1,877,952.89	17,717
Contract (All Levels)	0	25	0.0%	0.00	0
<b>TOTAL</b>	<b>1094</b>	<b>9049</b>	<b>12.1%</b>	<b>8,984,058.00</b>	<b>8,212</b>

**TABLE 7.3 - Performance Rewards by Critical Occupation**

Critical Occupations	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R'000)
Information technology related	1	31	0.0%	11,052.90	11,053
Other information technology personnel.	9	70	0.4%	12,146.90	1,350
Regulatory inspectors	3	2052	0.1%	51,544.50	17,182
<b>TOTAL</b>	<b>13</b>	<b>2153</b>	<b>0.6%</b>	<b>74,744.30</b>	<b>5,750</b>

**TABLE 7.4 - Performance Related Rewards (Cash Bonus) by Salary Band for Senior Management Service**

SMS Band	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R'000)	Average Cost per Beneficiary (R)	% of SMS Wage Bill	Personnel Cost SMS (R'000)
Band A	1	104	0.7%	25,747.35	25,747	0.02	75,098
Band B	0	32	0.0%	0.00	0	0.00	28,934
Band C	0	10	0.0%	0.00	0	0.00	6,781
Band D	0	3	0.0%	0.00	0	0.00	5,108
<b>TOTAL</b>	<b>1</b>	<b>149</b>	<b>0.7%</b>	<b>25,747.35</b>	<b>25,747</b>	<b>0.02</b>	<b>115,921</b>

**TABLE 8.1 - Foreign Workers by Salary Band**

Salary Band	Employment at Beginning Period	Percentage of Total	Employment at End of Period	Percentage of Total	Change in Employment	Percentage of Total
Highly skilled supervision (Levels 9-12)	1	50	1	100	0	0
Senior management (Levels 13-16)	1	50	0	0	1	50
<b>TOTAL</b>	<b>2</b>	<b>100</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>50</b>

**TABLE 8.2 - Foreign Workers by Major Occupation**

Major Occupation	Employment at Beginning Period	Percentage of Total	Employment at End of Period	Percentage of Total	Change in Employment	Percentage of Total
Administrative office workers	1	50	1	100	0	0
Professionals and managers	1	50	0	0	1	50
<b>TOTAL</b>	<b>2</b>	<b>100</b>	<b>1</b>	<b>100</b>	<b>1</b>	<b>50</b>

**TABLE 9.1 - Sick Leave for Jan 2012 to Dec 2012**

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)	Total number of Employees using Sick Leave	Total number of days with medical certification
Lower skilled (Levels 1-2)	0	0	0	0.00	0	0	0	0
Skilled (Levels 3-5)	4277	88.1	556	7.70	8	1,484	7252	3769
Highly skilled production (Levels 6-8)	50207	84.5	6141	84.70	8	27,067	7252	42427
Highly skilled supervision (Levels 9-12)	3119	87.4	471	6.50	7	4,060	7252	2725
Senior management (Levels 13-16)	548	89.4	82	1.10	7	1,548	7252	490
Contract (All levels)	9	88.9	2	0.03	5	52	7252	8
<b>TOTAL</b>	<b>58160</b>	<b>85</b>	<b>7252</b>	<b>100</b>	<b>8</b>	<b>34211</b>	<b>7252</b>	<b>49419</b>

**TABLE 9.2 - Disability Leave (Temporary and Permanent) for Jan 2012 to Dec 2012**

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)	Total number of days with medical certification	Total number of Employees using Disability Leave
Skilled (Levels 3-5)	896	100	50	11.01	18	188	896	50
Highly skilled production (Levels 6-8)	6870	100	376	82.82	18	1,343	6870	376
Highly skilled supervision (Levels 9-12)	529	100	27	5.95	20	194	529	27
Senior management (Levels 13-16)	14	100	1	0.22	14	38	14	1
<b>TOTAL</b>	<b>8309</b>	<b>100</b>	<b>454</b>	<b>100</b>	<b>18</b>	<b>1763</b>	<b>8309</b>	<b>454</b>

**TABLE 9.3 - Annual Leave for Jan 2012 to Dec 2012**

Salary Band	Total Days Taken	Average days per Employee	Number of Employees who took leave
Lower skilled (Levels 1-2)	0	0	0
Skilled (Levels 3-5)	16731	29	583
Highly skilled production (Levels 6-8)	163749	21	7620
Highly skilled supervision (Levels 9-12)	14392	22	653
Senior management (Levels 13-16)	2727	20	137
Contract (All Levels)	91	8	12
<b>TOTAL</b>	<b>197690</b>	<b>22</b>	<b>9005</b>

