

# Department of Home Affairs Annual Report 2010/2011



home affairs

Department:  
Home Affairs  
REPUBLIC OF SOUTH AFRICA

*We Care!*

# Department of Home Affairs Annual Report 2010/11



*Minister, Dr Nkosazana Dlamini Zuma addressing the media at the National Press Club in Pretoria.*

Prepared by the Chief Directorate:  
Policy and Strategic Management  
Department of Home Affairs  
270 Maggs Street, Waltloo Pretoria

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**home affairs**

Department:  
Home Affairs  
**REPUBLIC OF SOUTH AFRICA**

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*Leading by example: Minister, Dr Nkosazana Dlamini Zuma and Deputy Minister Fatima Chohan.*



*In action: Home Affairs Portfolio Committee Chairperson Maggie Maunye, (second from right) leads members on an oversight visit at the Marabastad Refugee Reception Office, Pretoria.*

# **PART One**

## **General Information**



Minister, Dr Nkosazana Dlamini Zuma during the opening of the Bhidla Primary School refurbished with the help of Mr Patrice Motsepe (centre) of African Rainbow Minerals and other dignitaries in Bulwer, Kwazulu-Natal.



Minister, Dr Nkosazana Dlamini Zuma, Premier Dr Zweli Mkhize, Deputy Minister Fatima Chohan, MEC Meshack Radebe and the Director-General of Home Affairs Mkuseli Apleni cutting a ribbon to signify the official opening of the Bulwer Home Affairs District office.



home affairs

Department:  
Home Affairs  
REPUBLIC OF SOUTH AFRICA

The Hon Dr N C Dlamini Zuma  
Minister of Home Affairs  
Private Bag X114  
PRETORIA  
0001

Honourable Minister

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2011

It is my singular honour to submit to the Minister of Home Affairs herewith the Annual Report of the Department of Home Affairs for the financial year 1 April 2010 to 31 March 2011.

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.

**This first unqualified audit report, since the implementation of the Public Finance Management Act (PFMA), is dedicated to the Minister of Home Affairs, Dr Nkosazana Dlamini Zuma for her dedication and commitment to efficiency, effective financial management and excellent service delivery.**

**MKUSELI APLENI**  
**DIRECTOR-GENERAL OF HOME AFFAIRS**

## Overview of the Report

The Annual Report is structured in four main parts:

**Part one** gives a general overview of the Department of Home Affairs (DHA), containing information on the Ministry, the departmental vision, mission, values, outcomes and legislative mandates.

**Part two** gives more insight into the various programmes of the Department, concentrating on achievements and challenges within this specific context. Detailed information on outputs, performance indicators and actual achievements is contained in tabulated format.

**Part three** contains statutory information including Audit Reports, Annual Financial Statements.

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

<b>PART 1</b>	<b>PART 2</b>	<b>PART 3</b>	<b>PART 4</b>	<b>OTHER INFORMATION</b>
<b>GENERAL INFORMATION</b>	<b>PROGRAMME PERFORMANCE</b>	<b>STATUTORY REQUIREMENTS</b>	<b>STATUTORY REQUIREMENTS</b>	<b>GLOSSARY OF TERMS</b>
Introduction by Director-General	Introduction	Report of the Audit Committee	Human Resource Management	
Information on the Ministry	Programme Summary	Annual Financial Statements	Service Delivery	
Vision, Mission and Values	Programme 1			
Legislative Mandates	Programme 2			
	Programme 3			
	Programme 4			





**Director-General, Mkuseli Apleni**

## FOREWORD BY THE DIRECTOR-GENERAL

As the Accounting Officer of the Department of Home Affairs, I must report to Parliament and the public on the Department's progress towards achieving its objectives through the effective use of its resources. The Annual Report thus provides a comprehensive account of performance against the strategic plan and the budget that was approved by Parliament. The Report also provides a wealth of information about the priorities and programmes of the Department.

The outcome of the audit of the Department by the Auditor-General is included in the Annual Report, providing an objective view of the financial management of the Department. This is essential to good governance, together with the work of the independent Audit Committee, which has rendered valuable assistance and advice.

The Strategic Plan of the Department is based on achieving three outcomes, which reflects its mandate and its priorities. These outcomes also contribute significantly to national priorities with regard to improving service delivery and towards ensuring the security of citizens and the state. Accordingly, the Strategic Plan has been aligned with the performance agreement signed by the Minister of Home Affairs with the President. This entailed some amendments to the details in the plan and Parliament was duly informed of these changes via the appropriate channels.

The first outcome is a "Secured South African citizenship and identity" and the strategic priority is to ensure the integrity of the National Population Register by early registration of birth and the issuance of Identity Documents (IDs) to all citizens at age 16 years. The second outcome is "Immigration managed effectively and securely in the national interest including economic, social and cultural development". Key strategic priorities in this regard were delivering on the FIFA World Cup guarantees; improving the management of asylum seekers, refugees and undocumented foreigners; reviewing policy and amending legislation; and improving the processing of permits.

The third outcome is "A service that is efficient, accessible and corruption free"; with the strategic focus being on fighting corruption and strengthening management, organisation and systems. Specific areas of focus include the filling of posts, implementing a new operating model and the resolution of the dispute relating to the critical Who am I online (WAIO) project. One of the necessary conditions for achieving these objectives is good governance and sound financial management and the unqualified audit obtained by the Department for the financial year 2010 – 2011 shows we have put the basics in place.

The Annual Report addresses all of the strategic priorities mentioned above through narrative reports and reporting against targets in the Strategic Plan. In the course of the financial year some additional interventions were undertaken as a result of new developments and these are also covered in the Annual Report. An example is the project to document all undocumented Zimbabweans that was initiated mid-year.

I would like to thank the National Treasury for the assistance provided to the Department to deal with its challenges. This includes assistance with the settlement with Gijima/ AST and the settlement of the historical debts. We also need to take note of the valuable support rendered by SARS in developing an enhanced movement control system ahead of the FIFA World Cup; as well as assistance with the Gijima/ AST settlement.

I would like to extend a special thanks to the management and all the staff of the department. The unqualified audit and the other gains made over the reporting period were due to the collective effort that was made at every level and in every area of the Department.

In conclusion, on behalf of the Department, I would like to express our sincere appreciation for the very effective support and guidance given by the Minister and Deputy Minister over the reporting period.

**MKUSELI APLENI**  
**DIRECTOR-GENERAL OF HOME AFFAIRS**



**Minister of Home Affairs, Dr Nkosazana Dlamini Zuma**

## FOREWORD BY THE MINISTER

This Annual Report provides an oversight of the activities undertaken by the Department of Home Affairs in the 2010/11 financial year while reporting on progress and challenges. Importantly, significant progress was made in implementing the strategies put in place to achieve the outcomes of the Department, as outlined by the Director-General in the Foreword.

In this regard, the Department of Home Affairs is responsible for the protection and safeguarding of identity in addition to regulating immigration securely and effectively. It therefore plays a central role in national security and is an essential enabler of service delivery in the public and private sectors. It is critical that a Department charged with such responsibilities account for the “effective, efficient, economical and transparent use of the resources”, as required by the Public Finance Management Act.

In 2006/7 and 2007/8, after years of qualified audits, the Department received audit disclaimers, which means that the systems and controls were so poor that the Auditor-General could not express an opinion. A turnaround of the Department was launched in 2007, following an intervention by an inter-ministerial and inter-departmental Intervention Support Team. The turnaround programme yielded positive results in terms of service delivery, as well as some improvements in financial management. Despite this, in the financial year 2008/9, the Department still received a qualified audit, with five qualifications.

The management team, led by the Director-General and Chief Financial Officer, took robust steps to address the situation with valuable support from National Treasury, the Auditor-General’s team and the Audit Committee. This resulted in substantial improvements in the governance, management and control of the resources of the Department and in the 2009/10 financial year, the number of audit qualifications was reduced from five to one, which related to assets. The basis was therefore laid for obtaining an unqualified audit. I am proud to report that this has been achieved in the period being reported on, the 2010/11 financial year. I look forward to sustaining this momentum of an unqualified audit leading eventually to a clean audit.

As part of discharging its constitutional mandate, the Ministry exercises oversight over a number of statutory bodies such as the Immigration Advisory Board (IAB) and the Refugee Appeal Board (RAB), in addition to the Independent Electoral Commission (IEC), the Film and Publication Board (FPB) and Government Printing Works (GPW). I am pleased to report that, as shown by their Annual Reports, all three statutory bodies have obtained unqualified audits and that they are on track with regard to performing against their plans. The Department has continued its quest to change the national psyche regarding the registration of births and acquisition of Identity Documents (IDs) through the National Population Registration Campaign. The central objective of this campaign remains the need for the registration of all child births within 30 days of delivery while ensuring that South Africans of 16 years of age and above apply for IDs. This campaign is playing a significant role in enhancing the integrity of the National Population Register (NPR) and the security of the identity of every South African.

With a view to popularising the NPR, the Ministry rolled-out a media and communication campaign which saw the involvement of the Department in innovative activities, including our sponsored appearance on Generations, Lotto and Pampers, as well as the public endorsement of the campaign by the Telkom Challenge Finalists - Orlando Pirates and Kaizer Chiefs.

A key element of the strategy for the roll out of the NPR campaign has been the establishment of stakeholder forums throughout the country. By the end of the 2010/11 financial year, stakeholder forums were established in 90% of municipalities nationwide. These forums play a central role in ensuring the involvement of communities in direct processes of governance, thus giving effect to the notion that the people shall indeed govern and that together we can bring fundamental transformation of the Department.

The Ministry paid a number of surprise visits to various Home Affairs offices in KwaZulu-Natal, Gauteng, Western Cape, Free State and the North West. These visits were aimed at assessing the quality of service delivery and customer care while also engaging with members of the public on their suggestions regarding possible improvements to service delivery to our clients.

Furthermore, the Ministry interacted with management and staff of the Department through management forums, consisting of the management and leadership of the Department based at head office and in provincial offices.

These interactions focused on, amongst others, service delivery achievements and challenges in frontline offices. The Ministry also addressed the inaugural Leadership Forum of the Department attended by all senior managers in the Department with a view to improving the capacity of managers to ensure more effective people management practices.

The roll-out of user-friendly signage to help direct our customers to correct counters within our offices continue and we have begun to roll out an advanced queue management system. Initiatives launched in the previous financial year to improve service delivery such as the wearing of name tags by all Home Affairs officials and a public Ministerial Hotline, number: 0800 204476, which provides the public with an opportunity to report poor service delivery and compliment excellent service delivery is ongoing.

The Department is also in the process of reviewing its Immigration policy and regulatory framework with a view to crafting one that is more responsive to current conditions experienced by South Africa. This will, amongst others, focus on the separation of economic migrants from asylum seekers while fast tracking the facilitation of scarce and critical skills into the country. The finalisation and implementation of these policy and legislative issues will commence in the 2011/12 financial year.

The Ministry has also continued to place emphasis on pushing back the frontiers of crime and corruption through a sustained campaign. The campaign combines arrests of suspects through the collaboration with other law enforcement agencies with educating staff members and the public about the scourge of crime. Critical was the approval of the establishment of the branch Counter-Corruption and Security Services to lead our charge against these nefarious activities. In pursuance of its overall mandate.

The Ministry undertook a number of official and working visits abroad, part of which was in support of the work of the President and our overall international obligations. These included bilateral visits to Zimbabwe, France and Italy for consultations with our counterparts; Ethiopia for the conference of African Ministers responsible for Civil Registration; Switzerland for the United Nations High Commissioner for Refugees (UNHCR) Annual Executive Committee Meeting; China and Cuba in support of President Jacob Zuma's State Visits; the official closing session of the South Africa Pavilion at the Shanghai World Expo; and Mexico for the Socialist International Commission on Sustainable Development.

With respect to the 2010 FIFA World Cup, a firm foundation had already been laid in the previous financial year (2009/10), which culminated in the successful hosting of the first and historic Soccer World Cup on African soil in June and July 2010.

The event was regarded as a huge success by all, both at home and abroad and the Department, as part of overall government efforts, contributed significantly to this achievement through among others, the roll-out of the Movement Control System, Advance Passenger Processing System and the deployment of Airline Liaison Officers to a number of international airline hubs. These systems remain in place as part of the legacy of the 2010 FIFA World Cup to assist the country to combat acts of crime and corruption while protecting the security of our ports of entry.



*Minister, Dr Nkosazana Dlamini Zuma, during her official visit to Ethiopia.*



*Minister, Dr Nkosazana Dlamini Zuma, during her official visit to Switzerland to attend the Executive Committee meeting of the UNHCR in Geneva.*



**Deputy Minister of Home Affairs, Fatima Chohan**

## **FOREWORD BY THE DEPUTY MINISTER**

I am very honoured and humbled to have been appointed, by President Jacob Zuma, as Deputy Minister of Home Affairs on 31 October 2010. With this appointment I joined a team of people determined to ensure excellent service delivery to the citizens they are constitutionally mandated to serve.

Since joining the Department we have been responsible for overseeing the management of refugee affairs, the learning academy, national youth service and internship issues, legislative matters, Government Printing Works and the Film and Publication Board.

As part of our mandate in relation to the management of refugee affairs, we undertook an official visit to Namibia during which we led the South African delegation to the Migration Dialogue for Southern Africa (MIDSA) Ministerial Conference from 16 – 18 November 2010.

We have also been able to support ongoing initiatives in the Department including the National Population Registration (NPR) Campaign as well as the establishment of stakeholder forums which have become an invaluable link in consolidating government's social contract with the electorate in this country.

As part of popularising the NPR Campaign, we were delighted to welcome new born babies on New Year's morning at the Khayelitsha Hospital in Cape Town, and issue them with birth certificates. These documents will go a long way towards ensuring a smooth passage through life as citizens of South Africa.

We were also able to launch the Eden District Municipality Stake Forum in Mossel Bay on 10 December 2010 following which we visited the George Regional Office to meet with the staff of the office on this occasion.

In the year ahead, we will focus on three main areas of work in the Department: Asylum Seeker Management (Refugee Affairs); the Film and Publication Board and Legal Services. The Asylum Seeker Management processes are currently under review by an Inter-Departmental team. As part of the process, stakeholders like CoRMSA (Consortium for Refugees and Migrants in South Africa); SORAA (Somali Refugee Aid Agency) & others have been engaged to develop a cohesive program to streamline the processes and help address the widespread abuse of the asylum seeker process.

The Film and Publication Board will also continue their work on the Anti-Child Pornography campaign with a view to educating and informing parents and learners on the dangers of child pornography, human trafficking and other nefarious activities into which unsuspecting and vulnerable children can be drawn.

I am particularly appreciative to Minister Nkosazana Dlamini Zuma for her support and guidance as well as the management and staff of the Department for assisting in my transition.



**Top:** Deputy Minister Fatima Chohan, DDG Vusi Mkhize and DDG Jackie Mckay during the Benoni outreach campaign.

**From bottom left:** Deputy Minister handing out an ID to a student at Mossel Bay; (next pic.) Johannesburg Executive Mayor Parks Tau and Deputy Minister during World Refugee Day press conference; (next pic.) Minister, Dr Dlamini Zuma, Premier Dr Zweli Mkhize and MEC Meshack Radebe at the opening of Home Affairs Bulwer District office.

## LEGISLATION

During 2010/11 the following five Bills were introduced into Parliament and three of those were passed by Parliament and subsequently assented to and signed by the President into Acts of Parliament: (a) Local Government: Municipal Electoral Amendment Bill (now Act No. 14 of 2010); (b) South African Citizenship Amendment Bill (now Act No. 17 of 2010); (c) Births and Deaths Registration Amendment Bill (now Act No. 18 of 2010); (d) Refugees Amendment Bill, 2010; and (e) Immigration Amendment Bill, 2010.

The Local Government: Municipal Electoral Amendment Act No. 14 of 2010 was brought into operation on 28 February 2011. Parliament is still in the process of finalising the Refugees Amendment Bill, 2010 and the Immigration Amendment Bill, 2010.



# ORGANISATIONAL STRUCTURE

**Dr Nkosazana Dlamini Zuma**



**Minister of Home Affairs**

**Fatima Chohan**



**Deputy Minister of Home Affairs**

**Mkuseli Apleni**



**Director-General of Home Affairs**

**Ms. Avril Williamson**



Deputy Director General:  
Human Resources

**Mr. Vusumuzi Mkhize**



Deputy Director General:  
Civic Services

**Ms. Thembi Cele**



Deputy Director General:  
Learning Academy

**Mr. Jackie McKay**



Deputy Director General:  
Immigration Services

**Mr. Ronnie Mamoepa**



Head of Communications  
& Ministerial Spokesperson

**Ms. Rudzani Rasikhinya**



Chief Financial  
Officer

**Mr. Castro Khwela**



Acting Deputy Director  
General: Counter  
Corruption & Security  
Services

**Mr. Sello Mmakau**



Acting Deputy Director  
General:  
Information Services

## VISION STATEMENT

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

## MISSION STATEMENT

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

## VALUE STATEMENT

**The staff of the Department of Home Affairs is committed to being:**

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

## OUTCOMES

**The Department of Home Affairs intends to use its resources to achieve the following outcomes:**

- Secured South African citizenship and identity
- Immigration managed effectively and securely in the national interest including economic, social and cultural development
- A service that is efficient, accessible and corruption free





Minister, Dr Nkosazana Dlamini Zuma, Deputy Minister Fatima Chohan, Chairperson of Independent Electoral Commission Dr Brigalia Bam (second from right), CEO of Film and Publication Board Ms Yolisa Makhasi (right), Acting CEO of Government Printing Works Mr Joe Engelbrecht (left) with Ms Themba Kgasi, Director of Transformation and Gender in the Department.

## LEGISLATIVE MANDATES

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

### 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 Act, 2002 (Act No. 13 of 2002); Regulations made under the Immigration Act, 2002; Refugees Act, 1998 (Act No. 130 of 1998); Regulations made under the Refugees Act, 1998; 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 Commissioners 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; 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.

The following institutions are attached to the Department:

- Film and Publication Board
- 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.
- Performing 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 Act.

### 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
- Performing the functions assigned to it by the Act

The Chief Electoral Officer of the Commission is the accounting officer of the Commission in terms of section 12 of the Act.

### Government Printing Works:

Founded in 1888, the Government Printing Works (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 erstwhile 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.
- The procurement and stocking of departmental forms and face value forms.
- The provision of a printing service pertaining to high security documents and also printed matter of a general nature.
- The administration 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 was the accounting officer in terms of section 36(3) of the PFMA of 1999 for the 2010/11 financial year.



# **PART Two**

## **Programme Performance**

**2010/11 Financial Year**

# PROGRAMME PERFORMANCE

## INTRODUCTION

### Voted Funds

Main Appropriation R'000	Adjusted Appropriation R'000	Actual Amount Spent R'000	(Over)/Under Expenditure R'000
5 719 584	5 834 390	6 521 694	(687 304)
Responsible Minister	Minister of Home Affairs		
Administering Dept	Department of Home Affairs		
Accounting Officer	Director-General		

### Aim

The aim of the Department of Home Affairs is to efficiently determine and safeguard identity and status and regulate migration to ensure security, promote development and fulfil its international obligations.

## 2. Key Measurable Objectives, Programmes and Achievements

### 2.1 Programmes

The Departmental budget is structured into four programmes:

- Programme 1: Administration
- Programme 2: Services to Citizens
- Programme 3: Immigration Services
- Programme 4: Transfers to Agencies

#### 2.1.1 Programme 1: Administration

**Purpose:** Provide for the overall management of the Department and centralised support services.

- **Minister**
- **Deputy Minister**

The programme consists of six sub-programmes, namely:

- **Management** (Policy and Strategic Management, Audit Services, and Communication Services Legal Services, Counter Corruption and Security Services and Intergovernmental Relations)
- **Corporate Services** (Human Resources, Finance and Supply Chain Management, [responsible for the management of integrated financial services and ensuring that the Department has a sound supply chain management system], Government Motor Transport [funds the purchase of vehicles for Departmental use, as well as allocations under the subsidised motor transport scheme], Information Services [enables the Department, through optimal utilisation of information technology, to address the service delivery requirements within the different business areas], and Transversal Information Technology (IT) Projects [provides for major cross-cutting IT projects and systems])
- **Property Management** (manages the properties occupied by the Department).

#### 2.1.2 Programme 2: Services to Citizens

**Purpose:** Secure, efficient and accessible services and documents for citizens and lawful residents.

There are six sub-programmes:

- **Management** refers to the overall management of the branch and includes all chief directors and support services reporting to the Deputy Director-General: Civic Services. The branch is responsible for both head office and frontline operations. Head office provides policy direction and set standards as well as manages back office processes.
- **Status Services** regulates all matters relating to the NPR. These includes: maintaining an accurate register of all citizens and immigrants who have acquired the right to permanent residence; registering of births, deaths and marriages; providing travel and citizenship documents; providing financial assistance to citizens abroad by paying for their visas and air travel costs if they wish to return to South Africa and have no means of doing so; and determining and granting citizenship.
- **Identification** oversees issued relating to identity, such as fingerprints, photographs and identity documents. Once personal details are recorded in the NPR, identity documents are issued to persons who have attained the age of 16 years. The sub-programme is responsible for storing fingerprints in the central database of the Automated Fingerprint Identification System (AFIS) and its overall administration.
- **Home Affairs National Identification System (HANIS)** includes projects designed to develop, establish and maintain national identity systems. The sub-programme is responsible for the overall maintenance of the existing systems and ensuring that they are aligned with the latest technological developments.
- **Civic Channel Management** provides for the development and facilitation of strategic channel management that will ensure optimal placement and utilisation of Home Affairs services by devel-

oping, managing and co-ordination of the Departmental footprint strategy, hospital services, mobile units and a Customer Service Centre (CSC).

- **Provincial Civic Services** provides for civic services in the provinces and the necessary support functions. Clients submit their applications for identity documents and other enabling documents at provincial offices, which are then routed to head office for final processing.

#### 2.1.3 Programme 3: Immigration Services

**Purpose:** Facilitate and regulate the secure movement of people into and out of the Republic of South Africa through ports of entry, determine the status of asylum seekers, and regulate refugee affairs.

There are six sub-programmes:

- **Management** refers to the management of the overall branch and includes all chief directors and support services reporting to the Deputy Director-General: immigration Services. The branch is responsible for both head office and frontline operations. Head office provides policy direction and set standards as well as manages back office processes.
- **Admissions** controls visas, the admission of travellers at ports of entry; the processing of applications for permanent and temporary residence permits; as well as work, study and other temporary permits.
- **Immigration Control** deals with immigration matters in foreign countries; detects, detains and deports illegal immigrants in terms of the Immigration Act, 2002 (Act No. 13 of 2002); and provides policy directives on immigration matters. The sub-programme is responsible for: developing the strategy for deporting illegal immigrants; the operational management of services at the Lindela Holding Facility, which includes accommodation, catering, security and medical services for offenders; and liaising with embassies about the deportation of illegal immigrants.
- **Provincial Immigration Control** provides for the delivery of immigration services in the provinces and the necessary support functions.
- **Foreign Missions** delivers core immigration functions in foreign countries. The sub-programme acts as a portal for communication and information, communicates policies and procedures determined by civic services, and manages enquiries from foreign offices.
- **Refugee Affairs** considers and processes refugee asylum cases in line with the Refugees Act, 1998 (Act No. 130 of 1998); The sub-programme is responsible for processing and issuing section 22 asylum permits, referring appeals to the Standing Committee on Refugee Affairs (SCRA) for adjudication, and handing over unsuccessful applicants to immigration control for deportation.

#### 2.1.4 Programme 4: Transfers to Agencies

The Department transferred all the appropriated allocations to the following agencies: GPW, FPB, and IEC.

## 2.2 Key Strategic Objectives Achievements

The Department contributes significantly to three of the twelve national outcomes, namely:

- All people in South Africa are and feel safe;
- A skilled and capable workforce to support an inclusive growth path; and
- An efficient, effective and development oriented public service and an empowered, fair and inclusive citizenship.

The Department's contribution to these national outcomes is through the following Departmental outcomes:

- Outcome 1: Secured South African citizenship and identity
- Outcome 2: Immigration managed effectively and securely in the national interest including economic, social and cultural development
- Outcome 3: A service that is efficient, accessible and corruption free.

A number of strategies were implemented to achieve these outcomes. The key strategies were to ensure the integrity of the NPR and thus identity and citizenship; to strengthen the management of immigration at the levels of policy, processes and operations; and to take decisive steps towards the transformation of the Department by implementing a new operational model, changing organisational culture and fighting corruption.

Significant progress was made in a number of areas towards achieving the three outcomes. In this regard, the following achievements should be noted and are reported on in more detail under the relevant Programmes of the Department.

- The Department contributed successfully to the hosting of the 2010 FIFA World Cup and complied with all four guarantees signed by the Government with FIFA. In collaboration with the SARS, an enhanced movement control system was rolled out to 33 priority ports of entry. This enabled the rapid and secure facilitation of 2,387,524 visitors between May to July 2010. Other key developments included the APP System, the deployment of ALO and the unique event visa. The legacy of the World Cup is that these processes and systems will continue to enhance the effectiveness of immigration services.
- The National Population Registration campaign was launched on 23 March 2010 in Libode by the President, supported by inclusive Stakeholder Forums that by the end of the reporting period cover

90% of municipalities. The campaign enabled a large number of undocumented citizens to be registered on the NPR and given birth certificates and IDS, particularly those in marginalised and remote communities.

Apart from securing the identity and rights of citizens, the campaign educated the public about the importance of the early registration of birth, which is the only guarantee for the integrity of the NPR. The current process of the late registration of birth (LRB) can be closed down and more stringent measures put in place to protect the NPR. The role of the Stakeholder Forums was critical as it ensured the coordinated effort of a range of government departments and community leaders and organisations. Going forward, the Forums will be a key factor in monitoring and improving service delivery and transforming the Department.

- The number of foreigners who are undocumented or who have fraudulent documents impacts negatively on security and social stability and leads to corruption and human rights abuses. Following a Cabinet decision, the Department initiated a major project to document Zimbabweans that do not have appropriate documents. By the deadline of 31 December 2010, a total of 275,762 Zimbabweans had come forward to apply for documents and adjudication will be completed in the 2011-2012 financial year. A critical feature of the project was the close cooperation and involvement with the government of Zimbabwe and other stakeholders.
- Robust measures were put in place in response to a permitting backlog that had accumulated in Regional Offices. The centralised adjudication of permitting has enabled the more secure and efficient adjudication of permits going forward.
- The resolution of the dispute with Gijima/AST over the WAIO project was an important achievement. A number of critical projects can now be implemented, such as the live (online) capture of biometrics when an ID is applied for. The resolution of the dispute also avoided a large potential financial loss and a lengthy court case.
- A number of initiatives succeeded in further advancing the transformation of the Department. The most significant was the design and implementation of a new operating model. Previously, the Department was organised into four zones, with immigration services reporting to a central management. The new structure is integrated and aligned to all three tiers of government, with civic and immigration functions organised under nine provincial managers. Home Affairs structures will correspond with local and provincial structures so that cooperation at local level is assured.
- The Department received a much improved audit report for 2009-2010 when it obtained a qualified report on assets only compared to a qualification on four issues in the previous financial year. Further improvements have been made to financial management and control that in 2011-2012 will allow an effective level of delegations to provincial and office heads. Steps are also being taken to control costs and manage the budget more effectively. An example is the decision to reorganise work schedules so that working on Saturdays is no longer regarded as overtime. This enabled overtime costs to be controlled within national norms.
- Steps have been taken to ensure that management is visible to both the public and the staff. One step is to place posters in frontline offices with the mobile numbers of the Director-General and the Deputy Directors-General, which is proving highly effective in assisting the public and alerting management to service delivery issues.
- Communication with the public and internally has been greatly improved through a range of measures, including publications and weekly press briefings. Systematic and creative use is made of local and national radio and other media, as well as events. Forums have been established at which the Minister and the Director-General engage with senior and middle management on these and other issues. A special project has been launched to deal with worst performing offices.
- In preparing for the local government elections, the Department worked closely with the IEC to ensure that all eligible citizens were able to vote. Measures taken included the extension of office opening hours; and the issuing of temporary IDs where necessary.

### 2.3 Key Policy Developments for the 2010/11 financial year

The major focus in terms of policy development was the ongoing review of immigration policy with particular attention paid to:

- Asylum seekers and refugees
- Economic migrants
- Permitting and the acquisition of scarce skills.

The main policy aim was to enable immigration to be managed so as to minimise risks to national security and social stability while maximising economic, social and cultural benefits. Engagement with relevant stakeholders played an important part in the policy development process.

## STRATEGIC OVERVIEW OF ACHIEVEMENTS AND CHALLENGES

### 3. Programme Achievements

#### 3.1 Service delivery achievements for Programme I

##### 3.1.1 Ministry (Minister and Deputy Minister)

The section on the Minister and the Deputy Minister in part I of the Annual Report provides an overview of the activities of the Ministry.

##### 3.1.2 Management

###### 3.1.2.1 Policy and Strategic Management

The Chief Directorate Policy and Strategic Management assists the Department in achieving the priorities of government by developing, managing and facilitating policy, strategic planning monitoring and evaluation. A key focus area is the management and improvement of the overall organisational performance of the Department.

In terms of policy, a project team was formed to develop a policy document with options for the processing of asylum seekers and refugees as well as a position paper on policy options for managing the migration of skilled and unskilled migrants.

The Strategic Plan for the Department of Home Affairs for the 2011/12 to 2013/14 period was tabled in Parliament on 3 March 2010. The Strategic Plan was aligned with the outcomes of government and Minister's performance agreement. The linkage between planning and budgeting will receive more focused attention during the 2011/12 financial year. Capacity amongst management on strategic management was enhanced through presentations on the planning cycle in government and strategic management issues in general during Departmental workshops.

Four quarterly reviews were conducted during the reporting year. These quarterly reviews were attended by all members of senior management and some key officials below senior management level. The capacity of the Monitoring and Evaluation Unit was strengthened through the appointment of a senior manager and two officials on deputy director level. The Department is in the process of implementing an on-line reporting tool which will be implemented in 2011/12.

###### 3.1.2.2 Audit Services

The Department made a significant move towards addressing control weaknesses reported by Audit Services through the establishment of the Audit Action Steering Committee chaired by the Chief Financial Officer. The main purpose of this committee is to ensure that appropriate action is taken to address issues raised by the external and internal audit functions. Such action could include disciplinary action against wrongdoers.

The co-sourcing contract with the PriceWaterhouseCooper Consortium ended in September 2010. The capacity of the Audit Services Chief Directorate was improved by the appointment of directors. With the new directors on board, the unit conducted some forensic and performance information audits during the year. Staff was deployed to the asset management section during the last quarter of 2010/11 to assist with the asset management project.

The Risk Management Unit continued with assessments and training sessions throughout the year. Senior management is aware of major risks facing the Department and strategies are being developed and implemented on an ongoing basis.



Minister, Dr Nkosazana Dlamini Zuma during the promotion of the National Population Registration Campaign on *Generations*, SABC soapie.



Minister, Dr Nkosazana Dlamini Zuma during the promotion of the National Population Registration Campaign's registration of birth of children on the *Pampers* advert.

### 3.1.2.3 Communication Services

During the year under review, Communication Services continued to offer strategic communication support to the Ministry and the Department, through, amongst others, media, publicity and branding channels for all programmes generally while focusing specifically on the overarching National Population Registration campaign and other priority campaigns.

Communication Services created a platform to regularly communicate with the media through, amongst others, weekly media briefings during which updates on various priority programmes of the Department were communicated as well as other announcements.

Some of the activities profiled included unannounced visits to various offices by the Minister, Deputy Minister and the Director-General; activities of the Department ahead of and during the 2010 FIFA World Cup; the Documentation of Zimbabweans Project (DZP) and the launch and support of the National Population Registration Campaign led by President Jacob Zuma and the Minister of Home Affairs, Dr. Nkosazana Dlamini Zuma in Libode Eastern Cape in March 2010.

In respect of the 2010 FIFA World Cup, Communication Services provided media relations support, which witnessed weekly media briefings to inform the public of the roll-out and advances being made through the establishment of the MCS to 34 priority ports of entry; the APP System and the deployment of eight ALO to eight international airline hubs. These three elements formed part of the government's guarantees to FIFA.

In this regard, communication initiatives were enhanced by the participation of the former Deputy Minister, Malusi Gigaba in a panel on football experts and analysts providing commentary on SABC1

during the final friendly match between Bafana Bafana and Denmark played in Atteridgeville in Pretoria a week ahead of the official opening of the 2010 FIFA World Cup games. The three main international airports, Oliver Tambo, Cape Town and King Shaka, were branded with welcoming messages from former President Nelson Mandela, serving President Jacob Zuma and Minister Dlamini Zuma.

Communication Services also played a major role in the establishment of the SA-Zimbabwean Stakeholder Forum which enabled the government and Zimbabwean organisations to successfully mobilise Zimbabweans residing within the country to take advantage of the amnesty offered by the government in return for fraudulently-acquired South African ID's and various permits. Again, weekly media briefings were held as part of this mobilisation of Zimbabweans to register for business, study and work permits culminating in a live TV-broadcast on the day of the deadline on 31 December 2010.

The launch of the National Population Registration Campaign witnessed an unprecedented and innovative media and communication campaign by Communication Services. It must be emphasised that the campaign would not have been successful without the unflinching support of the Minister, Dr. Nkosazana Dlamini Zuma.

These initiatives included the first-ever sponsored appearance of a serving Minister in a national soapie, *Generations*, on 20 July and again on 30 July 2010. This programme is reportedly viewed by at least eight million South Africans per day, as well as other communities in the Southern African Development Community (SADC) region. During her appearance, Minister Dlamini Zuma conveyed the central message of the National Population Registration Campaign to encourage all South Africans to register child births within 30 days of delivery; and calling on 16 years olds to apply for ID's.

This was followed by an appearance by the former Deputy Minister Malusi Gigaba, thanks to the National Lottery, during the Lotto Draw on SABC2 on 27 October 2010 again to convey the objectives of the National Population Registration Campaign. In addition, Minister Dlamini Zuma featured in a sponsored advert by Pampers which was flighted between October 2010 and March 2011 on all SABC TV channels and ETV, in which the Minister appealed to South Africans to register all child births within 30 days of delivery.

The Department's gratitude also goes to the Premier Soccer League (PSL), Telkom and the management of Orlando Pirates and Kaizer Chiefs, who allowed the screening of Minister Dlamini Zuma's message in support of the National Population Registration Campaign, during the Telkom Final between the two teams on 4 December 2010. The two captains, Monoeb Joseph and Jimmy Tau, also endorsed the central message of the National Population Registration Campaign during the broadcast on both SABC1 and Supersport, which was watched by millions of soccer fans around the country. In addition, Supersport also interviewed the Director-General during interval on the objectives of the National Population Registration Campaign.

Communication Services also collaborated with SABC in the production of an episode of *Walala Wasala*, to publicise the provision of ID services to the youth of over 15 years who are eligible to apply for ID's and highlight the importance of respecting and guarding this document.

Communication Services also launched an internal online newsletter "Home Affairs Now" to communicate with staff regarding policy and administrative decisions of the management and the Ministry. This is in addition to the internal magazine, "Ikhaya", produced monthly to highlight programmes of the Department and Ministry. Communication Services also provided support to the Director-General's hotline telephone conferencing facility, which allowed staff members to engage with the Director-General on a confidential basis.

Communication Services continued to provide in-house lay-out, design, graphics, pictorial, audio-visual and radio capacity in support of all Ministerial and Departmental programmes. Previously, some of these services were outsourced. However, the introduction of in-house services saved the Department substantial amounts of money.



Former Deputy Minister Malusi Gigaba appearing on national lottery to promote the aims and objectives of the National Population Registration Campaign.

Communication Services also packaged, produced and disseminated public awareness related information material meant to keep the public up to date regarding the services offered to them by the Department. Furthermore, in order to ensure accessibility of materials to communities and a greater reach of the Department's communication initiatives, Communication Services distributed the information material to stakeholder forums through Provincial offices. Communities were also encouraged to access mobile services rendered in their areas through mobilisation initiatives such as posters, leaflets, announcements on community radio stations and loud hailing aimed at increasing the awareness and understanding of Home Affairs services.

#### 3.1.2.4 Legal Services

In broad terms, the Chief Directorate: Legal Services deals with the drafting of legislation (new and amendment) administered by the Department based on information received from the relevant line functions (i.e. Immigration Services and Civic Services), provides legal opinions and legal support to line and other support functions in dealing with Memoranda of Understanding (MOU), International Agreements and Commercial Contracts, and provides support in the litigation process where civil litigation is instituted by or against the Department.

Based on the above, Legal Services developed the legislative programme of the Department for 2010/2011, which was submitted to the Leader of Government Business during December 2009. Based on new developments (i.e. the review of policies relating to Immigration, Citizenship, Identity, etc. and the 2011 local elections) the 2010/11 legislative programme of the Department was amended during the first quarter of 2010 and the Leader of Government Business informed accordingly. In this regard the Department dealt with the following pieces of legislation during 2010/2011:

- Local Government: Municipal Electoral Amendment Bill, 2010;
- South African Citizenship Amendment Bill, 2010; and
- Births and Deaths Registration Amendment Bill, 2010.

With regard to MOUs, Legal Services rendered legal support in finalising the following MOUs:

- Between the Department and various Departments regarding the Home Affairs Service Point at Maponya Mall;
- With the Department of Social Development regarding sharing of information;
- With Ethekwini Municipality on co-operative arrangement with the Council
- With the uMgungundlovu District Municipality on co-operative arrangement to advance the aims and objectives of the National Population Registration Campaign;
- With the Department of Labour regarding access to the NPR; and
- With the Nelson Mandela Children's Fund in ensuring that children and youth have access to enabling documents.

The MOUs with the Department of Social Development, Ethekwini Municipality and the MOU with various Departments regarding the Maponya Mall, have been signed.

In relation to International Agreements, Legal Services assisted in finalising and obtaining Presidential Minutes pertaining to:

- The International Agreements between South Africa and the Governments of Russia, China, Netherlands and Cuba on the Waiver of Visa Requirements for Holders of valid Diplomatic or Official Passports; and
- The Government of Mozambique regarding the Temporary Joint Clearance for the 2010 FIFA World Cup South Africa.

All the Agreements were ultimately signed by the respective countries.

Turning to commercial contracts, Legal Services was able to provide legal support on 76 of the 106 contracts received for scrutiny within one month (72%). At the end of 2010/11, only 2 of the 106 (2%) contracts had not been finalised, as they were received at the end of the quarter.

Regarding finalised litigation cases, Legal Services was able to achieve an overall success rate of 74% for the reporting period (i.e. successful in 79 of the 107 cases that were finalised during the reporting period).

#### 3.1.2.5 Counter Corruption and Security Services

Having been elevated to the level of a Branch, headed by a Deputy Director General, Counter Corruption and Security Services had the major task of filling the posts that had been allocated to it, primarily at Senior and Middle Management levels. In spite of the specialist and sensitive nature of the positions, virtually all the posts that were allocated were filled. The posts of Deputy Director General, the Chief Director: Investigations and the Deputy Director: Security Systems (Technical Support) will be filled before the middle of the year 2011-2012.

An effective counter corruption strategy must be based on a sound assessment of the challenges facing the Department. To this end, a baseline study on the causes and scope of corruption in Department was undertaken. The study identified the types and scope of corruption within the Department and the modus operandi employed in each area. Furthermore, the study categorised the types of corruption identified according to the main spheres in which the Department operates, for example the types of corruption found within Civic Services, Immigration Services, Human Resources, Finance and Supply Chain Management, as well as those that are cross-cutting. The document was developed and presented to the Executive Committee of the Department for approval and adoption to inform the combating of corruption within the Department.

The study also helped to inform the proposals made by the Department with regard to a major national Corruption Fighting Project being established within the Justice, Crime Prevention and Security (JCPS) Cluster.

In line with the counter corruption strategy developed in 2009, the priorities in the 2010-2011 period were to ensure the vetting of all senior managers; the securing of processes and systems to combat fraud and corruption; the integration of key systems and the upgrading of Information Technology (IT) infrastructure for improved security and integrity; the implementation of an integrated immigration management system; increasing the number of physical facilities that are compliant with Minimum Information Security Standards (MISS) and Minimum Physical Security Standards (MPSS) the implementation of data collection and reporting processes in all components of the JCPS; and the recording and monitoring of all current cases of corruption within the JCPS cluster.

With regard to the securing of processes, the security of the birth, marriage and death (BMD) and permit processes were verified by the Counter Corruption and Security Analysis Team, but could not be submitted for approval to the State Security Agency (SSA) due to amendments to legislation relating to the BMD processes as well as the centralisation of the adjudication of permit processes, which made it necessary that these processes should be re-evaluated before being submitted to the SSA for approval and verification. This will be completed in the 2011-2012 financial year.

A total of 189 Home Affairs physical facilities, particularly offices, Refugee Centres and Ports of Entry, were earmarked for compliance with the MISS and MPSS. Out of the 189 facilities that were targeted, 130 Threat and Risk Assessment Reports were finalised. The grounds for not completing the task was due to high staff turnover, Control Security Officers in the provinces attending specialised training programmes, and staff being deployed to work on the DZP.

The Branch also intended to reduce the vetting backlog of 8 700 by 25%, meaning that 2 175 cases were to be vetted through the submission of all investigated cases to the SSA for review, approval and issuance of Security Clearance Certificates for the employees that had met the requirements for security competence. Out of a target of 2 175, only 404 cases were investigated and submitted to the SSA, with 138 awaiting finalisation and for submission to the Agency. A factor impacting negatively on the achievement of the target is the limited number of applications (files) accepted by the SSA per day.

A 112 of the 139 backlog cases targeted for investigation (50% of the case load of 277) were completed. 108 of the 251 current cases targeted for investigation were completed. A central database and system for monitoring and reporting on all types of corruption within the Department was established, with an interim case management system being installed.

#### 3.1.2.6 Intergovernmental Relations

An internal policy on processes to be followed with regard to concluding international agreements (visa waiver agreements and immigration cooperation agreements) has been implemented internally. Minister signed agreements with the following countries:

- MoU between SA and the government of the Kingdom of the Netherlands on technical co-operation in migration matters;
- Agreement between SA and the government of the People's Republic of China regarding the waiver of visa requirements for holders of diplomatic passports;
- Agreement between SA and the government of the Republic of Mozambique regarding the temporary joint clearance for the duration of the 2010 FIFA World Cup South Africa;
- Agreement between SA and the Swiss Federal Council (Switzerland) regarding the waiver of visa requirements for holders of diplomatic, official and service passports was signed on the 1st of September 2010; and
- Agreement between SA and Russia regarding the waiver of visa requirements for holders of diplomatic or services/official passports, agreement between SA and Cuba regarding the waiver of visa requirements for holders of diplomatic, official and service passports.

The 2010 FIFA World Cup-related engagements were prioritised. The requests by IMS for bilateral meetings were facilitated with various countries. Meetings were held with Botswana, Zimbabwe, Mozambique and Lesotho.

Intergovernmental Relations facilitated all departmental engagements with the Portfolio Committee on Home Affairs including the Committee's parliamentary oversight visit to the OR Tambo International, King Shaka International, Polokwane International, and Kruger Mpumalanga International Airports as well as to Port Elizabeth and Bloemfontein Airports to assess the state of readiness for the 2010 FIFA World Cup. The unit also facilitated the Committee's oversight visit to Gauteng Province to check the Refugee Reception Offices and Lindela Holding Facility.

The unit also successfully facilitated cluster related issues, e.g. quarterly reports submitted to in compliance to the Cluster outputs requirements.

In respect of parliamentary questions, 113 questions were received for the period.

#### 3.1.2.7 Human Resources

##### Organisational Development

The DHA organisational structure was aligned to municipal boundaries as per Chapter 3 of the Constitution, 1996 (Act No. 108 of 1996), which provides for integrated governance and intergovernmental relations across all spheres of Government. The review of five critical Human Resource

Administration Business processes i.e. leave management, exit management, staffing management and payroll management was conducted in order to improve efficiency and effectiveness.

### Building Leadership Capability and Capacity

Leadership Capacity was enhanced through the implementation of three Leadership Forums. These Leadership Forums focused on establishing a shared mind set and synergy between Senior Management Service (SMS) members, defining the Department's organisational values; establishing a new Departmental cadre and the need for change as well as the development of the Departmental leadership vision, mission and values. Key to the success of developing leader capability is creating a shared mind set regarding how leaders intend to take the organisation and its people forward. To enhance leadership capacity, greater focus was placed on creating positions at the senior management level and ensuring that these leadership positions are filled in key functional areas of the business such as Finance, Information Services, Human Resources and Counter Corruption.

In focusing on its future leaders, and supporting government's call to invest in our Youth, the department also launched a Youth Forum in March 2011, supported by the Director-General. A Programme of Action has been developed to direct initiatives in relation to which the department wishes to see our youth making a valuable impact. These amongst other include, vigilantly countering corrupt activities, enhancing service delivery in relation to community outreach programmes and constructively participate in other departmental fora, to represent the contribution of the youth.

### Human Resources Planning

The Department's Human Resources Strategy and Human Resources Plan have been approved and implemented. A combination of a bottom up and top down approach was adopted towards the development of both the Provincial and National HR Plans for the Department. The type of cadre required for the department has been profiled and a framework developed accordingly.

### Recruitment

The Department identified and funded 417 positions for this financial year. Of the 417 positions, 178 posts were filled.

### Employee Wellness

The absenteeism management programme was implemented. It focused on the training of all employees on absenteeism management at supervisory levels, resulting in a decline in the absenteeism rate to 0.12% against the acceptable norm of 2.25% in the Public Service.