**TABLE 9.4 - Capped Leave for Jan 2012 to Dec 2012**

Salary Band	Total days of capped leave taken	Average number of days taken per employee	Average capped leave per employee as at 31 December 2012	Number of Employees who took Capped leave	Total number of capped leave available at 31 December 2012	Number of Employees as at 31 December 2012
Skilled (Levels 3-5)	115	5	53	24	17152.85	321
Highly skilled production (Levels 6-8)	569	5	58	113	124799.3	2151
Highly skilled supervision (Levels 9-12)	88	8	64	11	19120.76	300
Senior management (Levels 13-16)	0	0	47	0	2334.39	50
<b>TOTAL</b>	<b>772</b>	<b>5</b>	<b>58</b>	<b>148</b>	<b>163407.3</b>	<b>2822</b>

**TABLE 9.5 - Leave Payouts**

Reason	Total Amount (R'000)	Number of Employees	Average Payment per Employee (R)
Leave payout for 2012/13 due to non-utilisation of leave for the previous cycle	2,461	257	9,576
Capped leave payouts on termination of service for 2012/13	8,446	100	84,460
<b>TOTAL</b>	<b>10,907</b>	<b>357</b>	<b>30,552</b>

**TABLE 10.1 - Steps taken to reduce the risk of occupational exposure**

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

**TABLE 10.2 - Details of Health Promotion and HIV/AIDS Programmes [tick Yes/No and provide required information]**

Question	Yes	No	Details, if yes
1. Has the department designated a member of the SMS to implement the provisions contained in Part VI E of Chapter 1 of the Public Service Regulations, 2001? If so, provide her/his name and position.	Yes		Ms Funiwe Macrery - Director: Employee Wellness
2. Does the department have a dedicated unit or have you designated specific staff members to promote health and well being of your employees? If so, indicate the number of employees who are involved in this task and the annual budget that is available for this purpose.	Yes		There is a dedicated Unit, which comprises of 3 staff members at Head Office. The annual budget for the programme is all encompassing and amount to approximately R 2,1 million.
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.	Yes		The following services are rendered by the Employee Wellness Unit: Hybrid Model for the purpose of counselling, trauma de-briefing, performance enhancement programmes, VCT and HIV management marketing. The workplace interventions including counselling and the Health Calendar Events include STI and Condom week awareness; TB and promotion of healthy lifestyles; blood screening and blood donation clinics; Men's health day; Women's health day; Know your status campaign and candle light memorial day, Red ribbon month and World Aids day. HIV/Aids peer education programme, quarterly health screening and HIV counselling and testing.