### Labour Relations

Labour Relations turnaround times, in the finalisation of cases, improved with 68% of the cases handled being finalised within an average period of 60 days. In addition, an Awareness Campaign on the Code of Conduct, as well as disciplinary and grievances procedures was conducted to improve ethical conduct and inculcate a culture of zero tolerance to corruption.

### Performance Management

In the quest to drive a performance culture and in response to the President's call to do things differently, the Department has developed a performance management system that links individual performance to organisational performance. A new work and performance culture is being inculcated and officials are rewarded accordingly, in order to encourage high performance standards within the Department.

### 3.1.2.8 Learning Academy

The 2010/11 Annual Performance Plan of the Learning Academy had four main targets which included:

- Enrolment of officials in management development programmes: A suite of three management development programmes was developed for the three management levels in the Department. This was done in conjunction with an institution of higher learning. Managers in the frontline will be prioritised for these programmes in an effort to enhance management and operational excellence in our offices. The programmes will commence in the 2011/12 financial year.
- Roll out of Client Services Programmes to officials and managers in the frontline.
- Finalising preparation to have the National Certificate: Home Affairs Services rolled out in 2011/12. After the registration of the National Certificate: Home Affairs Services with SAQA, preparations needed to be made to ensure that the Department is fully equipped to roll out this qualification in all three specialisation areas (Refugee Affairs, Civic and Immigration Services). To this end, 70% of training materials for this qualification has been developed and the Learning Academy will be ready to enrol 60 learners in 2011/12.
- Capacitate officials with the necessary generic and functional skills to ensure improved delivery of Home Affairs services: In addition to the three main programmes, other functional programmes were offered to officials in the Department. Stakeholders such as funeral undertakers and marriage officers. These programmes were in areas such as Marriages, Births, Visas, Deaths and Permits. The generic programmes that were offered were in areas such as, budgeting and financial and project management (1 622 official trained out of the targeted 1000). The Learning Academy may be seen to be over-achieving in this category; however this was due to continued ad-hoc requests that were made and under-planning as there was no detailed baseline to inform the training plan. The LA has now put a process in place to do a Training Needs Analysis that will inform planning more realistically.

Stakeholders such as funeral undertakers and marriage officers also received training on marriage and death registration processes. The Learning Academy was also instrumental in ensuring that the Department was equipped to deliver on its mandate of the 2010 FIFA World Cup as officials and contract workers were trained to work on this project. The same was done for the DZP.

### 3.1.2.9 Financial and Supply Chain Management

#### Strengthening Finance and Supply Chain Management functions

A decision was made to decentralise certain aspects of finance in line with the operations model being implemented in the provinces. This has seen the decentralising of procurement and payment functions. In order for the decentralisation proceed to be effective, nine provincial directors of finance have been appointed for each province to start in the 2011/12 financial year. State accountants will be appointed in the coming financial year to assist the directors of finance in their duties.

#### Decentralisation of procurement and payment functions

Processes have been put in place in preparation for the rollout of LOGIS in the nine provincial offices to deal with payment and procurement functions.

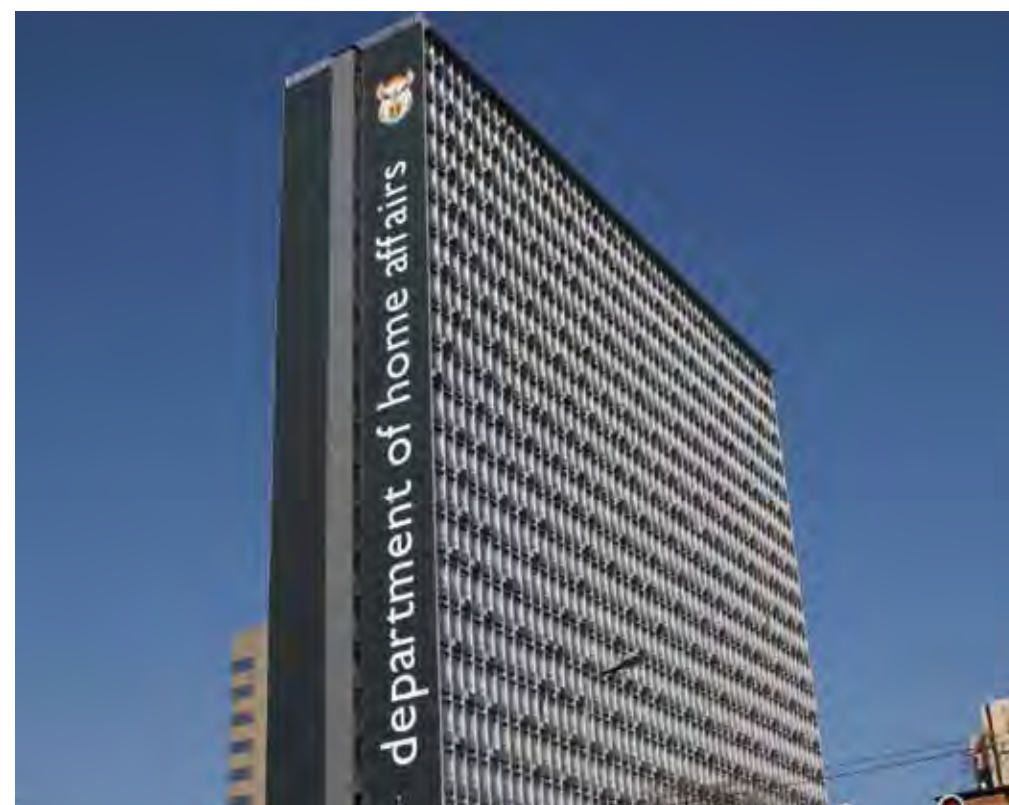
#### Budget Reforms

Programme, sub-programme and responsibility managers were formally appointed to manage their budgets, therefore enabling them to shift funds.

Costing of the structure resulted in the Department embarking on the costing of the establishment which resulted in an additional 417 critical posts being identified for funding.

Furthermore, the goods and services budgets were broken down to item level to determine the cost of Home Affairs operations, for example, office accommodation (leases), telephone costs etc.

Although the total budget request for 2010/11 was not approved due to fiscal constraints, the Department was allowed by National Treasury to settle all prior years debts that were not budgeted in the 2010/11 financial year. This resulted in the department overspending its budget by R687 million.



Plans are afoot to relocate the Home Affairs office to the Hallmark Building in Pretoria.

#### Relocation of Head Office

We have concluded a contract for the refurbishment of a building to be used as the Home Affairs head office, namely the Hallmark building.

#### Governance structures

Governance structures continue to operate in accordance with their mandates.

#### Establishment of a trading account

To deal with the identified budget shortfall of passport costs, National Treasury approved the establishment of a Civic Affairs trading account to fund the cost of the passport and other enabling documents.

## Rollout of Integrated Receipting Engine (IRE)

The Department was unable to rollout the IRE to the additional 20 revenue administering offices due to the dispute that was declared between the Department and the service provider. This dispute also contributed to large and long outstanding bank exceptions due to the lack of maintenance and support of the system.

## Triplicate forms

In order to improve the audit trail, the Department implemented triplicate forms for the application of enabling documents. However, due to the complex nature of the development and design of the DHA9 (for ID application form) and 73 (for passport application form), which are linked to HANIS, was only completed in the last quarter of the financial year for implementation during the 2011/12 financial year.

## Contract management

The Department has experienced serious challenges with respect to contract management. Consequently, a contracts management office has been established and capacitated with resources that have a legal background.

To improve supplier management, supplier banking details are updated on the SafetyWeb to combat fraud in compliance with the National Treasury Practice Note. The challenge experienced in most cases is the length of time taken by commercial banks to verify and confirm supplier details, resulting in suppliers not being paid within 30 days as per Treasury regulations.

## Asset management

In the 2009/10 financial year, the Department was qualified on assets resulting in the Department introducing various initiatives to deal with this qualification such as the bar-coding all assets prior to any payment being made, reviewing of standard operating procedures for assets, and a physical asset verification process using Departmental officials instead of consultants as was the case previously. This ensured that officials were equipped with additional skills.

The Department also continued with the Back to Basics project, which aims to deal with the issues raised in the management report issued by the Auditor General during the 2009/10 financial year audit.

In compliance with the MOU signed between the Department of International Relations and Cooperation (DIRCO) and the Department in the 2009/10 financial year regarding the ownership of the foreign mission assets, the Department transferred assets to DIRCO in the 2010/11 financial year.

## Financial Capability Maturity Model

The Financial Management Capability Model, used to assess the financial management maturity of a department, was completed and submitted to National Treasury, with the results reflecting developmental areas around Asset Management and Internal Audit. With the support of National Treasury, the Department reviewed its Contract Management and Asset Management processes resulting in a support strategy being signed between Treasury and the Department.

### 3.1.2.10 Information Services

The Branch Information Services is responsible for the management of information resources to enable the Department to achieve its objectives in line with its mandate. The Branch's main objective for 2010/11 Financial Year was to enable the Department to achieve the following strategic outputs:

- New born children registered before their first birthday;
- Integrity and security of citizens' identity ensured;
- Key systems integration and enhancements to improve data integrity as well as faster processing of Department's services ensured;
- Strategies and policies developed and implemented to enhance the fight against cyber crime;
- Technology refreshed to improve stability, capacity, reachability and responsiveness in Departmental offices (including upgraded data lines, bandwidth and IT equipment);
- Immigration systems integrated with key Civic Services systems (MCS with the National Immigration Information System [NIIS], HANIS and Investigation Case Management);
- Secure birth, marriage and death (BMD) and passport processes implemented; and
- Fully operational MCS rolled out to enhance security and efficiency.

During the year under review, progress was made in the following areas:

- Accessibility to services has been improved through the implementation of the birth registration system to an additional 46 public and private health facilities. This initiative continuously allows citizens to register their new born children and obtain a birth certificate within 30 working days.
- A track and trace system was extended to products like birth registrations, amendments and citizenship applications. This service improves the pace of service delivery in the Department. The NPR was also enhanced to make provision for approved special characters to enable the issuance of identity documentation with those special characters.

- Information Services has helped in the configuration of the queue management system, which was implemented in 12 regional offices. Information Services also ensured that Departmental staff was trained in using the system and management has access to the management portal that enables the viewing of queue status in offices and the generation of the reports. Information Services is also ensuring system availability to ensure effective operations in the offices.
- To ensure the Department's contribution to the fight against cyber crime in government, Information Services participated in the development of the government-wide Cyber Crime Policy of which the Department of Communications is the custodian. The policy is aimed at increasing capacity for government Departments in providing a service to citizens that is efficient, accessible and corruption-free. Cyber-security is the collection of tools, policies, security concepts, security safeguards, guidelines, risk management approaches, actions, training best practices, assurance and technologies that can be used to protect the cyber environment and organisations and user assets.
- A commercial On-Line Verification service (OVS) was provided to the South African Banking Risk Information Centre (SABRIC) whose key responsibility is to co-ordinate activities to address organised bank related crime and is therefore placed as the single technical entry point for accessing the HANIS system in the banking industry. This capability allows entities to verify their clients' fingerprints and ID numbers in the HANIS System on a frequent basis, and will ensure that the Department processes its services faster. This capability is supported by a MoU between the Department and SABRIC which regulates access to the system. Currently two banks within SABRIC are successfully verifying their clients, i.e. ABSA and FNB. The Department has also signed a MoU with the South African Social Security Agency (SASSA) which requires similar verification services.

As part of the Branch's mission to improve stability, capacity, reachability and responsiveness in Departmental offices, over 2 462 IT devices were refreshed and upgraded including data lines, bandwidth, end-user IT equipment (i.e. computers and printers), IT equipment for 2010 FIFA World Cup priority Ports of Entry and the DZP.

A new MCS was rolled-out and implemented in thirty-four Ports of Entry, which enhanced security and efficiency for immigration services including benefits prioritised for the 2010 FIFA World Cup. The NIIS has been fully implemented in the Beitbridge office which is also a Port of Entry.

A Voice over Internet Protocol (VoIP) which was enabled in the Department's Network when the Virtual Private Network (VPN) project was commissioned in 2009, is now implemented at the Ministerial offices. This initiative will enable both voice and data on the same network which is cost effective, and allows continuous network monitoring and management.

## Transversal IT Projects

Integrated Financial Management System (IFMS) is one of the key transversal systems aimed at modernising the current legacy systems like PERSAL (HR), BAS (FINANCE), LOGIS (SCM) etc in order to have an efficient, effective integrated seamless system for Government. This project is spearheaded by National Treasury and State Information Technology Agency with all the Departments participating in ensuring successful implementation. This will result in amongst others, Government minimising system maintenance costs, achieving economies of scale, improved system security and providing the quality of services.

## Challenges

Notwithstanding numeral achievements, a number of serious challenges were encountered with regard to some of the core mandates of the Information Services branch which impacted on the achievement of the strategic goals of the Department, and they are highlighted as follow:

- Contractual issues and litigation between the Department and service provider which impacted on the implementation of:
  - Live Capture for both IDs and Passports in designated offices of the Department; and
  - Systems Integration, i.e. NIIS and MCS.
- The Department also experienced contractual issues with regard to service providers contracted to provide rental services for IT devices, i.e. computers and printers. This issue also impacted heavily on the Hospital Connectivity project. This contract was also resolved which provide the Department with an opportunity to continue with the Technology Refresh project and to expedite other projects as envisaged.
- Information Services was also challenged by limited financial and human resources to achieve certain mandates, which impacted largely on the branch's long outstanding need to upgrade data lines at the high volume offices of the Department. These challenges became more prevalent when contracted resources were released from the Branch. The Department has however prioritised critical posts and funding has been provided to ensure that they are filled.



## Way forward

- Provide access to the remaining entities requiring utilisation of the Department commercial OVS, i.e. SASSA, Human Settlement and other Banking institutions like Nedbank, Standard Bank, Mercantile Bank, African Bank, Capitec Bank and TEBA Bank.
- The Department will be realising its core objective of legacy systems replacement which will be implemented in a form of systems integration for core business units (Immigration and Civics). Initiatives like live capture will be further expanded to Regional and District offices of the Department.
- Enhanced MCS will be expanded to all the remaining Ports of Entry. This initiative will ensure that immigration services are enhanced, secured and efficient.
- 126 Health Facilities will be connected through the Hospital Connectivity project to ensure that the birth registration system is rolled-out in Hospitals.
- The Trusted Traveller Programme will be developed, tested and piloted at a land port of entry.
- Information Services will refresh 1 500 devices (including in identified hospitals and refugee reception office) to improve stability, capacity, reachability and responsiveness in Departmental offices. The refresh will be achieved by the Technology Refresh project which will include data line/bandwidth upgrades.

## CONSTRUCTION OF NEW BUILDINGS

PROVINCE	OFFICE	PROGRESS AS AT 31 MARCH 2011
Gauteng	Sebokeng DO	Construction is at 17,67% to completion, originally as per the project plan the envisaged date of completion was 19 May 2011. However, due to non performance and compliance by the contractor the date of completion has been revised.
North West	Taung DO	Provisional site clearance certificate has been issued, but the Department has been instructed that no construction may commence until the site has been fully cleared.
Eastern Cape	Lusikisiki DO	The DPW Professional Services is busy with the Investment Analysis on the demolition of the existing structure.
Free State	Phuthaditjhaba DO	The project is at the foundation pillars stage.
Kwazulu – Natal	Stanger DO	Project is still at site clearance stage.
	Hluhluwe DO	Project is still at site clearance stage.

## REPAIR AND MAINTENANCE PROGRAMME

PROVINCE	OFFICE	PROGRESS AS AT 31 MARCH 2011
Gauteng	Heidelberg DO	Final delivery was done on 19 October 2010.
	Krugersdorp DO	Completed and handed over the Department.
	Johannesburg RO – Harrison Street	Final delivery was done on 19 October 2010.
	Ga-Rankuwa DO	Final delivery was done on 19 August 2010.
	Springs DO	Completed and handed over to the Department.
	Nigel DO	Completed and handed over to the Department.
	Randfontein RO	The tender for appointment of a contractor was scheduled for early January 2011. It has since been discovered that the existing structure is not sound and needs to be demolished. Therefore, due to the change in the scope of work, this will now be a construction project. Awaiting report with recommendations from the Department of Public Works (DPW).
North West	New Corporation Building	Completed and handed over to the Department.
	Lichtenberg DO	Final delivery was done on 04 November 2010.
	Potchefstroom DO	Advertisement of tender was rescheduled to early 2011.
Mpumalanga	Itsooseng DO	The project is still at site clearance stage.
	Witbank RO	The project is complete and final delivery was done on 25 November 2010.
	Barberton DO	The project is complete, Final delivery was done on 24 November 2010.
Kwazulu – Natal	Lydenburg DO	The project is complete, Final delivery was done on 23 November 2010.
	Tonga DO	Final delivery was done on 14 June 2010.
Eastern Cape	Butterworth DO	The office is 99.9%, complete. The Department is waiting for the finalisation of electricity installation by Eskom.
	Zwelitsha DO	The office is complete and occupied by the Department.
Limpopo	Makhado	The project is at construction stage.
	Thohoyandou	The project is at construction stage.
	Phalaborwa and Mhala	The project is still at site clearance stage.



The new look and feel for Home Affairs offices as seen at the Wynburg office in Cape Town.

### Look and Feel Project

In the 2010/11 financial year the Department of Home Affairs planned to renovate 30 offices in line with the new Departmental corporate image referred to as the “Look and Feel” Project.

Out of the 30 offices to be renovated, a total of 24 offices were renovated within the 2010/11 financial year with the balance being rolled over to the 2011/12 financial year.

The following offices were completed and handed over to the Department during the 2010/11 financial year:

PROVINCE	NO	OFFICE
Northern Cape	1.	Kimberly Regional Office
	2.	Postmasburg District Office
Mpumalanga	3.	Barberton District Office
	4.	Carolina PSP
	5.	Delmas District Office
	6.	Komatipoort District Office
	7.	Belfast District Office
Eastern Cape	8.	Cradock District Office
	9.	Somerset East District Office
	10.	Cala District Office
	11.	Lusikisiki Regional Office
	12.	Graaf Reinet District Office
Limpopo	13.	Jane Furse Regional Office
Kwazulu Natal	14.	Durban Commercial Road
	15.	Eshowe DO
	16.	Greytown PSP
	17.	Lindela Thusong Centre
	18.	Bulwer
Western Cape	19.	Atlantis
	20.	Plettenberg Bay PSP
	21.	Citrusdal PSP
Gauteng	22.	Garankuwa District Office
Free State	23.	Harrismith District Office
	24.	Helbron PSP

The following are the list of offices not completed in the 2010/11 financial year and carried over to the 2011/12 financial year:

1. Inanda PSP
2. Middleburg District Office
3. Pietermaritzburg Regional Office
4. Ladysmith Regional Office
5. Ratanda Thusong Centre
6. Bekkersdal Thusong Centre

### New offices opened during the 2010/11 financial year

PROVINCE	NO	OFFICE NAME	LEASED OR STATE OWNED	OCCUPATION DATE
Kwazulu Natal	1.	Bulwer	State owned	1 November 2010
	2.	Mboza	Donated space by Department of Social Development	1 June 2010
	3.	Inanda	Donated space by Department of Social Development	1 June 2010
	4.	Ntulwane	Donated space by Department of Social Development	1 June 2010
	5.	Lindela/ KwaNxamalala	Donated space by Department of Social Development	1 June 2010
Northern Cape	6.	Douglas	Leased	5 May 2010
Eastern Cape	7.	Stutterheim	Leased	1 April 2010
Western Cape	8.	Citrusdal	Leased	1 March 2011
	9.	Laingsburg	Leased	1 March 2011
Gauteng	10.	Maponya Mall	Leased	1 February 2011

Going forward, the broad infrastructure strategy of the Department is:

- To continue the expansion of the footprint of the Department to meet the needs of citizens and other residents, according to acceptable norms.
- To implement a new and cost-effective strategy to build on achievements to date, especially with regard to rural areas. This entails using a flexible combination of methods to meet infrastructure needs; including fixed low-cost and prefabricated buildings, shared sites, mobile offices and the use of IT-enabled channels.
- To devolve responsibility for the local and the ongoing management of infrastructure to Provincial Managers, while Head Office sets policy and plans, monitors and provides supports at a national level.

The new strategy brings in flexibility and low-cost solutions, such as establishing low-cost or prefabricated buildings on shared sites where possible. A key principle is to shift away from leased buildings by investing capital to expand the capital base of the state. Additional major projects will also come on line in the medium to longer term.

**ANNUAL PERFORMANCE REPORT: PROGRAMME I - ADMINISTRATION**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
<b>Outcome 3: A service that is efficient, accessible and corruption free</b>								
<b>PROGRAMME I: ADMINISTRATION</b>								
<b>Measurable Objective 1.5: To integrate key systems and upgrade IT infrastructure for improved security and data integrity</b>								
1.5.2	Technology refresh to improve stability, capacity, reachability and responsiveness in DHA offices (including upgraded data lines, bandwidth, IT equipment) accomplished	Number of IT devices refreshed	1.5.2.1	Refresh of IT equipment for 2000 devices (including 2010 priority ports of entry) completed	2 462 devices refreshed		IS Infrastructure Management	DDG:IS
		Number of ports of entry and high volume offices with data lines installed / upgraded	1.5.2.2	Installation and line upgrade for data lines in 2010 priority ports of entry (10) and top 15 high volume offices completed	10 PoEs data lines upgraded (as part of the New MCS project which assisted in upgrading data lines in 33 prioritised PoEs)	No funding was allocated in year under review for high priority offices. The target will now be achieved within various projects/ initiatives in IS, e.g. Live Capture, Phase 2 of New MCS	IS Infrastructure Management	DDG:IS
<b>Measurable Objective 3.1: To improve leadership capacity and capability</b>								
3.1.1	Effective leadership on people management practices and service delivery implemented	Status of coaching clinic development for supervisors (level 7 - 12) Number of supervisors subjected to coaching clinics (level 7 - 12)	3.1.1.1	Coaching clinics for supervisors in the Department (Level 7 - 12) developed	Draft Coaching Clinics Framework was developed	A suitable service provider could not be appointed	Performance Management and Development	DDG:HR
		Number of leadership development interventions implemented	3.1.1.2	3 leadership development interventions implemented	3 Leadership development interventions were implemented		Performance Management and Development	DDG:HR

**ANNUAL PERFORMANCE REPORT: PROGRAMME I - ADMINISTRATION**

<b>Measurable Output No</b>	<b>Measurable Output</b>	<b>Performance Indicator / Measure</b>	<b>Target No</b>	<b>Target 2010/11</b>	<b>Actual Performance or Progress if not achieved</b>	<b>For targets not achieved: Reasons for non-achievement and remedial actions developed</b>	<b>Sub Programme</b>	<b>Delegation</b>
3.1.1	Effective leadership on people management practices and service delivery implemented	Number of front office supervisors (CS and IMS collectively) trained in management of customer services	3.1.1.3	400 front office supervisors (CS and IMS collectively) trained in management of customer services	15 managers out of 400 were trained on a Management of Customer Service Pilot	Internal procurement processes could not be finalised during the financial year; however the programme was piloted in five offices in Gauteng. Feedback from the pilot will be used for the nation wide rollout	Learning Programme Delivery	DDG: LA
		Number of Front Office officials (CS and IMS collectively) trained in customer services	3.1.1.4	1000 front office officials (CS and IMS collectively) trained in customer services	75 officials out of 1000 trained in customer service pilot	Internal procurement processes could not be finalised during the financial year; however the programme was piloted in five offices in Gauteng. Feedback from the pilot will be used for the nation wide rollout	Learning Programme Delivery	DDG: LA
		Number of front office officials (CS and IMS collectively) trained in operational excellence (uniform processes)	3.1.1.5	1000 front office (CS and IMS collectively) officials trained in operational excellence (uniform processes)	1 007 officials out of 1 000 trained in operational excellence (uniform processes)  657 Civic Services 350 Immigration Services		Learning Programme Delivery	DDG: LA
		Number of employees trained in identified needs-based interventions (needs from personal development plans, legislative imperatives, etc)	3.1.1.6	1000 employees trained in identified needs-based interventions	1 622 officials out of 1000 trained in needs-based interventions		Learning Programme Delivery	DDG: LA

**ANNUAL PERFORMANCE REPORT: PROGRAMME I - ADMINISTRATION**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
<b>Measurable Objective 3.2: To ensure ethical conduct and a zero tolerance approach to corruption</b>								
3.2.1	Implementation of Counter Corruption Strategy	Status of study conducted on causes and scope of corruption  Status of implementation of recommendations from baseline study  Status of monitoring of implemented recommendations from baseline study	3.2.1.1	Baseline study conducted on causes and scope of corruption in DHA	Baseline study conducted (draft) on causes and scope of corruption in DHA and scope completed  A draft baseline document/report on causes and scope of corruption is available	Awaiting approval from all the roleplayers	Prevention	DDG: CC&SS
		Percentage (%) reduction in vetting backlog as per baseline of 8700	3.2.1.2	Vetting backlog reduced by 25% of baseline (2175)	404 out of a target of 2 175 vetting investigations were conducted to date	Establishment of the Security Advisory Committee to ensure grading of posts, to enable a structured approach to vetting	Security Services	DDG: CC&SS
		Status of process certification and verification (Birth, marriage, death (BMD) and Permit processes)	3.2.1.3	Birth, marriage and death (BMD) and Permit processes security certified and verified	All the processes have been evaluated	The evaluations were completed, the reports were not sent to South African Security Agency (SSA), due to the pending legislative changes. A decision was therefore taken to carry the target over to the 2011/2012 Financial year	Prevention	DDG: CC&SS
		Percentage (%) increase in number of DHA physical facilities compliant with Minimum Information Security Standards (MISS) and MPSS (Minimum Physical Security Standards) as per baseline of 378	3.2.1.4	50% increase in number of DHA physical facilities compliant with MISS and MPSS against baseline (189)	130 out of 189	Staff turnover; and  Staff being deployed to work on the Zimbabwean Project  Prioritisation of the appointment of Control Security Officers (CSOs) in all provinces where such vacancies exist	Security Services	DDG: CC&SS
3.2.2	Misconduct addressed through improved turnaround times for finalisation of cases	Percentage (%) of misconduct cases finalised within specified timeframe	3.2.2.1	70% of misconduct cases finalized within an average of 60 days	68% of misconduct cases were finalized within an average of 60 days		Employee Engagement	DDG:HR

**ANNUAL PERFORMANCE REPORT: PROGRAMME I - ADMINISTRATION**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
<b>Measurable Objective 3.3: To obtain a clean audit report</b>								
3.3.1	Development and implementation of supply chain, asset, revenue and financial management systems compliant with PFMA	Unqualified audit  Zero qualification matters	3.3.1.1	Unqualified audit report	Procedures were implemented that are compliant to PFMA and Treasury Regulations  All interim financial statements were done and submitted to National Treasury  An asset management project was established to ensure submission of a compliant FAR by 31 May 2011 for submission to AG, this resulted in obtaining an unqualified audit report (2010/11)	N/A	Finance and Supply Chain Management	CFO
3.3.2	Procurement of goods and services as per agreed delegation of powers	Ability of provincial managers to procure goods and services effectively, efficiently and in an equitable manner	3.3.2.1	Procurement delegated to provincial managers	SCM roadshows, site readiness assesment, SCM training were done for all Provinces. LOGIS infrastructure has been setup in five Provinces	The Asset register was only finalised towards the end of the financial year and this prevented the rollout of Logistical Information System (LOGIS)  Delegations have been drafted and will be approved and implemented in the 2011-12 financial year	Supply Chain Management	CFO
3.3.3	Payments of goods and services as per agreed delegation of powers	Ability of provincial managers to pay invoices within 30 days	3.3.3.1	Payments delegated to provincial managers	SCM roadshows, site readiness assesment, SCM training were done for all Provinces. LOGIS infrastructure has been setup in five Provinces  Draft delegations	The Asset register was only finalised towards the end of the financial year and this prevented the rollout of Logistical Information System (LOGIS)  Delegations have been drafted and will be approved and implemented in the 2011-12 financial year	Finance	CFO

**ANNUAL PERFORMANCE REPORT: PROGRAMME I - ADMINISTRATION**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
3.3.4	Business units enabled to manage their own budgets	Ability of programme and responsibility managers to manage their own budgets	3.3.4.1	Programme and responsibility managers enabled to shift funds between standard items	Appointment of Responsibility Managers  Training conducted on Basic Accounting System (BAS)	This deliverable was deferred to next financial year after noting serious risks associated with this function in light of lack the of controls on BAS	Revenue and Budget Management	CFO
<b>Measurable Objective 3.4: To increase capacity to contribute to the fight against cyber crime</b>								
3.4.1	Strategies and policies developed and implemented to enhance capacity to fight cyber crime	Status of IT security policies development to cover access and use of information  Status of Cyber Crime Strategy, Policy and Plan implementation to cover access and use of information	3.4.1.1	IT security policies developed that cover access and use of information	Cyber Crime Policy available		Information Security	DDG:IS
<b>Measurable Objective 3.5: To develop and implement service delivery standards to improve operational efficiency</b>								
3.5.1	Absenteeism reduced in the DHA	Percentage reduction in absenteeism in DHA as per baseline of 5.6%	3.5.1.3	Baseline absenteeism rate reduced by 1%	Absenteeism reduced by 1% - absenteeism rate is at 0.12%  Training on absenteeism management conducted for 101 employees against the planned 150 of employees on salary level 8-12 (67%)		Employee Engagement	DDG:HR
3.5.2	HR operational efficiency improved (capacity, capability and management) through addressing key priorities	Status of reviewed and approved National HR plan  Status of implementation of HR plan in relation to priorities	3.5.2.1	Reviewed and approved National HR Plan implemented with regard to 1 key priority based on the outcome of the HR Planning process	KPI for implementation of Leadership was development developed and monitored		Human Resources Strategy and Planning	DDG:HR

## 3.2. Service Delivery Achievements for Programme 2: Services to Citizens

### 3.2.1 Sub-Programme: Management

As at the end of March 2011, seven of the fourteen top management positions from the level of Chief Director and higher on the establishment of the Branch: Civic Services were vacant. However, the filling of three vacant Chief Director posts is at an advanced stage. Four other vacant senior posts are being re-advertised.

Processes have been put in place to ensure the effective management of the Branch. The Branch held weekly operations management meetings, while Branch and project meetings were held on a monthly basis. In addition, quarterly review meetings and regular visits to offices took place.

### 3.2.2 Sub-Programme: Status Services

#### National Population Registration Campaign

The ground-breaking National Population Registration Campaign has proved effective in enabling the Department to make significant strides in pursuit of NPR strategic goal of building a secure, accurate and credible NPR, with a single point of entry at birth.



President Jacob Zuma launching the National Population Registration Campaign at Libode, Eastern Cape.

Stakeholder forums have been formed at municipality level across the country to ensure that citizens are directly involved in service delivery by monitoring performance, combating corruption and providing support both to the Department and citizens who experience problems. These forums are constituted by, amongst others, community leaders, non-governmental organisations, related government Departments, etc. The Department has recorded significant progress in the establishment of stakeholder forums. Out of a total of 282 municipalities, inclusive of Metros, Districts and Locals, 254 Home Affairs stakeholder forums were established. This accounts for 90% coverage of municipalities.

Working closely with stakeholder forums, the Department has been able to increase its footprint, employ more staff in existing offices, open new offices especially in rural areas and deploy mobile offices to remote and inaccessible rural communities. Not only has this collaboration with communities yielded the foregoing results, but it also contributed greatly to mobilising the public to ensure that all babies receive birth certificates and those who are 16 years and older receive IDs.



Minister, Dr Nkosazana Dlamini Zuma (centre) with members of the Stakeholder Forum.

#### Registration of birth of children

Out of a total of 1 086 901 births of children registered for the 2010/11 financial year, 946 031 were registered before their first birthday and issued with birth certificates, which accounts for 87% of the total births registered. This exceeds by 17% the target of 70% set in the strategic plan for all new born children to be registered before their first birthday.

Amendment of the Births and Deaths Registration Act, 1992 (Act No. 51 of 1992)  
During the review period, the Department tabled proposed amendments to the Births and Deaths Registration Act, 1992 (Act No. 51 of 1992) to Parliament. The amendments were approved and the Births and Deaths Registration Amendment Act, 2010 (Act No. 18 of 2010) was signed into law by the President on 7 December 2010.

The Amendment Act seeks to streamline the following issues:

- Registration of children by persons other than the biological parent/s;
- Registration of orphans and abandoned children;
- Simplification of the process to change surnames of children and adults;
- Paternity related matters;
- Registration of births beyond 30 days of the birth event;
- Registration of adopted children in line with the Children's Act, 2005 (Act No. 38 of 2005); and
- Registration requirements for the designation of Funeral Undertakers.

Penalties in respect of the fraudulent registration of births and deaths have been increased from 5 to 15 years prison sentence to those who are found contravening the law. This will serve as a strong deterrent in combating fraudulent registrations. Furthermore, security features in relation to birth certificates were enhanced with the inclusion of parent particulars on birth certificates. The Births and Deaths Registration Amendment Act, 2010 (Act No. 18 of 2010) enabled the redesign of the births and deaths registration process and registration forms.

Amendment of the South African Citizenship Act, 1995 (Act No. 88 of 1995)  
The Department tabled proposed amendments to the South African Citizenship Act, 1995 (Act No. 88 of 1995) to Parliament. The amendments were approved and the South African Citizenship Amendment Act, 2010 (Act No. 17 of 2010) was signed into law by the President on 7 December 2010. The South African Citizenship Amendment Act, 2010 (Act No. 17 of 2010) clarifies issues that relate to citizenship by birth, descent, naturalisation as well as the loss of South African citizenship. A critical alignment to the Children's Act, 2005 (Act No. 38 of 2005) was also included.

#### Crew member certificate

A new card type Crew Member Certificate for South African air crew was introduced. The new card is compliant with the International Civil Aviation Organisation standards with embedded microchip technology.



### 3.2.3 Sub-Programme: Identification

#### Online verification to third parties

The Department planned to roll out online fingerprint verification to third parties during the review period 2010/11. To enable this, stress testing was conducted against the verification sub-system of the AFIS. The tests were successful and confirmed the Department's ability to handle large volumes of enquiries from third parties. The Department also signed MOUs with SABRIC and SASSA. As at 31 March 2011, accessibility to the verification sub-system of AFIS is available and interested third parties can access this sub-system if they have the requisite equipment in place.

#### New South African Identity Document

The new format of the South African Identity Document was introduced with the aim of protecting the NPR and the identity of citizens. Enhanced security features embedded in the identity document will reduce identity theft, fraud and further secure the ID production process.

### 3.2.4 Sub-Programme: HANIS

#### Online fingerprint verification

The Department continued to expand the use of online fingerprint verification at front offices. During 2010/11, 31 additional offices were equipped with this technology. The total number of offices with online verification by the end of the review period was 304. This technology eliminates the need to verify fingerprints manually in respect of citizens whose fingerprints are already registered on the database of the AFIS. The Department can now issue all forms of temporary enabling documents more securely and within reasonable turnaround times.

### 3.2.5 Sub-Programme: Provincial Civic Services

#### Late Registration of Births (LRB)

During the review period, 190 091 applications for LRB were finalised and the respective applicants were allocated with ID numbers. The adjudication of these cases was in line with the new stringent processes implemented during 2008. Compared against 2009/10, the Department achieved a 9% increase in the number of cases finalised (174 084 finalised during 2009/10). The increase is mainly due to the establishment of the stakeholder forums and community participation at local level. Stakeholder forums are aware of the imminent discontinuation of the LRB process and have therefore been actively involved in cleaning-up areas where there are citizens that are unregistered.

#### Queue Management System

During the review period, a queue management system was piloted in Khayelitsha. This proved to be effective in addressing the client flow challenges whilst providing important queue management and processing data to various levels of management. The system was subsequently rolled out to 12 regional offices.

### 3.2.6 Sub-Programme: Civic Channel Management

#### Footprint expansion

The Department opened ten new service delivery points during the review period. The expansion of the footprint is part of a larger strategy aimed at providing citizens in all communities with adequate access to services. The following offices were opened:

- Mbhoza
- Ntulwana
- Inanda
- Nxamala
- Douglas
- Stutterheim
- Laingsburg
- Citrusdal
- Bulwer
- Maponya Mall

During the review period, the Department also successfully refurbished 24 offices in terms of the new "look and feel" concept adopted by the Department during 2008. Improvements include better management of space, queues, better seating and signage.

### Service delivery challenges

#### Implementation of live capture

It was planned to roll out live capture to 60 identified regional and district offices. However, the rollout was discontinued due to the dispute relating to WAIO. This impacted negatively on the anticipated achievement of reduced turnaround times for the issuing of passports and IDs. The resolution of the dispute will pave the way for the implementation of live capture over the next eighteen months in partnership with the SARS and other partners. Passport and ID turnaround times for 2010/11 were originally based on the prospective rollout of live capture to sixty offices.

#### Hospital Connectivity

The Department planned to expand online birth registration to an additional 120 health facilities during 2010/11. This target could not be met, in part due to the need to freeze the IT operations during the 2010 FIFA World Cup. Challenges were also encountered with the allocation of office space at identified hospitals where agreement was reached to implement online birth registration facilities, due to the revamping of various hospitals. However, to mitigate this, the Department deployed officials to collect birth registrations at hospitals with no online birth connectivity and this enabled the target of registering 70% of births within one year to be exceeded.

#### Duplicates

Duplication of identity numbers or persons with identical or similar particulars remained a challenge during 2010/11. The problem is deep-seated and will require more than one year to resolve. There are two main types of duplicate cases: those of one person having two or more identity numbers and those with two or more people sharing one identity number. Historically, the main causes are (1) reference books holders issued with ID numbers during the apartheid regime without consultation and confirmation of their birth registration details and (2) the wrong classification of fingerprints in the manual fingerprint system.

To reduce the number of duplicates, the Department has implemented major initiatives, which are aimed at dealing with the most urgent cases and preventing new cases from arising. Firstly, all fingerprints recorded manually in the Department's fingerprint database were digitised onto the database of Automated Finger Print Identifying System (AFIS) during the 2007/08 financial year. As a result, the AFIS identified various duplicate cases that have since been marked as such on the NPR. Since 2008, the Department has progressively started resolving these cases. In addition, various initiatives have been implemented to secure the integrity of the NPR and thus avoid additional duplicates.

During 2010/11, the Department resolved 16 242 active duplicate cases and a further 84 572 pending cases compared against planned targets of 12 000 active and 33 000 pending cases.

#### ID Turnaround Times

Planned turnaround times for the issuance of identity documents were 55 days for first issues (achieved 60.5 days) and 45 days for reissuance (achieved 49.6 days). There were challenges preventing achievement of this turnaround time. A prolonged strike action by Public Service trade unions had a serious impact on production. Another reason was a two-week power outage at the Central ID Production Facility due to the theft of a power supply cable in the Pretoria Central Business District.

The Department implemented photograph digitisation during 2010/11 to improve security and efficiency. This entailed the scanning of photographs into IDs instead of pasting. Unfortunately, poor quality of photographs taken by external photographers led to large volumes requiring manual photograph enhancement by officials at the Central Scanning Facility and this in turn contributed to increased ID turnaround times. Steps have been taken to remedy this situation.



Home Affairs mobile units used to extend departmental services to the population.

## Service Delivery objectives and indicators

Performance Indicator	Target	Actual	Reason(s) for Deviation
Number of days to issue an unabridged birth, marriage and death (BMD) certificates	20 days	6-8 weeks	The main reason for delays is reliance on out dated record management systems as original documents have to be retrieved. A business case for a major capital project to address this challenge will be included in the next Medium Term Expenditure Framework (MTEF) cycle.
Number of new birth, death and marriage registrations	2 364 393	2 030 895	During the review period, less births and marriages were registered than planned. The projection of 2, 3 million in terms of registrations was based on estimates.
Number of days taken to issue all passports and travel documents	10 days	24 (manual) & 12 (live capture)	Due to the dispute related to WAIO , live capture was not rolled out and the manual capturing of passports at offices without live capture technology continued for the duration of the financial year. There were also challenges due to strike action as well as technical problems with the machine readable passport system that have been resolved.
Number of new passports and travel documents issued	1 439 837	<sup>3</sup> 987 086	A decline in the number of passports issued was also witnessed during 2009/10 and this decline was attributed to the global recession. This impacted on local demand for passports.
Number of days to issue an identity document (first issue)	55 days	60.5 days	The Department implemented photograph digitisation during 2010/11 and this entailed the scanning of photographs into IDs instead of pasting. Unfortunately, poor quality of photographs taken by external photographers led to large volumes requiring manual photograph enhancement by officials. Cable theft led to power outages that also impacted negatively on turn-around times as well as prolonged public sector strike.
Number of days to issue an identity document (second issue)	45days	49.6 days	As stated above.
Number of new identity documents issued	1 986 000	2 216 652	The increase in the number of IDs issued is mainly attributed to the Department's ID Campaign that is focused on ensuring that eligible voters are in possession of IDs prior to the Local Government Elections.

<sup>3</sup> Note that electronic evidence provided from the NPR in support of passports issued, excludes emergency and temporary passports. These documents are hand written and are issued at local offices of the Department.

ANNUAL PERFORMANCE REPORT: PROGRAMME 2 - SERVICES TO CITIZENS								
Measurable Output No	Measurable Output	Performance Indicator/ Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
<b>Outcome 1: Secured South African citizenship and identity</b>								
<b>PROGRAMME 2 SERVICES TO CITIZENS</b>								
<b>Measurable 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	New born children registered before their first birthday	Percentage (%) of new born children registered before their first birthday	1.1.1.1	70% of all new born children registered before their first birthday (average total births is 1 million per year)	946 031 births were registered (0-1yr) 0 – 30 days = 500 524 31 days – 12 months = 445 507		Status Services	DDG: CS
1.1.2	All Late registration of births (LRB) processed for the age group 15 years and above	Percentage (%) of late registration of births processed within stipulated time frame	1.1.2.1	100% of LRB applications collected are processed within 90 days	190 091 applications finalised (allocated with ID numbers) within targeted turnaround times (per quarter)		Status Services	DDG: CS

**ANNUAL PERFORMANCE REPORT: PROGRAMME 2 - SERVICES TO CITIZENS**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
<b>Measurable Objective 1.2: To review the regulatory framework to manage Births, Deaths and Citizenship</b>								
1.2.1	Births and Deaths Registration Act and Citizenship Act amended and implemented to ensure effective and efficient civic services	Status of amended Births and Deaths Registration Act  Status of amended Citizenship Act	1.2.1.1	Births and Deaths Registration Act amended  Citizenship Act amended	The Births & Deaths Registration Amendment Bill and Citizenship Amendment Bill were assented to and signed by the President		Status Services	DDG: CS
1.2.2	Late Registration of Birth (LRB) application process amended	Status of amended Births and Deaths Regulations which makes provision for stringent measures (new process) for LRB cases	1.2.2.1	Births and Deaths Regulations amended to make provision for stringent measures (new process) for LRB cases	Draft regulations finalised	The Regulations were dependent on the finalization of the Amended Act and will be approved and implemented during the 2011/12 financial year	Status Services	DDG: CS
<b>Measurable Objective 1.3: To issue Identity Documents (IDs) to all citizens 16 years of age and above</b>								
1.3.1	All citizens 16 years and above in possession of birth certificates issued with IDs	Percentage (%) IDs issued to citizens 16 years and above who are in possession of birth certificates	1.3.1.1	95% of all citizens 16 years and above in possession of birth certificates, reached through outreach campaigns, issued with an ID	495 774 IDs were issued to applicants turning 16 years		Identity Back-Office	DDG: CS
1.3.2	All citizens turning 16 years of age issued with IDs	Percentage (%) of applications received from applicants, through outreach campaigns, turning 16 years of age issued with IDs	1.3.2.1	95% of citizens reached through outreach campaigns, turning 16 years of age, issued with IDs	228 759 IDs were issued to applicants turning 16 years		Identity Back-Office	DDG: CS

**ANNUAL PERFORMANCE REPORT: PROGRAMME 2 - SERVICES TO CITIZENS**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
<b>Measurable Objective 1.4: To secure processes and systems to combat fraud and corruption</b>								
1.4.1	Integrity and security of identity of citizens ensured	Number of regional and district offices with Live Capture functionality for passports	1.4.1.1	Live capture for passports rolled out to 60 regional and district offices	Not achieved	DHA and the WAIO Service Provider have concluded a settlement agreement  A business case submitted to National Treasury to access the WAIO funding	IS Applications Support and Maintenance	DDG: CS
		Number of offices with ID live capture functionality (large, medium and small office types)	1.4.1.2	Live capture for IDs rolled out in 60 offices (Re-issue)	Not achieved	DHA and the WAIO Service Provider have concluded a settlement agreement  A business case submitted to National Treasury to access the WAIO funding	IS Applications Support and Maintenance	DDG: CS
			1.4.1.3	Live capture for IDs rolled out in 5 offices (First issue)	Not achieved	DHA and the WAIO Service Provider have concluded a settlement agreement  A business case submitted to National Treasury to access the WAIO funding	IS Applications Support and Maintenance	DDG: CS
				Due to a dispute with Gijima, they were informed not to proceed with the implementation of the above three targets  New focus was achieving negotiated settlement	Settlement agreement concluded with regard to WAIO Contract		IS Applications Support and Maintenance	
		Percentage of active (a duplicate in the process of being resolved) duplicates (multiple persons sharing same ID and one person with multiple ID numbers) cleaned up as per baseline of 12 000	1.4.1.4	100% of active duplicate cases resolved (new cases) as per baseline of 12 000	Finalized 16 242		Identity Back-office	DDG: CS