Question	Yes	No	Details, if yes
4. Has the department established (a) committee(s) as contemplated in Part VI E.5 (e) of Chapter 1 of the Public Service Regulations, 2001? If so, please provide the names of the members of the committee and the stakeholder(s) that they represent.	Yes		<p>53 DHA employees representing the entire Department, were appointed as Employee Wellness Committee members and trained as HIV/ AIDS Peer educators. Their names are as follows:</p> <p><b>National office</b> : J Mathane, N Hartley, S Mdluli, S Mkolokoto, S Ramokoka and F Matlou</p> <p><b>North West Province</b> : A Perekamoyo, M Mangope, M Lefenya, L Gaolae and S Rrabana.</p> <p><b>Freestate Province</b> : G Mofokeng, P Mangoejane, S Moloi, T Sebueng and K Maphabole</p> <p><b>Gauteng Province</b> : E Motsiri, T Ramokoka, L Mahupela, S Miya and S Kobue,</p> <p><b>Limpopo Province</b> : M Nkanyane, L Mashilo, M Lebisi, N. Setoaba, M. Lebisi,</p> <p><b>Western Cape Province</b> : L. Hlophe, N. Mati, S. Mathiso, C. Samaai, J. Du Plessis</p> <p><b>Eastern Cape Province</b> : B. Wisani, N Mbilini, S Manyefane, Y Gubayo, P Mduba and G Sinuka.</p> <p><b>Mpumalanga Province</b> : S Mashaba, JB Mphuting, H Maphanga, T Monareng and . Malukeke</p> <p><b>Northern Cape Province</b> : Z Mongwe, L Hlophe, S Jacobs, M Makay and D Arendse</p> <p><b>KwaZulu Natal Province</b> : B Xulu, M Mabena, P Mkholwa, M Mngadi, N Mtshali, P Radebe</p>
5. Has the department reviewed the employment policies and practices of your department to ensure that these do not unfairly discriminate against employees on the basis of their HIV status? If so, list the employment policies/practices so reviewed.	Yes		<p>a) Employee Wellness Integrated Strategy: 2012-2014</p> <p>b) DHA HIV/ STI/ TB and Chronic Disease Management Plan 2012-2016</p> <p>c) National Strategic Plan on HIV, STI, TB 2012-2016</p> <p>d) Employee Wellness Integrated Policy</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.	Yes		<p>a) DHA HIV/ STI/ TB and Chronic Disease Management Plan 2012-2016</p> <p>b) Annual Operational plan with HIV/ STI/ TB Targets as compliance issues</p> <p>c) HIV / AIDS Peer Education Programme</p>
7. Does the department encourage its employees to undergo Voluntary Counseling and Testing? If so, list the results that you have achieved.	Yes		<p>Quarterly HIV Counseling and Testing : 500 employees tested, 452 tested negative, 48 tested positive, 38 enrolled to ARV, 1 disclosed her status to the public and she is also an HIV Peer educator.</p> <p>Blood Screening and Blood Donation Clinics take place after every 8 weeks, which aid in encouraging testing. We have 100 regular blood donors</p>
8. Has the department developed measures/indicators to monitor & evaluate the impact of your health promotion programme? If so, list these measures/indicators.	Yes		<p>a) Costed Operational Plan with monthly, Quarterly and Annual targets</p> <p>b) Monthly , Quarterly and Annual reports</p> <p>c) Strategic Plan of the Department with EWP HIV targets</p>

**TABLE 11.1 - Collective Agreements**

Subject Matter	Date
None	

**TABLE 11.2 - Misconduct and Disciplinary Hearings Finalised**

Outcomes of disciplinary hearings	Number	Percentage of Total
Discharged	2	1.53%
Dismissal	39	29.77%
Final Written Warning	11	8.39%
Written warning	2	1.53%
Suspension without pay	29	22.14%
Not guilty/Case dismissed/Resignations	48	36.64%
<b>Total</b>	<b>131</b>	<b>100.00%</b>

**TABLE 11.3 - Types of Misconduct Addressed and Disciplinary Hearings**

Type of misconduct	Number	Percentage of Total
Abscondment	1	0.76%
Absenteeism	19	14.50%
Financial Misconduct	8	6.11%
Fraud and Corruption	68	51.91%
Gross negligence	12	9.16%
Improper conduct	20	15.27%
Insubordination	1	0.76%
Negligence	2	1.53%
<b>Total</b>	<b>131</b>	<b>100.00%</b>

**TABLE 11.4 - Grievances Lodged**

Number of grievances addressed	Number	Percentage of Total
Number of grievances addressed	74	100%
<b>TOTAL</b>	<b>74</b>	<b>100%</b>

**TABLE 11.5 - Disputes Lodged**

Number of disputes addressed	Number	% of total
Upheld	29	80.56%
Dismissed	7	19.44%
<b>Total</b>	<b>36</b>	<b>100.00%</b>

**TABLE 11.6 - Strike Actions**

Strike Actions	Number
Total number of person working days lost	0
Total cost(R'000) of working days lost	0
Amount (R'000) recovered as a result of no work no pay	0

**TABLE 11.7 - Precautionary Suspensions**

Precautionary Suspensions	Number
Number of people suspended with pay	38
Number of people whose suspension exceeded 30 days	13
Average number of days suspended	67
Cost (R'000) of suspensions	<b>R 3,566,453.75</b>



**TABLE 12.1 - Training Needs identified**

Occupational Categories	Gender	Employment	Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	70	0	15	18	33
	Male	79	0	10	9	19
Professionals	Female	157	0	7	7	14
	Male	149	0	10	6	16
Technicians and associate professionals	Female	604	0	0	0	0
	Male	520	0	0	0	0
Clerks	Female	3573	0	40	751	791
	Male	1700	0	34	730	764
Service and sales workers	Female	770	154	154	250	558
	Male	1058	116	116	278	510
Plant and machine operators and assemblers	Female	8	0	0	0	0
	Male	132	0	0	0	0
Labourers and related workers	Female	272	0	5	50	55
	Male	106	0	0	0	0
Elementary occupations	Female	0	0	0	8	8
	Male	0	0	0	0	0
Gender sub totals	Female	5454	154	221	1084	1459
	Male	3744	116	170	1023	1309
<b>Total</b>		<b>9198</b>	<b>270</b>	<b>391</b>	<b>2107</b>	<b>2768</b>

**TABLE 12.2 - Training Provided**

Occupational Categories	Gender	Employment	Learnerships	Skills Programmes & other short courses	Other forms of training	Total
Legislators, senior officials and managers	Female	70	0	2	20	22
	Male	79	0	2	18	20
Professionals	Female	157	0	7	35	42
	Male	149	0	5	40	45
Technicians and associate professionals	Female	604	0	20	60	80
	Male	520	0	23	59	82
Clerks	Female	3573	0	20	137	157
	Male	1700	0	23	190	213
Service and sales workers	Female	770	0	154	81	235
	Male	1058	0	116	190	306
Plant and machine operators and assemblers	Female	8	0	0	4	4
	Male	132	0	0	8	8
Labourers and related workers	Female	272	0	2	0	2
	Male	106	0	1	0	1
Elementary occupations	Female	0	0	0	0	0
	Male	0	0	0	0	0
Gender sub totals	Female	5454	0	205	337	542
	Male	3744	0	170	505	675
<b>Total</b>		<b>9198</b>	<b>0</b>	<b>375</b>	<b>842</b>	<b>1217</b>

**TABLE 13.1 - Injury on Duty**

Nature of injury on duty	Number	% of total
Required basic medical attention only	25	52.08%
Temporary Total Disablement	22	45.83%
Permanent Disablement	0	0.00%
Fatal	1	2.09%
<b>Total</b>	<b>48</b>	<b>100.00%</b>

**TABLE 14.1 - Report on consultant appointments using appropriated funds**

Project Title	Total number of consultants that worked on the project	Duration: Workdays	Contract value in Rand
Asset Verification	20		R 720,787.15
Legal Advice	1		R 210,874.49
Audit Committee	4	365	R 180,541.82
Mainframe Support and Maintenance		365	R 65,208.00
Legal Advice	2		R 327,971.65
Training			R 75,012.00
Baseline Research on the rationalition of the Ports of Entry			R 774,014.67
Provision of technical support services through deployment of specialists			R 465,701.65
Sign Language Interpreter	1	1	R 7,612.00
Competency Assessments	1		R 23,455.96
Legal Advice			R 48,132,021.01
Interpretation Service	1		R 2,674.17
Employee Value Proposition (EVP)			R 350,800.00
Project Management	1	30	R 291,488.52
Coaching Services		365	R 5,522,935.80
Who am I online		365	R 48,797.99
Competency Assessments		365	R 145,191.96
Layout design of Pamphlets	1		R 19,000.00
Employment Satisfaction Survey (ESS)			R 24,624.00
Membership Fee			R 1,542.00
Legal Advice	1		R 125,984.84
Layout design of Pamphlets	1		R 56,516.50
Revenue and Asset Assistance	11	84	R 1,703,661.03
Competency Assessments	1	365	R 49,499.00
Competency Assessments	1		R 356,059.11
Internet Subscription			R 498,899.57
Team Building			R 145,521.00
Competency Assessments		365	R 127,476.00
Placement Fee			R 42,472.71
Legal Advice	1		R 25,822.02
Competency Assessments			R 147,664.59
Competency Assessments	1	365	R 124,696.00