**ANNUAL PERFORMANCE REPORT: PROGRAMME 2 - SERVICES TO CITIZENS**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
		Percentage of pending (awaiting response from client) duplicates (multiple persons sharing same ID and one person with multiple ID numbers) cleaned up as per baseline of 33 000	1.4.1.5	90% (29700) of pending duplicate cases resolved (backlog) as per baseline of 33 000	Finalized. 55 784 (resolved with no need to issue ID) and 28 788 (resolved and ID issued)  Total resolved is 84 572		Identity Back-Office	DDG: CS
1.4.2	Secure birth, marriage and death (BMD) and passport processes implemented	Percentage (%) of passport capturing offices compliant with the new passport process (live capture)	1.4.2.1	100% of passport capturing offices compliant with new passport process (live capture)		DHA and the WAIO Service Provider have concluded a settlement agreement  A business case submitted to National Treasury to access the WAIO funding	Status Services	DDG: CS
		Percentage (%) of offices responsible for BMD processing compliant with the new BMD process	1.4.2.2	100% of offices responsible for BMD processing compliant with new BMD process	Training and new BI forms rolled out and processes complied with		Status Services	DDG: CS
<b>Measurable Objective 1.5: To integrate key systems and upgrade IT infrastructure for improved security and data integrity</b>								
1.5.1	Key systems integration and enhancements to improve data integrity and enable faster processing of departmental services ensured	Number of 3rd parties with access to HANIS	1.5.1.1	3rd Party verification implemented for SASSA, Human Settlement and SABRIC	MOU with SASSA & SABRIC signed  SABRIC connectivity to Bankserve implemented  Stress Tests for Commercial Verification was performed	The Department of Human Settlement did not meet the readiness requirements	IS Applications Support and Maintenance	DDG: CS
<b>Measurable Objective 3.6: To ensure effective, efficient and accessible service delivery to clients</b>								
3.6.1	Accessibility enhanced through: - initiation and establishment of additional service delivery points - participating in Thusong Centres, SAPO and local government - refurbishment of offices	Number of additional service delivery points opened (leases)	3.6.1.1	10 Additional service delivery points opened (leases)	Ten offices were opened		Channel Management	DDG: CS

**ANNUAL PERFORMANCE REPORT: PROGRAMME 2 - SERVICES TO CITIZENS**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
		Status of strategy developed for acquiring of service delivery points	3.6.1.2	Strategy developed for acquiring of service delivery points	A strategy was developed and incorporated in a plan that was presented to National Treasury		Channel Management	DDG: CS
		Number of offices refurbished	3.6.1.3	Refurbishment of 30 offices	Twenty four (24) offices were refurbished, namely: Barrack Street (CT), Middleberg, Komatipoort, Pietermaritzburg, Delmas, Springbok, Lusikisiki, Durban, Ladysmith, TH Nxamala/ Lindela, Jane Furse, Kimberley, Postmasburg, Cradock, Somerset East, Eshowe, Greytown, Barberton, Plettenberg Bay, Belfast, Carolina, Harrismith, Viljoenskroon, Heilbron	Six of the offices scheduled for completion in 2010/11 received handover certificates in April 2011, which falls in the 2011/12 Financial year	Channel Management	DDG: CS
		Number of new offices acquired	3.6.1.4	2 New offices acquired	No new buildings were acquired	No new buildings were acquired due to a lack of funds	Channel Management	DDG: CS
3.6.2	Products and services rendered within specified time frames	Degree of compliance with specified timeframes in respect of number of days to issue IDs (First issues)	3.6.2.1	Applications for IDs (First issues) processed and IDs issued within 55 days - on average	IDs were issued in 60,5 days on average during 2010/11	<p>Prolonged public sector strike</p> <p>Power outage due to the theft of electricity cables in the Pretoria CBD</p> <p>System problems following the introduction of photo-digitization</p>	Identity Back-Office	DDG: CS
		Degree of compliance with specified timeframes in respect of number of days to issue IDs (Re-issues)	3.6.2.2	Applications for IDs (Re-issues) processed and IDs issued within 35 days - on average	49,6 days on average	<p>Prolonged public sector strike</p> <p>Power outage due to the theft of electricity cables in the Pretoria CBD</p> <p>System problems following the introduction of photo-digitization</p>	Identity Back-Office	DDG: CS

**ANNUAL PERFORMANCE REPORT: PROGRAMME 2 - SERVICES TO CITIZENS**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
		Degree of compliance with specified timeframes in respect of number of days to issue machine readable passports	3.6.2.3	Applications for machine readable passports processed and passports issued within 10 days - on average	24 days on average (manual)  12 days on average (live Capture)	The rollout of live capture did not take place as planned  Prolonged public sector strike  There were also printing problems at the Government Printing Works that have been resolved	Status Service	DDG: CS



Minister, Dr Nkosazana Dlamini Zuma with the Free State Provincial Manager Bonakele Mayekiso during the door to door campaign in Villiers, Free State.

**Civic Services Statistical Information**

Outputs	Performance measures / Service delivery indicator	Actual Performance
<b>Issue passports</b>	<b>Number of passports issued:</b>	<b>987,086</b>
	Tourist Passports	631,253
	Child Passports	164,943
	Official Passports	10,779
	Documents for Travel Purposes	1,570
	Diplomatic Passports	1,645
	Temporary Passports	<sup>6</sup> 115,498
	Emergency Passports	<sup>7</sup> 40,574
	Crew members certificates (new format)	2,290
	Maxi Passports	18,534
	<b>Process citizenship applications</b>	<b>Number of:</b>
Naturalizations		6,102
Renunciations		617
Deprivations		0
Resumptions		754
Citizenship by descent registrations		6,469
Retentions		7,848
Restorations		570
<b>Births, marriages and deaths</b>	<b>Number of registrations:</b>	<b>2,030,895</b>
	Births (under 15 years)	1,086,901
	Late births registrations (above 15 years)	190,091
	<b>Marriages</b>	
	Civil Marriages	159,057
	Customary Marriages	8,472
	Civil Union	813
	Deaths	<sup>8</sup> 585,561
	<b>Number of certificates issued:</b>	<b>2,579,524</b>
	<b>Births</b>	<b>2,183,110</b>
	Abridged	2,053,460
	Unabridged	129,650
	<b>Marriages</b>	<b>320,184</b>
	Abridged	299,410
	Unabridged	20,774
	<b>Deaths</b>	<b>76,230</b>
	Abridged	74,241
	Unabridged	1,989
	<b>Number of personal amendments</b>	<b>193,184</b>
	Surnames: Majors	13,924
	Surnames: Minors	43,650
	Forenames: Majors	9,759
	Forenames: Minors	18,339
Dates of birth	6,348	
Re-registration	54,825	
Adoptions	2,657	

Outputs	Performance measures / Service delivery indicator	Actual Performance
<b>Births, marriages and deaths</b>	General	4,106
	Number of divorces recorded	39,576
	<b>Number of marriage officers designated</b>	<b>2,697</b>
	Church	2,340
	Department	357
	<b>Number of registering officers appointed</b>	<b>3,850</b>
	Fraudulent marriages	2,852
	Fraudulent deaths	998
	<b>Identity Documents</b>	Number of identity documents issued
<b>System usability &amp; role-out of online fingerprint verification</b>	<b>AFIS (Automated Fingerprint Identification System) usability</b>	
	Initial registration on AFIS (citizens & permanent residents)	33,950,631
	Initial registration on AFIS (foreign nationals, refugees, etc)	3,063,685
	Number of hits (citizens & permanent residents, foreign nationals, refugees already recorded on AFIS)	2,692,004
	Manual fingerprint verifications conducted at head office (all services)	23,610,242
	Remote verifications conducted (all services - through online fingerprint verification)	83,38,442
	<b>AFIS Rollout</b>	
	Departmental offices with online fingerprint verification	304
	Government Departments with online fingerprint verification	0
	Private institutions with online fingerprint verification	0
	<b>Total number of fingerprint records on the AFIS database</b>	<b>37,014,316</b>
	Case files (foreign nationals, refugees, etc)	3,063,685
	ID applications (citizens & permanent residents)	33,950,631

(Footnotes)

<sup>6</sup> Temporary passports are issued at local offices of the Department as well as foreign missions

<sup>7</sup> Emergency passports are issued at local offices of the Department as well as foreign missions.

<sup>8</sup> Note that death statistics includes (a) persons with ID numbers = 516363 and (b) persons without ID numbers = 69198.



### 3.3. Service Delivery Achievements for Programme 3: Immigration Services

During 2010/11, the management of Immigration Services has largely been influenced by progressive measures within the Department to review its immigration legislation, ultimately supporting the reformulation of key policies and defining a new approach towards the management of Immigration. To this end key stakeholder engagement has occurred to shape how immigration is proactively managed in response to global trends and most specifically, developments on the African Continent. The re-positioning of immigration services is geared towards the application of a risk-based methodology that will maximise the benefit of immigration and minimise risk to South Africa. Such re-positioning will also support the building of the South African economy through the facilitation of scarce and required business skills. It is expected that the finalisation of this policy and legislative amendments will be concluded in the 2011/12 reporting cycle.

#### 3.3.1 Sub-Programme: Management

Refugee Affairs, during 2010/11, appointed the Chief Director: Asylum Seeker Management to provide strategic leadership to the sub-programme that will facilitate the effective and efficient transformation of the asylum seeker and refugee processes. During the same year under review, a chairperson of the Refugee Appeal Board (RAB) was appointed.

To ensure the systematic overhaul of the asylum seeker and refugee regime; strengthening the human resource capacity within the sub-programme was identified as a priority and a number of vacant posts have been filled.

With the view to adequately meet the special requirements at Missions, the Foreign Offices unit has deployed two SMS members during this reporting period to China and Nigeria.

#### 3.3.2 Sub-Programme: Admissions

The implementation of a management plan to separate front and back office processes through the establishment of a Centralised Adjudication Hub for the processing of Temporary and Permanent Residence Permits was a significant step by the Department to eliminate opportunities for corruption and increased efficiency in the processing of such documents within the Department.

A Project Team was established to deal with the backlog of applications that accumulated prior to the centralisation and at the end of the 2010/11 financial year, the Department announced that measures to clear backlogs relating to the permit applications have been successful. The 80,053 applications received up to the end of January 2011 have been adjudicated. Adjudications of Temporary Residence Permit applications and Permanent Residence Permit applications resulted in efficiency and security improvements.

The management of permit applications was further supported with the implementation of a Track and Trace System, which was rolled out to all Regional offices in July 2010. This system provided for improved visibility of applications, the tracking thereof, responding to enquiries and assisting with accurate management reporting.

The roll-out of improvements in operations at key ports of entry has ensured that the clearance of travellers for the period April 2010 to March 2011 could be managed effectively and within the required target of processing persons within a timeframe of 1.5 – 2 minutes.

The passenger landing card (DHA-55) was also re-introduced, which allows for addresses of travellers to South Africa to be traceable.

#### 3.3.3 Sub-Programme: Immigration Control

The Case Management System within the Inspectorate was rolled out to all Inspectorate offices and its usage now provides data on the activities of the Inspectorate. It provides a statistical breakdown of arrests, investigations, prosecutions and deportations by official, office, and province as well the types of transgression and the nationality of the transgressor.

The Inspectorate Tracing Unit was set up prior to the FIFA 2010 World Cup for the purpose of monitoring the entry of travellers into South Africa and to ensure that they do not overstay in the country. This function is performed in collaboration with Foreign Missions and other relevant stakeholders.

Within Deportations road transport for deportees is now provided by three private suppliers who have contracts with the Department to do so. This is an important milestone as it frees Inspectorate officials from spending most of their time on transporting deportees.

Inspectorate officials can now concentrate on investigations and arrests. The co-ordination of this function is done by Deportation Co-ordination in Head Office in collaboration with Provincial Co-ordination.

#### 3.3.4 Sub-Programme: Refugee Affairs

During the reporting period, Refugee Affairs facilitated the process to amend the Refugees Act, 1998 (Act No. 130 of 1998). The amendments have been passed by the NCOP and Parliament is expected to finalise the amendment process during the first quarter of 2011/12 financial year. The Draft Refugee Regulations, 2010 have been developed.

The process to overhaul the refugee status determination regime has been initiated. A situation analysis was undertaken, short term and long term priorities identified and these will be utilised to guide the overhaul as well as the mobilisation and allocation of resources over the Medium Term Expenditure Framework (MTEF) period. The efficacy and reliability of the National Immigration Information System (NIIS) was found to be lacking and its enhancement forms part of the overhaul.

In 2009, a contingency office was set up at the Tshwane Interim Refugee Reception Office (TIRRO) to respectively alleviate the plight of Gauteng-based centres in receiving huge numbers of new applications as well as to render asylum services to nationals from the Southern African Development Community (SADC). The TIRRO operations have been extended for a period of twelve months as there is still huge demand for service especially from the nationals of the SADC.

During 2010/11, the Refugee Reception Centres in Cape Town and Johannesburg were both served with High Court Orders to close down and relocate their operations from the office sites currently being occupied. The “nuisance factor” was cited by the business operators and neighbours to both these centres as being central to the High Court decision against the Department.

Refugee Affairs developed and managed the implementation of a framework to guide those Zimbabwe nationals who wanted to voluntarily forgo their application for asylum in support of the Documentation of Zimbabweans Project (DZP).

#### 3.3.5 Sub-Programme: Provincial Immigration Control

During the reporting period, the Inspectorate in provinces became heavily involved in the investigation of transgressors in terms of fraudulent late registration of births. The Provincial Inspectorates were central in the DZP process by doing the documentation at farms employing large numbers of Zimbabwean nationals.

Provincial Inspectorates played a key role in operations with the Police, South African Defence Force and South African Revenue Service (SARS). All high level law enforcement operations by security services and localised operations included Provincial Inspectorates who were central in investigating and determining the status of those arrested.

#### 3.3.6 Sub-Programme: Foreign Missions

The Department embarked on an exercise to reprioritise its presence abroad based on a view to maximise its service delivery mandate especially to those missions that have a high volume of applications and immigration-related risks. This resulted in the rationalisation of the number of missions where there is DHA's presence from 53 to 41. This review and rationalisation will result in some extensive financial savings for the Department as the number of posted officials would decrease from 76 to 61. The Executive Management of the Department also looked into the strategic positioning of the officials abroad considering the annual strategic outputs of the Department where it is required to find innovative ways of recruiting 50 000 critical skills annually. This demands placement of a dedicated cadre in missions abroad who would drive Government programmes with critical understanding and commitment and not only concentrate on processing of civic and immigration applications.

In this reporting period, the visa facilitation service was piloted and launched in some of the high volume missions and missions with prevalent immigration risks such as Nigeria, China and India. The results in the levels of service delivery are felt already as turnaround times for issuance of visas and permits in those countries were significantly shortened.

Foreign Office Coordination was instrumental in having the missions abroad resourced and trained during 2010 FIFA World Cup. Officials from the missions were brought back and trained on the Event Visa and all other facets of the system that would improve the facilitation of visitors during the World Cup. When they went back to their missions they took the

event visas with them which created a savings in the courier costs, and also became trainers of DIRCO consular staff in missions close to them where there was no Department of Home Affairs presence. This contributed to the success story of the 2010 FIFA World Cup.

### Key strategic projects: Overview of progress made against objectives

#### Fulfilling the guarantees of the 2010 FIFA World Cup

The Department had to comply with four guarantees relating to the 2010 FIFA World Cup. These were the issuing of entry and exit visas to the FIFA delegation, FIFA's commercial affiliates, the broadcast right holders, including the host broadcaster and the media representatives; issuance of work permits to the FIFA delegation, representatives of FIFA's commercial affiliates, media representatives, representatives of broadcasters (including the host broadcaster), and other broadcast rights holders, including technical personnel, team doctors and FIFA medical doctors; efficient immigration, customs and check-in procedures; and the information and communication technology systems needed by the Department.

With regard to the 2010 FIFA World Cup, the following was achieved:

- Introduction of the first ever Event Visa to facilitate the movement of spectators and visitors from around the world was implemented. In total 13 372 Event Visas were issued.
- Introduction of the Advance Passenger Processing (APP) system or pre-clearance and security checks. During the 2010 FIFA World Cup, 40 out of 50 airlines were registered on the APP. Deployment of ALO at critical foreign Ports to perform security functions and the screening of passengers for airlines flying into South Africa before boarding. A Tracing Unit was established for World Cup purposes as well as a Response Unit that was on standby for any emergency during the event.
- Establishment of fully branded dedicated Express Lanes at critical International Airports (OR Tambo International Airport, Cape Town International Airport & King Shaka International Airport) to facilitate special entry for FIFA accredited family members and soccer fans; and a fully operational team terminal for the special clearance of all participating/ qualifying teams.
- Joint Border Clearance Facilities were established at six critical Land Ports (Lebombo, Ficksburg, Maseru Bridge, Oshoek, Beit Bridge and Kopfontein) in collaboration with neighbouring countries to facilitate the entry of FIFA accredited family members and the speedy, efficient and effective mass clearance of soccer fans and spectators entering at Land Ports.
- Establishment in Gauteng of a 24-hour operational centre to provide statistical information for operational planning and incident reporting whilst working with other law enforcement agencies.
- The Special Facilitation of Entry Project ensured the smooth and special entry of FIFA accredited family members, special guests, fans and spectators. Various special units were created such as a Validation Unit for Match/ Ticket Vouchers, an Accreditation Unit for FIFA family members, the 24-hour Special Clearance Unit for emergencies at ports and the Large Account Unit for Work Permits.
- Redesign, development and rollout of the enhanced Movement Control System (MCS) as the new technological system with enhanced security and processing features at 33 prioritised ports of entry. A total of 2,387,524 Travellers were cleared during the Soccer World Cup (1 May 2010 to 11 July 2010).
- Management and operational systems were improved and as human resources were a major focus area, additional immigration officials were recruited, trained and deployed to provinces to strengthen the Prioritised Ports of Entry.

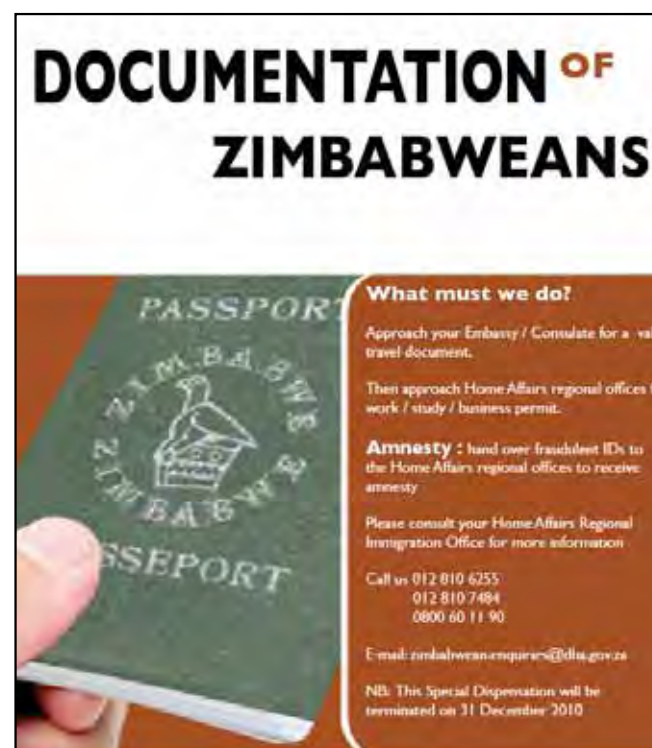
#### Improvements to the permitting system

Improvements to efficiency and security include the establishment of a Centralised Adjudication Hub at Head Office for processing of Temporary Residence Permit applications and Permanent Residence Permit applications. To stabilise the Permitting Environment and deal with the backlog of applications that accumulated prior to the Centralisation, a Permit Stabilisation Project was established in December 2010. On Wednesday 30 March 2011 (at the end of the 2010/11 financial year) the Department announced that measures to clear backlogs relating to the Permit applications have been successful. The 80 053 applications received up to the end of January 2011 have been adjudicated. This included all applications received from the regional offices (and the related backlog that had accumulated prior to November 2010) as well as new applications received (23 751) up to the end of January 2011.

Within the permitting environment, the lack of sufficient resources, clearly defined processes and inadequate systems to deal with the high volumes of permit applications resulted in a Permit backlog. A Project Team was established which cleared the Permitting Backlog and successfully completed the Centralisation of Permits at the end of the financial year.

### Documenting Zimbabwean citizens without valid documentation

Further to an agreement between Zimbabwe and South Africa, the documentation of Zimbabweans was projectised and commenced on 20 September 2010 to regularise undocumented Zimbabweans currently residing in RSA and to relieve pressure from the Asylum Seeker Management system. Within the DZP, three categories of permits were considered by the Department namely: Business Permits, Study Permits and Work Permits. Relaxed requirements and shortened processes were implemented in December 2010 to document Zimbabweans with a target date of 31 December 2010, for receiving applications and this milestone was closed with a total number of 275 762 received applications. The Department is processing applications received during the period January to March 2011 and these will therefore only be finalised in the new financial year.



A key requirement in the DZP is that every applicant must hold a valid Zimbabwean Passport. Delays with the issuing of Zimbabwean Passports to Zimbabwean Nationals resulted in relaxed requirements and a shortened process being implemented to document Zimbabweans by the target date of 31 December 2010. All applications were received and applicants were recalled to frontline offices to submit outstanding documentation prior to the finalisation of the project at the end of July 2011 as agreed with the Zimbabwean Government.



The Department worked closely with various community-based formations from Zimbabwe in a form of a Forum for the DZP project.

**Above:** Director-General Mkuseli Apleni with members of the Home Affairs-Zimbabwe Stakeholder Forum.

## Service Delivery objectives and indicators

Performance Indicator	Target	Actual	Reason(s) for Deviation
Number of days to issue section 22 asylum permits	1 day		No measurement tool in place
Number of months to issue refugee status determination	6 months		No measurement tool in place
Number of days to issue refugee ID documents	90 days		No measurement tool in place
Total number of permanent and temporary residence permits issued	80 000	239 922 <sup>1</sup>	The increase above the projected number is largely ascribed to the (DZP)
Total number of arrivals and departures cleared	57 969 992	33 953 583	The projections based on Airport Company of South Africa (ACSA) estimates, were clearly an over-estimation based on the number expected for the 2010 FIFA World Cup
Clearance time for entry and exit of travellers (in minutes)	1.5-2 minutes	15.86 seconds (applicable to Ports of Entry where the enhanced MCS is operational)	
Number of illegal foreigners deported	224 000	55 825	The special dispensation introduced for Zimbabweans in terms of the DZP, who previously constituted the bulk of deportations (in excess of 160 000), resulted in this deviation

Performance Indicator	Target	Actual	Reason(s) for Deviation
Number of months to issue permanent residence permits	6 months		The system was not configured during the reporting year to measure the time frames precisely wherein permits were issued  A Permit Stabilisation Project was implemented to deal with the backlog of applications that accumulated before and after the centralisation of the permit adjudication process
Number of weeks to issue temporary residence permits for the following categories: work-, business and corporate permits	4 weeks		
Number of weeks to issue temporary residence permits for the following categories: study-, treaty-, exchange and retired persons permits	1 week		
Number of days to issue temporary residence permits for the following categories: visitors-, medical and asylum transit permits	1 day		
Number of days to issue temporary residence permits for intra-company transfer permits	10 days		

### (Footnotes)

1. The number does not reflect all permits issued in the reporting period, but those in the Track and Trace System which became fully utilised from July 2010.

**Immigration Services: Statistical Information**

Sub-programme	Outputs	Performance measures / service delivery indicators / target	Actual performance / quantity
<b>PERMANENT &amp; TEMPORARY RESIDENCE</b>		Number of permits issued in terms of the Statement of Standards set by the Minister:	
		– Permanent residence permits	5 476
		– Work permits	132 577 <sup>2</sup>
		– Study permits	18 623
<b>VISA CONTROL</b>	Processing of applications for visas	Number of visas issued	339 976
<b>IMMIGRATION CONTROL</b>	Clearance of persons at ports of entry	Number of persons cleared:	
		– Arrivals	17 624 379
		– Departures	16 329 204
<b>DEPORTATIONS</b>	Removal of illegal foreigners	Number of illegal foreigners deported nationally	55 825
<b>REFUGEE AFFAIRS</b>	Consideration of asylum applications	Number of new applications received and Section 22 permits Issued:	The system in place currently does not enable the statistics required to be reported
		Number of approved cases	
		Number of rejected cases	
	Issuance of Refugee Identity documents	Number of Refugee Identity documents issued	2 953 Refugee ID were issued as first issue and re-issue
	Issuance of United Nations Convention Travel Documents	Number of United Nations Convention Travel Documents (UNCTD's) issued in collaboration with the UNHCR	N/A
<b>REFUGEE APPEAL BOARD</b>	Consideration of asylum appeals	Number of asylum appeals finalised	No of appeals finalised
			The system in place currently does not enable the statistics required to be reported
<b>STANDING COMMITTEE ON REFUGEES</b>	Review and consider cases	Review of manifestly unfounded cases	The system in place currently does not enable the statistics required to be reported
		– Approved	
		– Rejected	
		– Considered	
		Consideration of applications for certification of status	The system in place currently does not enable the statistics required to be reported
		– Upheld	
		– Set aside	
		– Considered	

(Footnotes)

2. The increase above the projected number is largely accounted for the Documentation of Zimbabweans Project (DZP).

**ANNUAL PERFORMANCE REPORT: PROGRAMME 3 - IMMIGRATION SERVICES**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
<b>Outcome 2: Immigration managed effectively and securely in the national interest including economic, social and cultural development</b>								
<b>PROGRAMME 3: IMMIGRATION SERVICES</b>								
<b>Measurable Objective 1.5: To integrate key systems and upgrade IT infrastructure for improved security and data integrity</b>								
1.5.3	Immigration systems integrated with key Civic Services systems (MCS with NIIS, HANIS and Case Management)	Required level of system integration accomplished (MCS, NIIS, HANIS and Case Management)	1.5.3.1	MCS integrated with NIIS and HANIS	Not achieved	Resolution of WAIO contract impacted on the rollout of the integration with MCS  Settlement reached	IS Applications Support and Maintenance	DDG:IMS
<b>Measurable Objective 2.1: DHA effectively contributing to the successful hosting of the 2010 FIFA Soccer World Cup (SWC)</b>								
2.1.1	Facilitation of the entry and exit of visitors to 2010 FIFA SWC in line with government guarantees relating to DHA	Degree of compliance with regard to the fulfillment of FIFA guarantees by 11 July 2010	2.1.1.1	All FIFA guarantees (4) relating to DHA fulfilled by 11 July 2010	Close-out report		Admissions	DDG:IMS
<b>Measurable Objective 2.2: To implement an integrated immigration management system</b>								
2.2.1	Immigration Act and Regulations amended and implemented to effectively manage immigration	Status of amendment of the existing Immigration Regulations of 2007 in terms of Immigration Act (Act 13 of 2002)	2.2.1.1	Amendment of the existing Immigration Regulations of 2007 in terms of Immigration Act (Act 13 of 2002)	The Regulations were agreed to by the Immigration Advisory Board and awaits approval	The amendments of the Regulations are awaiting Ministerial approval but has been set aside as it is contingent on the 2010 Immigration Bill awaiting Parliamentary approval	Admissions	DDG:IMS
		Status of Immigration Act and Regulations of 2010 amendment and implementation	2.2.1.2	Immigration Act amended	Immigration Bill of 2010 was voted on and passed by the National Assembly at its second reading and referred to the NCOP for concurrence	Dependent on completion of Parliamentary processes	Refugee Affairs	DDG:IMS
<b>Measurable Objective 2.3: To review the policy and regulatory framework to manage economic migration and asylum seekers</b>								
2.3.1	Refugee Act and Refugee Regulations amended and implemented to efficiently determine refugee status	Status of amendment and implementation of Refugees Act and Refugee Regulations	2.3.1.1	Refugees Act and Refugee Regulations amended	The Refugees Act was passed by the NCOP and will be referred back to National Assembly for finalisation  Refugee Regulations to be approved in the 2011/2012 financial year	Dependent on completion of Parliamentary processes	Refugee Affairs	DDG:IMS

**ANNUAL PERFORMANCE REPORT: PROGRAMME 3 - IMMIGRATION SERVICES**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
2.3.2	Immigration policies adopted and current Immigration legislation amended	Status of new immigration policy development  Status of adoption of new immigration policy	2.3.2.1	New Immigration policy developed	Immigration Policy not developed	Engagement with all the relevant stakeholders did not take place as planned  The draft policy paper will be developed in the 2011/12 financial year as the basis of engagement with relevant stakeholders and further development of policy in specific areas	Admissions	DDG: IMS
<b>Measurable Objective 2.4: To participate in and contribute towards the establishment and functioning of a Border Management Agency (BMA)</b>								
2.4.1	DHA participation in the Border Management Agency (BMA) defined, implemented and monitored	Status of development of DHA Position Paper on BMA  Status of implementation and monitoring of DHA participation in BMA	2.4.1.1	DHA Position Paper on BMA developed	Border Management Agency (BMA) still under discussion at JCPS Cluster level		Admissions	DDG: IMS
<b>Measurable Objective 2.5: To develop a Framework for a Risk Based Immigration Management Approach</b>								
2.5.1	Risk based approach to Immigration in DHA established to ensure the secure management of immigration	Status of framework established for risk based approach, linked to system development such as permitting, movement control and Advance Passenger Processing (APP)	2.5.1.1	Framework established for risk based approach, linked to system development such as permitting, movement control and APP	Risk-Based Immigration Methodology approved in principle		Admissions	DDG: IMS
		Degree of Advance Passenger Processing (APP) implementation	2.5.1.2	Not Applicable			Admissions	DDG: IMS
		Degree of compliance with APP	2.5.1.3	Not Applicable			Admissions	DDG: IMS
<b>Measurable Objective 3.6: To ensure effective, efficient and accessible service delivery to clients</b>								
3.6.2	Products and services rendered within specified time frames	Degree of compliance with specified timeframes in respect of number of days to issue Section 22 permits	3.6.2.4	Sections 22 permits issued within 1 day - on average		No measuring tool in place  System currently being refined	Refugee Affairs	DDG: IMS

**ANNUAL PERFORMANCE REPORT: PROGRAMME 3 - IMMIGRATION SERVICES**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
		Degree of compliance with specified timeframes in respect of number of months for first instance status determination	3.6.2.5	First instance status determination finalised within 6 months - on average	A total of 6 628 Section 24 permits were issued in the financial year. The process (sometimes including appeals) is lengthy and usually longer than six months	No measuring tool in place  Establishment of Status Determination Committees at Refugee Reception Offices; expected to also improve compliance to set time frames. Decentralisation of Refugees Appeals Authority (RAA); Discussions at SADC on regional approach to asylum seekers and refugees management	Refugee Affairs	DDG: IMS
		Degree of compliance with specified timeframes in respect of number of days to issue a Refugee ID	3.6.2.6	90 days for issuance of a Refugee ID - on average	2 953 Refugee ID were issued as first issue and re-issue	No measuring tool in place	Refugee Affairs	DDG: IMS
		Degree of compliance with specified timeframes in respect of number of minutes to clear travellers	3.6.2.7	Travellers cleared within 1.5 – 2 minutes	Travellers currently within processing time and clearing travellers within 15.86 seconds at upgraded MCS installed Ports of Entry		Admissions	DDG: IMS
		Degree of compliance with specified timeframes in respect of number of months to issue a permanent residence permit	3.6.2.8	6 months for issuance of a permanent residence permit - on average	Issued: 5 476 Not achieved  The number does not reflect all permits issued in the reporting period, but those in the Track and Trace System which became fully utilised from July 2010	No measuring tool in place  Lack of clearly defined processes and inadequate systems to deal with the high volumes of permit applications resulted in a Permit backlog  A Project Team has been established which cleared the Permitting Backlog and successfully completed the Centralisation of Permits at the end of the financial year	Admissions	DDG: IMS

**ANNUAL PERFORMANCE REPORT: PROGRAMME 3 - IMMIGRATION SERVICES**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
		Degree of compliance with specified timeframes in respect of number of weeks to issue a temporary residence permit (work, business, corporate)	3.6.2.9	4 weeks for issuance of a temporary residence permit (work, business, corporate) - on average	<p><u>Total issued</u></p> <p>Work permits: 132 578</p> <p>Business permit: 5768</p> <p>Corporate permit: 812</p> <p>The number does not reflect all permits issued in the reporting period, but those in the Track and Trace System which became fully utilised from July 2010</p>	<p>No measuring tool in place</p> <p>Lack of clearly defined processes and inadequate systems to deal with the high volumes of permit applications resulted in a Permit backlog</p> <p>A Project Team has been established which cleared the Permitting Backlog and successfully completed the Centralisation of Permits at the end of the financial year</p>	Admissions	DDG: IMS
		Degree of compliance with specified timeframes in respect of number of weeks to issue a temporary residence permit (study, treaty, exchange, retired)	3.6.2.10	1 week for issuance of a temporary residence permit (study, treaty, exchange, retired) - on average	<p><u>Total Issued</u></p> <p>Study Permits: 18 623</p> <p>Treaty Permits: 147</p> <p>Retired Persons Permits: 594</p> <p>Exchange permits: 74</p> <p>The number does not reflect all permits issued in the reporting period, but those in the Track and Trace System which became fully utilised from July 2010</p>	<p>No measuring tool in place</p> <p>Lack of clearly defined processes and inadequate systems to deal with the high volumes of permit applications resulted in a Permit backlog</p> <p>A Project Team has been established which cleared the Permitting Backlog and successfully completed the Centralisation of Permits at the end of the financial year</p>	Admissions	DDG: IMS



**ANNUAL PERFORMANCE REPORT: PROGRAMME 3 - IMMIGRATION SERVICES**

Measurable Output No	Measurable Output	Performance Indicator / Measure	Target No	Target 2010/11	Actual Performance or Progress if not achieved	For targets not achieved: Reasons for non-achievement and remedial actions developed	Sub Programme	Delegation
		Degree of compliance with specified timeframes in respect of number of days to issue a temporary residence permit (intra-company transfer)	3.6.2.11	10 days for issuance of a temporary residence permit (intra-company transfer permit) - on average  Others	<p><u>Total issued</u> 2587</p> <p><u>Total Issued</u> 71 297</p> <p>The number does not reflect all permits issued in the reporting period, but those in the Track and Trace System which became fully utilised from July 2010</p>	<p>No measuring tool in place</p> <p>Lack of clearly defined processes and inadequate systems to deal with the high volumes of permit applications resulted in a Permit backlog</p> <p>A Project Team has been established which cleared the Permitting Backlog and successfully completed the Centralisation of Permits at the end of the financial year</p>	Admissions	DDG:IMS

# **PART Three**

## **Statutory Requirements**

# DEPARTMENT OF HOME AFFAIRS

## VOTE 4

ANNUAL FINANCIAL STATEMENTS For the year ended 31 March 2011

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# DEPARTMENT OF HOME AFFAIRS

## REPORT OF THE AUDIT COMMITTEE FOR THE YEAR ENDED 31 MARCH 2011

The Audit Committee is pleased to present its report in respect of the financial year ended 31 March 2011 in terms of its obligations according to the Treasury Regulations Paragraph 3.1.13 issued in terms of the Public Finance Management Act (PFMA), Act 1 of 1999, section 38(1)(a), 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 sections 38(1) (a)(ii) and 77(a) of the PFMA. The Audit Committee Charter requires that the Audit Committee is comprised of five (5) members of which the majority should be from outside the public service with the Director-General of the Department as an ex-officio member. At present the Audit Committee consists of three (3) members from outside the public service which aspect has been discussed with the Accounting Officer for suggestions to increase the number of members serving on the Audit Committee.

In terms of section 77(b) of the PFMA, the Audit Committee must meet at least twice a year. The Audit Committee of the Department complied with the provisions of the PFMA by holding five (5) meetings and five (5) in-committee meetings during the financial year under review and these were attended as follows:

Name of member	Number of meetings	
	Meeting	In Committee Meetings
Mr N Russouw (Acting Chairperson)	5	5
Mr LL Dhlomo-Ntuli	5	5
Mr FJ van der Westhuisen	5	5

The members of the Audit Committee continued to meet with the Director-General and senior management of the Department, collectively and individually to address risks and challenges facing the various divisions within the Department. A number of in-committee meetings were held as the members of the Audit Committee considered it necessary to hold such meetings in order to address control weaknesses with senior management in certain divisions of the Department following changes in a number of positions in senior management during the reporting period under review.

The members of the Audit Committee also met with the Minister of the Department to brief her on their activities and to discuss various issues affecting the Audit Committee and 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 Audit Committee is satisfied that the overall control environment has improved by the appointment of members of senior management during the year under review, i.e. the Chief Financial Officer (CFO) and the Deputy Directors General of Human Resources and Counter Corruption. The appointment of the CFO also resulted in releasing the Director General from acting in such capacity for most of the financial year under review.

However, at branch level internal controls were not always operating effectively, the main reason being that there was a lack of managing and monitoring of internal controls at such level. Action has been taken in this regard as management has decided to change the way in which branch activity will be controlled from a centralized basis to a decentralized basis in future, i.e. systems and procedures at branch level will be controlled and monitored by office managers at branch level in future.

The internal controls relating to contract management have improved substantially, in particular regarding the approval and monitoring process.

During the year under review an Audit Action Committee was formed with the Chief Financial Officer as chairperson. The main purpose of this committee is to ensure that appropriate action is taken by senior management emanating from weaknesses reported by external and internal audits. Such action includes the actioning of disciplinary procedures where considered necessary.

The risk management process is receiving on-going attention. Management is considering the major risks facing the Department continuously. However, the actioning of certain weaknesses is not always addressed timeously, mainly as a result of inadequate capacity in crucial positions.

Although the Department has a very specific culture towards fraud and corruption, the necessary action towards addressing such problem is not always well coordinated and sufficiently urgent. Once again a lack of capacity is the main reason for such shortcoming.

The information technology division of the Department has not been subject to independent review for a considerable period of time. An independent review is considered necessary as a matter of urgency.

The Audit Committee is satisfied that senior management are aware of and have taken steps to address the major concerns facing the department but cautions that these actions require continuous attention to ensure an improved internal control environment.

### 4. SPECIFIC FOCUS AREAS GOING FORWARD

The Audit Committee is aware of and supports senior management in addressing, inter alia, the following focus areas:

- Establishment and management of a performance information management system and a reporting framework of Performance Information as required by National Treasury,
- The improvement of safe record keeping capacity, policies and procedures in compliance with the prescripts in

archiving, and

- The enhancement of the Human Resources management function focusing on recruitment, people management and development to improve service delivery.

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

The Audit Committee has noted and is 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 Audit Committee believes that full implementation of the key developments mentioned above will result in improved service delivery.

### 6. INTERNAL AUDIT FUNCTION

The Audit Committee has noted and is 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 Audit Committee believes that full implementation of the key developments mentioned above will result in improved service delivery.

- Endeavour to ensure improved effectiveness of the Internal Audit Function by advocating greater concentration on the major risks facing the Department;
- Monitor the communication between the Internal Audit Function and senior management to ensure prompt corrective action following the results of internal audits, projects and investigations undertaken.
- Monitor the adequacy of internal audit coverage of key risks and recommend partial co-sourcing and in-sourcing where necessary.
- Continue to communicate with the management of the Internal Audit Function to ensure more effective administration of the unit.
- Address the shortcomings resulting from the Quality Assurance Review that was independently conducted.

The Audit Committee has not always been satisfied with the output and timing of internal audit reports and the actions initiated by the Internal Audit Function to bring the reported weaknesses to the attention of senior management. However, these aspects were addressed and action has been taken to rectify them.

The Audit Committee wishes to stress that in order for the Internal Audit Function to operate as required by its existence and as expected by senior management, it requires more capacity and additional skills. This has been addressed and corrective action will be taken.

### 7. RISK MANAGEMENT FUNCTION

The Risk Management Function has been in existence for some time and is still reporting to Internal Audit at present. The Audit Committee noted the efforts made to improve the functioning of risk management within the Department and is satisfied that there is a continuing awareness of risks recognition within the Department.

## **8. AUDITOR-GENERAL'S REPORT AND EVALUATION OF ANNUAL FINANCIAL STATEMENTS**

The Audit Committee has:

- Reviewed and discussed with the Auditor-General and the Accounting Officer the audited financial statements;
- Reviewed the Auditor-General's management letter and management's response thereto, and
- Reviewed significant adjustments resulting from the audit.

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



**Mr N. Russouw**  
**Acting Chairperson of the Audit Committee**  
**For the Audit Committee**

# DEPARTMENT OF HOME AFFAIRS

## REPORT OF THE ACCOUNTING OFFICER FOR THE YEAR ENDED 31 MARCH 2011

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

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

#### I.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 other government departments and to banks and other private sector institutions.

The Immigration Services branch determines the status and identity of foreigners and regulates immigration through the permitting and movement control systems. Immigration Officers are present at ports of entry, missions abroad and at regional offices in provinces. The branch also has an Inspectorate function which is responsible for enforcing the Immigration Act and Regulations. Immigration Services is also responsible for processing and determining the status of asylum seekers and refugees and operates at six centres nationally in this regard. However, one refugee centre has been closed subsequent to year end.

Civic Services collects fees for its services at nearly 410 front line offices and Immigration Services is responsible for the collection and administration of fees, guarantees, deposits and refunds. Immigration Services 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. The Annual Financial Statements for Immigration Account are attached as Annexure A.

With regard to services abroad, the Department is currently represented in 53 missions and is assisted by DIRCO where it is not represented. DIRCO also collects revenue at missions on behalf of the Department and administer our operational expenses.

The Minister of Home Affairs has oversight over several statutory bodies, which receive funding via Programme 4 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 Electoral Commission (IEC), Film and Publication Board (FPB) and Government Printing Works (GPW).

This report seeks to provide information in measuring the extent to which the Department's resources allocated for

the 2010/11 financial year were utilised in terms of the Public Finance Management Act (PFMA).

#### I.2 REVENUE

During the year under review, the Department received total revenue of R6 494 billion made up of voted and non-voted funds as explained below:

##### (i) Annual Appropriation – R 5,834 billion

The Department received a budget allocation of R5 834 billion for the 2010/11 financial year after adjustment estimates inclusive of funding for Electoral Commission (IEC), Film and Publication Board (FPB) and Government Printing Works (GPW), split below as follows:

<b>BASELINE ALLOCATION ALLOCATED BY NATIONAL TREASURY</b>	<b>2010/11 R'000</b>	<b>2009/10 R'000</b>
<b>Baseline Amount</b>	<b>5 834 390</b>	<b>5 050 587</b>
Home Affairs Functions	4 136 631	3 751 438
Electoral Commission	1 430 508	928 967
Film and Publication Board	55 217	39 027
Government Printing Works	97 228	331 155
<b>Additional Funds</b>	<b>58 102</b>	<b>63 149</b>
Home Affairs Functions	49 700	50 446
Electoral Commission	7 432	8 266
Film and Publication Board	970	770
Government Printing Works	0	3 667
<b>Sub Total</b>	<b>5 777 686</b>	<b>5 113 736</b>
Roll-Over Funds	56 704	150 048
<b>Final Appropriation</b>	<b>5 834 390</b>	<b>5 263 784</b>

The budget allocation without considering roll over amount has increased by 12.98% (R5,777,686 – R5,113,736) as compared with the previous financial year. This increase is attributed to the hosting of 2010 FIFA Soccer World Cup and preparations for Local Government elections by the Independent Electoral Commission (IEC) as well as increased operational expenditure for the FPB. The roll over amount of R56.7 million was utilised for the implementation of the movement control system (MCS) in thirty four ports of entry.

##### (ii) Departmental Revenue – R644,752 million

Departmental revenue is derived from services rendered to citizens and foreigners visiting our shores 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, local and foreign transportation carriers where a transgression in terms of Immigration Act has occurred. However, the Department only recognises the revenue upon receipt of the payment of the fine.

In this regard the amount of R24.1 million has been included in the revenue for the 2010/11 financial year. Therefore the amount reported on receivables for the Department note 23 in respect of fines, penalties and forfeits is the balance of fines and penalties issued minus fines and penalties paid.

The Department's revenue in foreign missions is collected through DIRCO and during the year under review an amount of R395.9 million (R313.4 million departmental revenue and R82.5 million for the repatriation) was collected as the Department engaged in a concerted effort to reconcile and retrieve outstanding documents. This has resulted in an increase in revenue collected as against the previous year. However, there is still a balance of R500 million of which R384 million has been confirmed as the documents have already been collected and R110 million has been recorded as unconfirmed balance, and disclosed in Annexure 3 of the Annual Financial Statements.

### 1.3 VIREMENT

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

Items	PROGRAMMES			
	Administration	Services to Citizens	Immigration Services	Total
	R'000	R'000	R'000	R'000
Compensation of employees	(56 651)	82 637	(102 465)	(76 479)
Goods and services	(171 778)	(23 012)	(36 594)	(230 800)
Interest and rent on land	104 261	-	-	104 261
Payment for financial assets	28 564	-	-	28 546
Transfers and subsidies	87	3003	2 136	5 226
Payment for capital assets	132 773	3050	34 007	169 246
<b>Total</b>	<b>37 238</b>	<b>65 678</b>	<b>(102 916)</b>	<b>-</b>

### 1.4 EXPENDITURE

During the submission of budget inputs for the MTEF period for the 2010/11 to 2012/13 the Department informed National Treasury about suppliers who were not paid in the previous financial year and not accommodated in the baseline budget for 2010/11 financial year. In this regard an approval was granted by National Treasury for the Department to pay all outstanding claims and any over expenditure will be dealt with through the Finance Bill.