**TABLE 14.1 - Report on consultant appointments using appropriated funds (continued from page 193)**

Project Title	Total number of consultants that worked on the project	Duration: Workdays	Contract value in Rand
Online Reporting Tool	1	365	R 267,800.00
Programme Management for DHA Modernisation	7		R 711,406.74
Meeting Attendance			R 210,000.00
Interpretation Service	1		R 1,650.00
Focus Group			R 40,000.00
Legal Advice	1		R 1,683,638.09
Sign Language Interpreter	1		R 1,650.00
Meeting Attendance	1		R 13,731.60
Legal Advice	1		R 1,880.00
Audit Committee Members	1		R 56,267.00
Audit Committee Members	1		R 11,312.80
Audit Committee Members	1		R 24,608.64
Audit Committee Members	1		R 49,887.80
Audit Committee Members	1		R 8,517.93
Asset System and Training	15		R 55,803.00
Mainframe Support and Maintenance	1		R 1,145,077.56
Interpretation Services			R 1,798,519.88
Legal Advice			R 540,589.15
Membership Fee	1		R 20,178.00
Qualification Verification			R 39,126.00
Health Risk Manager	1		R 1,098,734.81
Recruitment	1		R 325,638.72
Maintenance and Support of NPR and Passports	1		R 691,455.60
Competency Assessments	1	365	R 124,010.00
Competency Assessments	1	365	R 97,499.98
Health Management Services			R 1,397,317.44
Mainframe Support and Maintenance	1		R 960,427.20
Competency Assessments			R 41,865.20
Legal Advice	1		R 55,632.23

**TABLE 14.1 - Report on consultant appointments using appropriated funds (continued from page 194)**

Project Title	Total number of consultants that worked on the project	Duration: Workdays	Contract value in Rand
Competency Assessments			R 143,294.18
Maintenance and Support of NPR and IJS	2	365	R 965,450.29
Interpretation Services	20		R 3,040,651.98
<b>Total number of projects</b>	<b>Total individual consultants</b>	<b>Total duration: Workdays</b>	<b>Total contract value in Rand</b>
<b>64</b>	<b>113</b>	<b>-</b>	<b>R 76,418,149.03</b>

**TABLE 14.2 - Analysis of consultant appointments using appropriated funds, i.t.o. HDIs**

Project Title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of Consultants from HDI groups that work on the project
Baseline Research on the rationalition of the Ports of Entry		Level 2	
Competency Assessments		Level 2	1
Project Management		Level 2	1
Who am I online		Level 2	
Layout design of Pamphlets		Level 3	1
Layout design of Pamphlets		Level 3	2
Revenue and Asset Assistance		Level 2	11
Competency Assessments		Level 1	
Programme Management for DHA Modernisation		Level 2	7
Legal Advice		Level 1	1
Asset System and Training		Level 2	15
Mainframe Support and Maintenance		Level 2	1
Recruitment		Level 1	1
Maintenance and Support of NPR and Passports		Level 5	1
Health Management Services		Level 4	
Competency Assessments		Level 1	
Maintenance and Support of NPR and IJS		Level 2	2
Interpretation Services		Level 3	20

**TABLE 14.3 - Report on consultant appointments using Donor funds**

Project Title	Total number of consultants that worked on the project	Duration: Work days	Donor and Contract value in Rand
<b>Total number of projects</b>	<b>Total individual consultants</b>	<b>Total duration: Work days</b>	<b>Total contract value in Rand</b>

**TABLE 14.4 - Analysis of consultant appointments using Donor funds, i.t.o. HDIs**

Project Title	Percentage ownership by HDI groups	Percentage management by HDI groups	Number of Consultants from HDI groups that work on the project

## Glossary of Terms

	ACRONYMS	MEANING / DESCRIPTION	
<b>A</b>	AC	Audit Committee	
	ACSA	Airport Company of South Africa	
	AIDS	Acquired Immunodeficiency Syndrome	
	AFDB	African Development Bank	
	AFIS	Automated Finger Identification System	
	AFS	Annual Financial Statements	
	AG	Auditor-General South Africa	
	APP	Annual Performance Plan	
	APP	Advance Passenger Processing	
	ASM	Asylum Seekers and Refugees Management	
	AUC	African Union Commission	
	<b>B</b>	BAC	Bid Adjudication Committee
		BMA	Border Management Agency
BMD		Birth Marriage Death	
BRC		Back Record Conversion	
<b>C</b>	CAE	Chief Audit Executive	
	CARA	Criminal Asset Recovery Account	
	CBD	Central Business District	
	CFO	Chief Financial Officer	
	CORE	Code of Remuneration	
	CoRMSA	Consortium for Refugees and Migrants in South Africa	
	CRVS Conference	Civil Registration & Vital Statistics Conference	
	CSC	Customer Service Centre	
	CSIR	Council for Scientific Industrial Research	
	CSOs	Control Security Officers	
	CT	Cape Town	
	<b>D</b>	DDG:CS	Deputy Director General: Civic Services
		DDG:HR	Deputy Director General: Human Resources
DDG:IMS		Deputy Director General: Immigration Services	
DDG:CC&SS		Deputy Director General: Counter Corruption and Security Services	
DDG:IS		Deputy Director General: Information Services	
DDG:LA		Deputy Director General: Learning Academy	
DG		Director-General	
DHA		Department of Home Affairs	
DHA-1590		Asylum Seekers Eligibility Form	
DIRCO		Department of International Relations and Cooperation	
DORA		Division of Revenue Act	
DPSA		Department of Public Service and Administration	
DPW		Department of Public Works	
DZP		Documentation of Zimbabweans Project	

	ACRONYMS	MEANING / DESCRIPTION
<b>E</b>	EDMS	Electronic Document Management System
	EMCS	Enhanced Movement Control System
	EXCO	Executive Committee
<b>F</b>	FIFA	Federation of International Football Association
	FIFO	First-in First-out
	FPB	Film and Publication Board
<b>G</b>	G and A	Governance and Administration
	GCIS	Government Communication and Information Systems
	GPW	Government Printing Works
<b>H</b>	HANIS	Home Affairs National Identification System
	HIV	Human Immunodeficiency Virus
	HR	Human Resource
<b>I</b>	IAB	Immigration Advisory Board
	ICT	Information Communication Technology
	ICTS	International Cooperation, Trade and Security
	IDs	Identity Documents
	IEC	Electoral Commission
	IFMS	Integrated Financial Management System
	IMS	Immigration Management Services
	IRE	Integrated Receipting Engine
	IT	Information Technology
<b>J</b>	JCPS	Justice, Crime Prevention and Security
<b>K</b>	KPI	Key Performance Indicator
<b>L</b>	LOGIS	Logistical Information System
	LRB	Late Registration of Birth
<b>M</b>	MCS	Movement Control System
	MIDSA	Migration Dialogue for Southern Africa
	MISS	Minimum Information Security Standards
	MoU	Memorandum of Understanding
	MMM	Ministerial Management Meeting
	MMS	Middle Management Service
	MSP	Master System Plan
	MPAT	Management Performance Assessment Tool
	MPSS	Minimum Physical Security Standards
	MTEF	Medium Term Expenditure Framework
<b>N</b>	NCOP	National Council of Provinces
	NIIS	National Immigration Information System
	NRF	National Revenue Fund
	NPR	National Population Register
	NPR Campaign	National Population Register Campaign
	NT	National Treasury

	ACRONYMS	MEANING / DESCRIPTION
<b>O</b>	OVS OHS	Online Verification System Occupational Health and Safety
<b>P</b>	PERSAL PFMA PoE PSL PSR PSSC	Personnel and Salaries Public Finance Management Act Port of Entry Premier Soccer League Public Service Regulations Public Security Sub Committee
<b>Q</b>	QMS	Queue Management System
<b>R</b>	RAB RCSSC RMC RRO RSA RSDC	Refugee Appeal Board Refugee Commissioners Sub Sub Committee Risk Management Committee Refugee Reception Office Republic of South Africa Refugee Status Determination Committee
<b>S</b>	SABC SABRIC SADC SAPO SAPS SARS SASSA SCM SCOPA SCRA SDC SHE SLA SMART SMS SoP SORAA SSA Stats SA STI	South African Broadcasting Cooperation South African Banking Risk Information Centre Southern Africa Development Community South African Post Office South African Police Service South African Revenue Service South African Social Security Agency Supply Chain Management Standing Committee on Public Accounts Standing Committee on Refugee Affairs Status Determination Committee Safety Health and Environment Service Level Agreement Specific, Measurable, Achievable, Realistic, Time bound Senior Management Service Standard Operating Procedures Somali Refugee Aid Agency State Security Agency Statistics South Africa Sexually Transmitted Infections

	ACRONYMS	MEANING / DESCRIPTION
<b>T</b>	TIRRO	Tshwane Interim Refugee Reception Office
<b>U</b>	UNECA UNHCR	United Nations Economic Commission for Africa United Nations High Commission for Refugees
<b>V</b>	VoIP VPN	Voice Over Internet Protocol Virtual Private Network
<b>W</b>	WAIO	Who Am I Online
<b>X</b>		
<b>Y</b>		
<b>Z</b>		