During the year under review the Department has overspent its allocation by 11.78% (R687,3 million) compared to the under spending of 1,3% (R68,3 million) during the 2009/10 financial year, split below as follows:

APPROPRIATION	2010/11				2009/10	
	FINAL APPROPRIATION	ACTUAL EXPENDITURE	VARIANCE	ACTUAL % SPENT	FINAL APPROPRIATION	ACTUAL EXPENDITURE
	R'000	R'000	R'000	%	R'000	R'000
1. Administration	1 516 111	1 692 261	(176 150)	111.62	1 282 474	1 282 474
2. Services To Citizens	1 535 122	1 793 479	(258 356)	116.83	1 372 353	1 372 353
3. Immigration Services	1 191 802	1 444 599	(252 798)	121.21	1 297 105	1 228 730
4. Transfers To Agencies	1 591 355	1 591 355	-	100.00	1 311 852	1 311 852
<b>TOTAL</b>	<b>5 834 390</b>	<b>6 521 694</b>	<b>(687 304)</b>	<b>111.78</b>	<b>5 263 784</b>	<b>5 195 409</b>

With regard to Administration the over expenditure can be attributed to the settlement of debts with regard to consultancy services, information services, legal services and leases. In respect of Services to Citizens over expenditure was mainly due to increased printing costs of passports and the overhaul of HANIS. Furthermore, as explained in paragraph 1.1 above that the Department is also providing services abroad as a result it incurs some costs through DIRCO on a recoverable basis however, during the previous years the Department could not settle outstanding amounts. Therefore the over expenditure in immigration Services is due to the payment of foreign allowances and operational expenditure.

### 1.5 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 the 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 21.

As reported in the previous year that there was a dispute between the Department and Gijima with regard to the WAIO contract. During the year under review this matter was resolved and in terms of the agreement the Department had to settle all the leases. In this regard an amount of R286 million has been paid and the balance of R529 million has been disclosed as an accrual in note 21 of the annual financial statements and paid on 30 April 2011.

### 1.6 FRUITLESS EXPENDITURE

As part of the settlement of the Gijima dispute a value for money determination exercise was conducted, which was set at R100 million. The computation of the amount regarded as fruitless expenditure (R321 million) in note 26.1 was calculated based on the non-assets items including interest minus the value for money. The amount paid for acquiring of capital assets was not taken into account as assets are accounted for at a historical cost in the department's asset register and the existence of the assets were verified.

Furthermore in preparation for 2010 FIFA Soccer World Cup, the Department of Home Affairs was responsible for the facilitation of visitors through our Ports of Entry scattered through out the Country, which necessitated the provision of additional staff on a temporary basis in the Ports of Entry. Therefore accommodation and transport had to be secured in advance based on certain assumptions in terms of numbers of Officials to be deployed. In this regard, Travel Agencies booked rooms and cars as per numbers provided by the Department based on anticipated volumes of visitors to be processed in each Port of Entry. However due reasonable care was not properly exercised in determining the number of Officials to be deployed as well as advising the Travel Agencies in time to cancel the bookings where it was clear that the rooms were no longer needed. In this regard an amount of R12,8 million (note 26.1 of AFS) was paid accommodation and transport, which was not utilised and officials who were responsible for this project have been charged with misconduct.

In addition, to ensure understanding of our requirements by foreign nationals who were interested to visit our country, the department printed pamphlets in three foreign languages; unfortunately the pamphlets could not be distributed due to errors in the translation of the content.

## 2. UNAUTHORISED EXPENDITURE

As reported in the previous financial year, the Department approached National Treasury to table the previously reported unauthorised expenditure of R99.9 million and this matter was presented to SCOPA on 17 August 2011, SCOPA decision is still outstanding. As explained in paragraph 1.4 above the Department has exceeded its allocation by R687,3 million. Therefore total unauthorised expenditure amount to R787,2 million, as reflected in note 9.1 of the AFS.

## 3. IRREGULAR EXPENDITURE

During the year under review the Department incurred irregular expenditure to the value of R24,491 million of which R13,012 million relates to the procurement of goods and services and the Accounting Officer has condoned an amount of R6,2 million.

Furthermore, as reported in the previous financial year, the Department did not comply with the Public Service Regulations 2001; part V.D.2 (d) as numerous employees received payment of overtime in excess of the 30% limit of the basic salary. During the current reporting period, the amount in excess of the stipulated limit amounted to R10 million as against R20,5 million of the previous financial year. This relates to overtime paid to front office staff due to extended office hours, which include Saturdays in order to increase access of services to the Public. The Department has now managed to categorized Saturday as a normal working day; however employees are working on a shift system. Due to shortage of staff in some areas in order to comply with the forty hours per week requirement those employees who exceeded the threshold are compensated accordingly hence non compliant with the above mentioned regulation.

The Department did not comply with DPSA policy guideline on Acting allowance Chapter 1 Part VII B5.1, B5.2 and B5.3 for SMS and personnel on salary levels 1 to 12 in the Public Service 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 on positions beyond stipulated twelve months; however there is a significant improvement as against the previous

year. In this regard the Department has incurred an amount of R1.4 million as against R5.8 million in the previous year.

#### 4. MANAGEMENT OF FIXED ASSETS

In the 2009/10 financial year, the Department received a qualified audit opinion on assets and various initiatives were introduced to resolve the matter. Some of these were the policy of bar-coding all assets prior to any payment being made, reviewing of standard operating procedures for assets. The Dept also continued with the Back to Basics project, whose aim is to deal with the issues raised in the management report issued by the Auditor General.

The Department embarked on a thorough physical verification process, which has resulted in current year adjustments to prior year balances. This was necessitated to ensure that the Department has an accurate asset register. This exercise has also provided an opportunity to train all staff members on asset management principles as now they own the processes.

Furthermore, with regard to disposal of assets, during the verification exercise the Department has identified assets, which are not in working condition and those assets will be disposed in the next financial year. However the assets have been recorded in the asset register for existence and completeness.

#### 5. 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 guarantee 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 is when a person passes away and the bank has to utilise the guarantee as the Department is not allowed to utilise the pensions 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 R2,6 million has been disclosed in Annexure 2A.

##### ii) Motor Finance Guarantees

This relates to the financial guarantees made 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 R1,3 million disclosed in Annexure 2A.

##### iii) Pending Legal Claims : R1,209 billion

###### • Immigration and Civic Services : R469 million

Immigration claims arise out of unlawful arrests and detention of illegal foreigners as well as damages arising out

of failure by the Department to timeously make decisions on permits.

Civic Services claims mainly arise out of the issuing of a passport to a minor child without the parent's authorisation; 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.

###### • Tenders : R630 million

##### Electronic Document Management System (EDMS)

This claim relates to a tender invitation in respect of the expansion of an Electronic Document Management System ("EDMS") which was done through SITA. The tender was not finally awarded, however the participants (Valor IT –R28,230 and New Down Technologies- R602 million) in the tender process are claiming that the tender was awarded to them.

###### • Contracts R104,1 million

##### (a) Double Ring (Pty) Ltd / Minister of Home Affairs: R76, 5 million

This is a claim for payment flowing 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 invoicing Department in foreign currency. The Department is of the view that services have been provided locally; therefore it should be invoiced in Rands.

##### (b) Chillibush Communications (Pty) Ltd Director-General of Home Affairs: R18 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 months period commencing from May 2008. The contract had a provision for extension in writing after the expiry of the contract. The service provider is now claiming that despite the non extension of the contract in writing they have a legal right to deliver the services to the Department.

##### (c) Other Claims

The amount of R9,6 million relates to claims from various suppliers arising from claim for breach of contract for non payment and allegations of contracts not awarded to the respective suppliers.

##### (d) Claims For Damages: R1,5 million

This relates to claims for damages arising from a personal injury wherein the Plaintiff allegedly tripped and fell over an electric cord used by the Departmental employees whilst cleaning the premises in the Paarl offices for R698 918.37 and claim R100 000.00.

##### 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 the claims amounting to R 107,2 million (R95,6 million expenditure and R11,6 million repatriation) as against the

claim of R131,5 million, with a remaining balance of R23,1 million in respect of the Department. This shows a significant improvement as against previous years.

The Department also engaged in a process of retrieving documents in respect of the unconfirmed balance of R459,8 million in the previous financial year. During the year under review the Department managed to collect the documents to the value of R316 million in respect of the previous years, hence R166 million ( R143 million previous years and R23.1 million for the current year) is recorded as a contingency liability.

#### 6. SERVICES RENDERED BY THE DEPARTMENT

##### 6.1 Services to Citizens

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

##### 6.2 Immigration Services

The Immigration Services is responsible for the regulation of migration through ports of entry and via foreign missions, and the issuance of a range of permits. It is also responsible for the determination of the status of asylum seekers and refugees and the issuing of related permits.

Its Inspectorate is responsible for enforcing the Immigration Act. Public and private companies are making use of the Large Accounts Unit for the importation of scarce skills.

##### a. Inventory

Inventory on hand at year-end is as follows:

CATEGORY	AMOUNT 2010/11	AMOUNT 2009/10	METHOD OF COSTING
Controlled Stationery	R396 321	R10 560 936.36	Actual Cost

##### b. Tariff policy

As prescribed by Treasury Regulations 7.3, the Department reviewed its tariffs utilising inflation and production costs via the Activity Based Costing (ABC) Model for the 2010/11 financial year. The tariffs were then submitted to National Treasury for annual adjustment and were approved for implementation effective 1 April 2010.

##### 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 Certificate and it also issue free official passport

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

### Information Communication Technology

The Master Systems Plan (MSP) was revised during the year under review in order to develop a proper framework for improving information technology capabilities of the Department, to guide development/procurement of systems. During the year under review no much progress was achieved with regard to information technology improvements due to the dispute between Gijima and the Department. However this matter has been settled which paved the way for the modernisation of the IT environment of the Department.

#### i) Human Resource Capacity

In order to address the human resource capacity the 2008 organisational structure was revised and approved by the DPSA. The department moved from a Zonal Structure to a Provincial Structure, with priority being placed in leadership positions and core public facing responsibilities. This resulted in the zero based costing of the establishment in which 417 critical posts were created. 42% of these newly created posts were filled at year end. Furthermore, the Working Time arrangement was implemented wherein a shift roster system was developed to mitigate high overtime claims.

#### ii) Building Infrastructure

As indicated in the previous report the effective and efficient delivery of services to the public depends on the adequate accessibility to our offices. The current Footprint of the Department is inadequate to provide the level of services envisaged by the Department into its clients. Distances travelled by clients to reach some of our offices are still too long and the mobile units are not able to cover the geographical spread of our country. During the year under review the Department developed and submitted an infrastructure plan for acquiring offices to the National Treasury which will be funded through the MTEF process. To fast track the increased access in our services, in the development of the new system a due consideration will be taken to provide Home Affairs services from home via internet.

## 8. TRADING ENTITIES AND PUBLIC ENTITIES

### 8.1 Independent Electoral Commission (IEC)

The Electoral Commission 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:

- To manage any election.
- To ensure that elections are free and fair.
- Performing 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 Publica-

tions Act, No 65 of 1996 (PFMA), 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:

- To 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.
- Performing 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 Government Printing Works (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 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.
- The procurement and stocking of departmental forms and face value forms.
- The provision of a printing service pertaining to high security documents and also printed matter of a general nature.
- The administration 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 PFMA of 1999 and submits independent Annual Financial Statements.

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

The following organisations received transfer payments from the Department as reported in Note no 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 uses the Public Service Risk Management Framework issued by National Treasury in order to maintain a sound system of risk management and internal control in providing reasonable assurance regarding the achievement of organisational objectives.

The Director-General as Accounting Officer is responsible for ensuring that systematic, documented assessments of key risks are undertaken at least annually for the purposes of making a public statement on risk management. In this regard, the Department has maintained the system of risk management, established Risk Management Committee and approved Risk Management policy.

The risk management strategy is that of risk mitigation through control implementation. A risk such as conflict of interest is minimised through a declaration of interest and a vetting process. Risk management in Department follows both an impact and empirical approach in the identification and evaluation of risks. It is regarded and conducted as a shared responsibility by all officials on a consistent, continuous and uniform basis. The Director-General also receives assurance from the audit committee, which derives its information in part from regular internal and external audit reports throughout the Department on risk and internal control.

Fraud and corruption is prevented through a Counter Corruption Unit that is responsible for the following: the implementation of the counter corruption strategy, the annual Fraud Prevention Plan, the Whistle Blowing mechanism, awareness and training, conducting fraud and corruption investigations.

During the year under review, the Department updated its strategic and operational risk registers by reviewing the old risks and identifying the new risks. The Department developed the risk mitigation strategies for each risk on the risk register and continuously monitoring the implementation status, through the Risk Management Committee.

### 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 conducted 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 and provided training to Occupational Health and Safety Representatives.

The Department has compiled an OHS policy guided by the National Building Regulations and the Occupational Health and Safety Act.

The Department has further identified the Department of Public Works as a crucial stakeholder for the success of the programme especially on matters related to building infrastructure and established a joint committee.

### iii) Internal Audit and Audit Committee

The Department maintains a system of internal auditing as prescribed by the Public Finance Management Act. The Internal Audit unit assists management with the following:

- Evaluating the effectiveness, efficiency and the economy of their activities;
- Evaluating the effectiveness of the internal control systems, and
- Furnishing them with independent analyses, appraisals, recommendations and information concerning the activities they have reviewed.

The Department has a properly constituted Audit Committee as prescribed by the PFMA. The Committee delivers the following service:

- Monitoring of management's response to reported weaknesses in controls, deficiencies in systems and recommendations for improvement, and contributing to the process by which the department is directed and controlled.
- Ensuring that Department adheres to all governance principles as per the Public Finance Management Act.

## 11. FINANCIAL MANAGEMENT IMPROVEMENTS

### Strengthening Finance and Supply Chain Management functions

The Department implemented a new operational model and in support of the model new positions of Director Finance and Support as well as State Accountant were created at Provincial level. This will pave way for the decentralization of certain functions of finance with particular reference to procurement and payment functions. In this regard preparations for the roll out of Logis in Provincial Offices have been completed. Furthermore during the year under review an Audit Action Committee has been established to ensure that recommendations by Internal Audit are implemented.

### Establishment of a Trading Account

To provide solution with regard to continuous budget shortfall for the printing of passports, National Treasury approved the establishment of a trading account. The Trading account will enable the Department to utilise revenue collected in respect of passports to pay all associated costs for the production of a passport.

### Triplicate forms

During the year under review, the Department developed triplicate forms for the collection of revenue (DHA9 and 73) which are linked with HANIS system. The utilisation of these forms will commence as from 1 April 2011.

### Financial Capability Maturity Model

The Financial Management Capability Model, used to assess the financial management maturity of a Department, was completed and submitted to National Treasury, with the results reflecting developmental areas around Asset Management and Internal Audit. With the support of National Treasury, the Department reviewed its Contract Management processes, Asset Management processes resulting in a support strategy being signed between Treasury and the Department.

## 12. PERFORMANCE INFORMATION

The Department has developed its strategic plan for the next MTEF period, which articulates its strategic priorities. 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.

### i) Performance Management System

The performance management and development system is a management tool for effective monitoring of individual performance to ensure that the goals are achieved in line with their strategic goals. The Department is committed to delivering relevant, responsive and high-quality products and services to Public as per its Strategic Plan. The Strategic Plan is cascaded to the business units through Annual Performance Plans and business plans, and finally to the officials' performance agreements. There are monitoring and evaluation mechanisms covering all activities planned and ensuring that performance is enhanced. The system requires that all members be contracted and evaluated quarterly. During the year under review, the Department ensured that annual performance plans were in place and officials have signed performance agreements and their activities are ultimately tied to

the broader organisational goals. Furthermore, during the assessment process due diligence was exercised to ensure that only deserving officials were granted bonus.

### 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.

As part of their responsibility, senior management members are required to submit progress reports on their respective areas of responsibility. The following reports are used as mechanisms to inform progress made on respective key performance areas:

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

To streamline this function the Department has created a performance and monitoring capacity within the Chief Directorate Policy and Strategic Unit to monitor performance through the evaluation of quarterly reports. Emphasis was placed on the verification 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 will simplify the process of monthly and quarterly reporting and ensure better alignment between individual and organisational performance management. The reporting tool will include a dashboard functionality to allow managers to manage their business more effectively. The online reporting tool will be implemented during the 2011/12 financial year.

## 13. SCOPA RESOLUTIONS

The Department attended a hearing with the Standing Committee on Public Accounts (SCOPA) on 16 April 2010 regarding the Department's Annual Report for 2008/09 financial year; however no report has been received before the reporting date and no further hearing has been scheduled for the 2009/10 financial year.

## 14. PRIOR MODIFICATIONS TO AUDIT REPORTS

During the previous financial year, the Department obtained a qualified audit opinion on one matter regarding assets and the Department developed action plans to clear issues raised by the Auditor General. This has resulted in the Department receiving an unqualified audit opinion for the 2010/11 financial year.

## 15. EXEMPTIONS AND DEVIATIONS RECEIVED FROM NATIONAL TREASURY

During the year under review, the Department in order to clear its debts approached National Treasury for additional funding and approval was granted to process all the claims and any over expenditure will be dealt with through the finance bill.

## 16. INVESTIGATIONS: WHO AM I ON LINE (WAIO)

As reported in the previous financial year that the Department commissioned an investigation on the awarding of WAIO tender as well WAIO as requested Minister of Public Services and Administration for the condonement of expenditure incurred in respect of WAIO. The Department during the year under review managed to settle the dispute with the service provider and this, now paves the way for the conclusion of all investigations relating to this matter, as well as the final consideration of condonement of irregular expenditure. It is anticipated that a report will be finalised in the first quarter of the new financial year.

## 17. EVENTS AFTER THE REPORTING DATE

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

## 18. APPROVAL

The Annual Financial Statements set out on 60 to 90 have been approved by the Accounting Officer.



**MKUSELI APLENI**  
**DIRECTOR-GENERAL**  
**DATE 31 May 2011**

# DEPARTMENT OF HOME AFFAIRS

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

### REPORT ON THE FINANCIAL STATEMENTS

#### Introduction

1. I have audited the accompanying financial statements of the Department of Home Affairs, which comprise the appropriation statement, the statement of financial position as at 31 March 2011, and the statement of financial performance, statement of changes in net assets and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory information, as set out on pages 60 to 81.

#### 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 the Division of Revenue Act of South Africa, 2010 (Act No. 1 of 2010) (DoRA), and for such internal control as management 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. As required by section 188 of the Constitution of South Africa and section 4 of the Public Audit Act of South Africa, 2004 (Act No. 25 of 2004) (PAA) my responsibility is to express an opinion on these financial statements based on my audit.

4. I conducted my audit in accordance with International Standards on Auditing and General Notice 1111 of 2010 issued in Government Gazette 33872 of 15 December 2010. 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.

5. 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.

6. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### Opinion

7. In my opinion, the financial statements present fairly, in all material respects, the financial position of the Department of Home Affairs as at 31 March 2011 and its financial performance and cash flows for the year then ended, in accordance with The Departmental Financial Reporting Framework prescribed by the National Treasury and the requirements of the PFMA and DoRA.

#### Emphasis of matter

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

#### Significant uncertainties

8. As disclosed in note 19 to the financial statements, the department has various pending legal claims amounting to R1,209 billion. The ultimate outcome of the aforementioned matters cannot presently be determined and a contingent liability has been disclosed in the financial statements. Detailed information regarding the nature of the claims is disclosed in the Accounting Officer's report (paragraph 4).

#### Material losses

9. As disclosed in note 6 to the financial statements, material losses to the amount of R28,5 million were incurred as a result of debts written off. These debts arose from repatriation deposits and employee debts, foreign vouchers in transit, disallowable damages and losses.

10. As disclosed in note 30 to the financial statements, material losses to the amount of R38,233 million (2010-R26,04 million) were incurred as a result of an adjustment made to the movable tangible capital asset balance. This adjustment relates to capital assets, which could not be physically verified by management and duplicates on the asset register.

#### Additional matters

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

#### Financial reporting framework

11. The financial reporting framework prescribed by the National Treasury and applied by the department is a compliance framework. Thus my opinion would have reflected that the financial statements had been properly prepared instead of fairly presented as required by section 20(2) (a) of the PAA, which requires me to express an opinion on the fair presentation of the financial statements of the department.

#### Unaudited supplementary schedules

12. The supplementary information set out on pages 82 to 84 does not form part of the financial statements and is presented as additional information. I have not audited these schedules and accordingly I do not express an opinion thereon.

## REPORT ON OTHER LEGAL AND REGULATORY REQUIREMENTS

13. In accordance with the PAA and in terms of General Notice 1111 of 2010, issued in Government Gazette 33872 of 15 December 2010, I include below my findings on the annual performance report as set out on pages 26 to 48 and material non-compliance with laws and regulations applicable to the department.

#### Predetermined objectives

#### Usefulness of information

14. The reported performance information was deficient in respect of the following criteria:

- Measurability: Indicators are well-defined and verifiable, and targets are specific, measurable and time-bound.

15. The following audit finding relate to the above criteria:

#### Planned and reported indicators not verifiable (Measurability)

- For Programme 3: Immigration services, valid performance management processes and systems that produce actual performance against the planned indicators do not exist for 33% of the indicators.

#### Compliance with laws and regulations Annual financial statements, performance and annual reports

16. The accounting officer submitted financial statements for auditing that were not prepared in all material aspects in accordance with generally recognized accounting practice and supported by full and proper records as required by section 40(1) ((a) and) (b) of the PFMA. The material misstatements identified by the AGSA with regard to expenses, capital assets and revenue were subsequently corrected.

#### Procurement and contract management

17. Instances were identified where senior managers did not disclose their business interest in a supplier to the department to the executive authority as per the requirements of chapter 3(C1) of the Public Service Regulations.

18. Employees performed remunerative work outside their employment in the department without written permission from the relevant authority as per the requirements of section 30 of the Public Service Act.

#### Expenditure management

19. Contrary to the requirement of section 38(1)(g) of PFMA, the accounting officer did not immediately report, in writing, particulars of the unauthorised, irregular or fruitless and wasteful expenditure discovered to the relevant treasury.

20. The accounting officer did not take effective and appropriate steps to prevent unauthorised, irregular and fruitless and wasteful expenditure, as per the requirements of section 38(1)(c)(ii) of the PFMA.

21. Payments due to creditors were not always settled within 30 days from receipt of an invoice as per the requirements of section 38(1)(f) of the PFMA and TR 8.2.3.

## Human resource management and compensation

22. Monthly compensation for overtime was not limited to 30 per cent of employees' monthly salary as per the requirements of PSR I/V/D.2(d).

## Internal audit

23. The internal audit function did not adhere to the requirements as set by section 38(1)(a)(ii) of the PFMA and Treasury Regulation 3.2, in that:
- The internal audit function did not evaluate and develop recommendation on the effectiveness and efficiency of controls on the information systems environment, the reliability and integrity of financial and operational information, the effectiveness of operations, safeguarding of assets and compliance with laws and regulations, and
  - The internal audit function did not evaluate and develop recommendations for the enhancement or improvement of the processes through which the objectives of the institution are achieved.

## INTERNAL CONTROL

24. In accordance with the PAA and in terms of General Notice 1111 of 2010, issued in *Government Gazette 33872 of 15 December 2010*, I considered internal control relevant to my audit, but not for the purpose of expressing an opinion on the effectiveness of internal control. The matters reported below are limited to the significant deficiencies that resulted in the findings on the annual performance report and the findings on compliance with laws and regulations included in this report.

## Leadership

25. The accounting officer did not exercise adequate oversight responsibility over reporting and compliance with laws and regulations and internal controls.

## Financial and performance management

26. The accounting officer did not exercise adequate review and monitor compliance with laws and regulations.
27. Current systems are not appropriate to facilitate preparation of the performance report and effective monitoring, evaluation and reporting on predetermined objectives.

## Governance

28. Although the department has an internal audit division, this division's capacity is insufficient to fully perform its duties.
29. Ongoing monitoring and supervision are not undertaken to enable an assessment of the effectiveness of internal control over financial and performance reporting.

## OTHER REPORTS

### Investigations in progress

30. The Department of Home Affairs commissioned an investigation on the awarding of the Who Am I Online (WAIO) tender and it is anticipated that a report will be finalised in the second quarter of the new financial year. The Department has also requested the Minister of Public Services and Administration to condone the irregular expenditure incurred in respect of WAIO. The dispute with the service provider was settled during the year under review.



Pretoria  
31 August 2011



# DEPARTMENT OF HOME AFFAIRS

## VOTE 4 - APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2011

Appropriation per programme									
2010/11								2009/10	
APPROPRIATION STATEMENT	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	1 379 714	100 497	(224 665)	1 255 546	1 431 696	(176 150)	114.0	1 360 677	1 344 219
Transfers and subsidies	1 338	(286 000)	286 087	1 425	1 425	–	100.0	2 352	2 352
Payment for capital assets	97 821	185 503	(52 730)	230 594	230 594	–	100.0	150 145	150 145
Payment for financial assets	–	–	28 546	28 546	28 546	–	100.0	1 971	1 971
<b>2. Services to Citizens</b>									
Current payment	1 424 681	(297)	59 922	1 484 306	1 647 189	(162 883)	111.0	1 305 586	1 306 131
Transfers and subsidies	3 266	–	3 003	6 269	6 269	–	100.0	3 769	3 769
Payment for capital assets	41 498	297	2 753	44 548	140 021	(95 473)	314.3	73 204	73 204
<b>3. Immigration Services</b>									
Current payment	1 294 437	(9 166)	(129 893)	1 155 378	1 408 176	(252 798)	121.9	1 000 660	948 198
Transfers and subsidies	280	–	2 136	2 416	2 416	–	100.0	2 499	2 499
Payment for capital assets	–	9 166	24 841	34 007	34 007	–	100.0	51 069	51 069
<b>4. Transfers to Agencies</b>									
Transfers and subsidies	1 591 355	–	–	1 591 355	1 591 355	–	100.0	1 311 852	1 311 852
<b>TOTAL</b>	<b>5 834 390</b>	<b>–</b>	<b>–</b>	<b>5 834 390</b>	<b>6 521 694</b>	<b>(687 304)</b>	<b>111.8</b>	<b>5 263 784</b>	<b>5 195 409</b>
<b>Reconciliation with statement of financial performance</b>									
<b>ADD</b>									
Departmental receipts				644 752				442 220	
<b>Actual amounts per statement of financial performance (total revenue)</b>				<b>6 479 142</b>				<b>5 706 004</b>	
<b>Actual amounts per statement of financial performance (total expenditure)</b>					<b>6 521 694</b>				<b>5 195 409</b>

**Appropriation per economic classification**

	2010/11							2009/10	
	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	1 945 903	–	(76 479)	1 869 424	2 051 901	(182 477)	109.8	1 637 058	1 637 058
Goods and services	2 152 929	(8 954)	(222 430)	1 921 545	2 330 899	(409 354)	121.3	1 954 529	1 886 154
Interest and rent on land	–	99 626	4 635	104 261	104 261	–	100.0	75 336	75 336
<b>Transfers and subsidies</b>									
Provinces and municipalities	–	–	634	634	634	–	100.0	857	857
Departmental agencies and accounts	1 591 355	–	–	1 591 355	1 591 355	–	100.0	1 311 852	1 311 852
Households	4 884	(286 000)	290 592	9 476	9 476	–	100.0	7 763	7 763
<b>Payments for capital assets</b>									
Machinery and equipment	139 319	31 224	(37 184)	133 359	189 701	(56 342)	142.2	140 869	140 869
Software and other intangible assets	–	164 104	11 686	175 790	214 921	(39 131)	122.3	133 549	133 549
<b>Payments for financial assets</b>									
	–	–	28 546	28 546	28 546	–	100.0	1 971	1 971
<b>Total</b>	<b>5 834 390</b>	<b>–</b>	<b>–</b>	<b>5 834 390</b>	<b>6 521 694</b>	<b>(687 304)</b>	<b>111.8</b>	<b>5 263 784</b>	<b>5 195 409</b>

2010/11								2009/10	
Detail per sub-programme	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>I.1 Minister</b>									
Current payment	1 816	–	(5)	1 811	1 811	–	100.0	1 725	1 725
<b>I.2 Deputy Minister</b>									
Current payment	1 496	–	(46)	1 450	1 450	–	100.0	1 420	1 420
<b>I.3 Management</b>									
Current payment	115 862	–	(30 032)	85 830	85 830	–	100.0	105 507	87 088
Transfers and subsidies	562	–	(504)	58	58	–	100.0	530	33
Payment for capital assets	–	–	399	399	399	–	100.0	352	1 131
<b>I.4 Strategic Support</b>									
Current payment	86 858	–	10 301	97 159	196 384	(99 225)	202.1	338 415	356 834
Transfers and subsidies	–	–	493	493	493	–	100.0	52	549
Payment for capital assets	27 357	–	(27 142)	215	215	–	100.0	5 657	4 878
<b>I.5 Corporate Services</b>									
Current payment	931 397	99 625	(253 321)	777 701	809 131	(31 430)	104.0	699 762	683 304
Transfers and subsidies	776	(286 000)	286 098	874	874	–	100.0	1 770	1 770
Payment for capital assets	70 464	186 375	(29 103)	227 736	227 736	–	100.0	144 136	144 136
Payment for financial assets	–	–	28 546	28 546	28 546	–	100.0	1 971	1 971
<b>I.6 Office Accommodation</b>									
Current payment	242 285	872	48 438	291 595	337 090	(45 495)	115.6	213 848	213 848
Payment for capital assets	–	(872)	3 116	2 244	2 244	–	100.0	–	–
<b>Total</b>	<b>1 478 873</b>	<b>–</b>	<b>37 238</b>	<b>1 516 111</b>	<b>1 692 261</b>	<b>(176 150)</b>	<b>111.6</b>	<b>1 515 145</b>	<b>1 498 687</b>

2010/11								2009/10	
Economic classification	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	297 913	–	(56 651)	241 262	241 262	–	100.0	227 993	227 842
Goods and services	1 081 801	871	(172 649)	910 023	1 086 173	(176 150)	119.4	1 057 573	1 041 266
Interest and rent on land	–	99 626	4 635	104 261	104 261	–	100.0	75 111	75 111
<b>Transfers and subsidies to:</b>									
Provinces and municipalities	–	–	295	295	295	–	100.0	560	560
Households	1 338	(286 000)	285 792	1 130	1 130	–	100.0	1 792	1 792
<b>Payment for capital assets</b>									
Machinery and equipment	97 821	25 428	(54 157)	69 092	69 092	–	100.0	67 581	67 581
Software and other intangible assets	–	160 075	1 427	161 502	161 502	–	100.0	82 564	82 564
<b>Payments for financial assets</b>									
	–	–	28 546	28 546	28 546	–	100.0	1 971	1 971
<b>Total</b>	<b>1 478 873</b>	<b>–</b>	<b>37 238</b>	<b>1 516 111</b>	<b>1 692 261</b>	<b>(176 150)</b>	<b>111.6</b>	<b>1 515 145</b>	<b>1 498 687</b>

Detail per sub-programme	2010/11							2009/10	
	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 Management</b>									
Current payment	45 310	(451)	(33 041)	11 818	11 818	–	100.0	15 741	16 286
Transfers and subsidies	3 266	–	(3 266)	–	–	–	–	5	5
Payment for capital assets	26 498	451	(24 251)	2 698	2 698	–	100.0	21	21
<b>2.2 Status Services</b>									
Current payment	207 231	–	9 855	217 086	377 802	(160 716)	174.0	208 880	208 880
Transfers and subsidies	–	–	741	741	741	–	100.0	88	88
Payment for capital assets	–	–	173	173	173	–	100.0	4 150	4 150
<b>2.3 Identification</b>									
Current payment	129 714	–	15 177	144 891	144 891	–	100.0	130 156	130 156
Transfers and subsidies	–	–	840	840	840	–	100.0	97	97
Payment for capital assets	–	–	37	37	37	–	100.0	198	198
<b>2.4 Hanis</b>									
Current payment	92 385	149	91	92 625	94 792	(2 167)	102.3	77 500	77 500
Payment for capital assets	15 000	(149)	13 844	28 695	124 168	(95 473)	432.7	61 589	61 589
<b>1.5 Civic Channel Management</b>									
Current payment	195 620	–	(104 030)	91 590	91 590	–	100.0	77 452	77 452
Transfers and subsidies	–	–	360	360	360	–	100.0	309	309
Payment for capital assets	–	–	9 870	9 870	9 870	–	100.0	1 399	1 399
<b>1.6 Provincial Civic Services</b>									
Current payment	754 421	5	171 870	926 296	926 296	–	100.0	795 857	795 857
Transfers and subsidies	–	–	4 328	4 328	4 328	–	100.0	3 270	3 270
Payment for capital assets	–	(5)	3 080	3 075	3 075	–	100.0	5 847	5 847
<b>Total</b>	<b>1 469 445</b>	<b>–</b>	<b>65 678</b>	<b>1 535 123</b>	<b>1 793 479</b>	<b>(258 356)</b>	<b>116.8</b>	<b>1 382 559</b>	<b>1 383 104</b>



2010/11								2009/10	
Economic classification	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	868 865	–	82 637	951 502	951 502	–	100.0	841 409	841 560
Goods and services	555 816	(407)	(22 605)	532 804	695 687	(162 883)	130.6	464 020	464 414
Interest and rent on land	–	–	–	–	–	–	–	157	157
<b>Transfers and subsidies to:</b>									
Provinces and municipalities	–	–	339	339	339	–	100.0	297	297
Households	3 266	–	2 664	5 930	5 930	–	100.0	3 472	3 472
<b>Payment for capital assets</b>									
Machinery and equipment	41 498	5 441	(76 16)	39 323	95 665	(56 342)	243.3	61 619	61 619
Software and other intangible assets	–	(5 034)	10 259	5 225	44 356	(39 131)	848.9	11 585	11 585
<b>Total</b>	<b>1 469 445</b>	<b>–</b>	<b>65 678</b>	<b>1 535 123</b>	<b>1 793 479</b>	<b>(258 356)</b>	<b>116.8</b>	<b>1 382 559</b>	<b>1 383 104</b>

2010/11								2009/10	
Detail per sub-programme	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 Management</b>									
Current payment	85 162	–	(30 943)	54 219	54 219	–	100.0	59 134	59 134
Transfers and subsidies	280	–	(265)	15	15	–	100.0	–	–
Payment for capital assets	–	–	444	444	444	–	100.0	736	736
<b>3.2 Admissions</b>									
Current payment	201 527	(9 418)	(10 614)	181 495	181 495	–	100.0	118 823	66 361
Transfers and subsidies	–	–	94	94	94	–	100.0	8	8
Payment for capital assets	–	9 418	23 207	32 625	32 625	–	100.0	38 988	38 988
<b>3.3 Immigration Control</b>									
Current payment	211 027	–	(28 672)	182 355	182 355	–	100.0	188 928	188 928
Transfers and subsidies	–	–	–	–	–	–	–	50	50
Payment for capital assets	–	–	119	119	119	–	100.0	2 250	2 250
<b>3.4 Provincial Immigration Control</b>									
Current payment	526 148	–	(30 696)	495 452	495 452	–	100.0	502 686	502 686
Transfers and subsidies	–	–	2 075	2 075	2 075	–	100.0	2 059	2 059
Payment for capital assets	–	–	724	724	724	–	100.0	2 543	2 543
<b>3.5 Refugee Affairs</b>									
Current payment	103 394	–	10 957	114 351	114 351	–	100.0	104 286	104 286
Transfers and subsidies	–	–	232	232	232	–	100.0	96	96
Payment for financial assets	–	–	95	95	95	–	100.0	6 375	6 375
<b>3.6 Foreign Missions</b>									
Current payment	167 179	252	(39 925)	127 506	380 304	(252 798)	298.3	26 803	26 803
Transfers and subsidies	–	–	–	–	–	–	–	286	286
Payment for capital assets	–	(252)	252	–	–	–	–	177	177
<b>Total</b>	<b>1 294 717</b>	<b>–</b>	<b>(102 916)</b>	<b>1 191 801</b>	<b>1 444 599</b>	<b>(252 798)</b>	<b>121.2</b>	<b>1 054 228</b>	<b>1 001 766</b>

2010/11								2009/10	
Economic classification	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	779 125	–	(102 465)	676 660	859 137	(182 477)	127.0	567 656	567 656
Goods and services	515 312	(9 418)	(27 176)	478 718	549 039	(70 321)	114.7	432 936	380 474
Interest and rent on land	–	–	–	–	–	–	–	68	68
<b>Transfers and subsidies to:</b>									
Households	280	–	2 136	2 416	2 416	–	100.0	2 499	2 499
<b>Payment for capital assets</b>									
Machinery and equipment	–	355	24 589	24 944	24 944	–	100.0	11 669	11 669
Software and other intangible assets	–	9 063	–	9 063	9 063	–	100.0	39 400	39 400
<b>Total</b>	<b>1 294 717</b>	<b>–</b>	<b>(102 916)</b>	<b>1 191 801</b>	<b>1 444 599</b>	<b>(252 798)</b>	<b>121.2</b>	<b>1 054 228</b>	<b>1 001 766</b>

2010/11								2009/10	
Detail per sub-programme	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>4.1 Film and Publication Board</b>									
Transfers and subsidies	56 187	–	–	56 187	56 187	–	100.0	39 797	39 797
<b>4.2 Government Printing Works</b>									
Transfers and subsidies	97 228	–	–	97 228	97 228	–	100.0	334 822	334 822
<b>4.3 Electoral Commission</b>									
Transfers and subsidies	1 437 940	–	–	1 437 940	1 437 940	–	100.0	937 233	937 233
<b>Total</b>	<b>1 591 355</b>	<b>–</b>	<b>–</b>	<b>1 591 355</b>	<b>1 591 355</b>	<b>–</b>	<b>100.0</b>	<b>1 311 852</b>	<b>1 311 852</b>

2010/11								2009/10	
Economic classification	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>Transfers and subsidies to:</b>									
Departmental agencies and accounts	1 591 355	–	–	1 591 355	1 591 355	–	100.0	1 311 852	1 311 852
<b>Total</b>	<b>1 591 355</b>	<b>–</b>	<b>–</b>	<b>1 591 355</b>	<b>1 591 355</b>	<b>–</b>	<b>100.0</b>	<b>1 311 852</b>	<b>1 311 852</b>

# DEPARTMENT OF HOME AFFAIRS

## VOTE 4 - NOTES OF THE APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2011

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

Detail of these transactions can be viewed in the note on Transfers and subsidies, disclosure notes and Annexure I (A-H) 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 I (Annual Appropriation) to the Annual Financial Statements.

### 3. Detail on payments for financial assets

Detail of these transactions per programme can be viewed in the note on Payments for financial assets to the Annual Financial Statements.

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

#### 4.1 Per Programme

	Final Appropriation	Actual Expenditure	Variance R'000	Variance as a % of Final Appropriation
Programme 1: Administration	1 516 111	1 692 261	(176 150)	(11.6)
Programme 2: Services to Citizens	1 535 123	1 793 479	(258 356)	(16.8)
Programme 3: Immigration Services	1 191 801	1 444 599	(252 798)	(21.2)

#### 4.2 Per Economic classification

	Final Appropriation	Actual Expenditure	Variance	Variance as a % of Final Appropriation
	R'000	R'000	R'000	R'000
<b>Current payments</b>				
Compensation of employees	1 869 424	2 051 901	(182 477)	(9.8)
Goods and services	1 921 545	2 330 899	(409 354)	(21.3)
Interest and rent on land	104 261	104 261	–	–
<b>Transfers and subsidies</b>				
Provinces and municipalities	634	634	–	–
Departmental agencies and accounts	1 591 355	1 591 355	–	–
Households	9 476	9 476	–	–
<b>Payments for capital assets</b>				
Machinery and equipment	133 359	189 701	(56 342)	(42.2)
Software and other intangible assets	175 790	214 921	(39 131)	(22.3)
<b>Payments for financial assets</b>	28 546	28 546	–	–

The Department had taken a decision after consulting National Treasury to pay all its outstanding debts mainly suppliers as well as unpaid claims due to the Department of International Relations and Cooperation (DIRCO) from previous years but were however not budgeted for in the 2010/11 financial year. As a result of the decision the budget was overspend and this will be cleared by following necessary processes.

# DEPARTMENT OF HOME AFFAIRS

## VOTE 4 - STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 31 MARCH 2011

<b>PERFORMANCE</b>	<b>Note</b>	<b>2010/11 R'000</b>	<b>2009/10 R'000</b>
<b>REVENUE</b>			
Annual appropriation	1	5 834 390	5 263 784
Departmental revenue	2	644 752	442 220
<b>TOTAL REVENUE</b>		<b>6 479 142</b>	<b>5 706 004</b>
<b>EXPENDITURE</b>			
<b>Current expenditure</b>			
Compensation of employees	3	2 051 901	1 637 058
Goods and services	4	2 330 899	1 886 154
Interest and rent on land	5	104 261	75 336
<b>Total current expenditure</b>		<b>4 487 061</b>	<b>3 598 548</b>
<b>Transfers and subsidies</b>			
Transfers and subsidies	7	1 601 465	1 320 472
<b>Total transfers and subsidies</b>		<b>1 601 465</b>	<b>1 320 472</b>
<b>Expenditure for capital assets</b>			
Tangible capital assets	8	189 701	140 869
Software and other intangible assets	8	214 921	133 549
<b>Total expenditure for capital assets</b>		<b>404 622</b>	<b>274 418</b>
<b>Payments for financial assets</b>	6	28 546	1 971
<b>TOTAL EXPENDITURE</b>		<b>6 521 694</b>	<b>5 195 409</b>
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b>(42 552)</b>	<b>510 595</b>
<b>Reconciliation of Net Surplus/(Deficit) for the year</b>			
Voted funds		(687 304)	68 375
Annual appropriation		(687 304)	68 375
Departmental revenue and NRF Receipts	14	644 752	442 220
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>		<b>(42 552)</b>	<b>510 595</b>

# DEPARTMENT OF HOME AFFAIRS

## VOTE 4 - STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 31 MARCH 2011

<b>POSITION</b>	<b>Note</b>	<b>2010/11 R'000</b>	<b>2009/10 R'000</b>
<b>ASSETS</b>			
<b>Current assets</b>		<b>954 386</b>	<b>207 420</b>
Unauthorised expenditure	2	787 187	99 883
Cash and cash equivalents	10	10 491	93 613
Prepayments and advances	11	188	714
Receivables	12	156 520	13 210
<b>TOTAL ASSETS</b>		<b>954 386</b>	<b>207 420</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>		<b>952 984</b>	<b>206 327</b>
Voted funds to be surrendered to the Revenue Fund	13	—	68 375
Departmental revenue and National Revenue Fund (NRF) Receipts to be surrendered to the Revenue Fund	14	384 902	25 548
Bank overdraft	15	549 268	—
Payables	16	18 814	112 404
<b>TOTAL LIABILITIES</b>		<b>952 984</b>	<b>206 327</b>
<b>NET ASSETS</b>		<b>1 402</b>	<b>1 093</b>
<b>Represented by:</b>			
Recoverable revenue		1 402	1 093
<b>TOTAL</b>		<b>1 402</b>	<b>1 093</b>

# DEPARTMENT OF HOME AFFAIRS

## VOTE 4 - STATEMENT OF CHANGES IN NET ASSETS FOR THE YEAR ENDED 31 MARCH 2011

<b>NET ASSETS</b>	<b>Note</b>	<b>2010/11 R'000</b>	<b>2009/10 R'000</b>
<b>Recoverable revenue</b>			
Opening balance		1 093	4 080
Transfers:		<b>309</b>	<b>(2 987)</b>
Debts recovered (included in departmental receipts)		309	2 987
<b>Closing balance</b>		<b>1 402</b>	<b>1 093</b>
<b>TOTAL</b>		<b>1 402</b>	<b>1 093</b>

# DEPARTMENT OF HOME AFFAIRS

## VOTE 4 - CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2011

<b>CASH FLOW</b>	<b>Note</b>	<b>2010/11 R'000</b>	<b>2009/10 R'000</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts		<b>6 479 142</b>	<b>5 705 677</b>
Annual appropriated funds received	<i>1.1</i>	5 834 390	5 263 784
Departmental revenue received	<i>2</i>	644 752	441 893
Net (increase)/decrease in working capital		(923 678)	108 869
Surrendered to Revenue Fund		(353 773)	(600 157)
Current payments		(3 799 757)	(3 598 548)
Payments for financial assets		(28 546)	(1 971)
Transfers and subsidies paid		(1 601 465)	(1 320 472)
<b>Net cash flow available from operating activities</b>	<i>17</i>	<b>(228 077)</b>	<b>293 398</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for capital assets	<i>8</i>	(404 622)	(274 418)
Proceeds from sale of capital assets	<i>2.4</i>	–	327
<b>Net cash flows from investing activities</b>		<b>(404 622)</b>	<b>(274 091)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Increase/(decrease) in net assets		309	(2 987)
<b>Net cash flows from financing activities</b>		<b>309</b>	<b>(2 987)</b>
Net increase/(decrease) in cash and cash equivalents		(632 390)	16 320
Cash and cash equivalents at beginning of period		93 613	77 293
<b>Cash and cash equivalents at end of period</b>	<i>18</i>	<b>(538 777)</b>	<b>93 613</b>

# DEPARTMENT OF HOME AFFAIRS: VOTE 4

## ACCOUNTING POLICIES

### FOR THE YEAR ENDED 31 MARCH 2011

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 comprises 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/Provincial Revenue Fund. Any amounts owing to the National/Provincial Revenue Fund at the end of the financial year are recognised as payable in the statement of financial position.

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

##### 2.2 Departmental Revenue

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

Any amount owing to the National/Provincial Revenue Fund 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 note 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/Provincial Revenue Fund, unless stated otherwise.

Any amount owing to the National/Provincial 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

Aids 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 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).

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 are 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 underspending 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.

### 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 written off as 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 First-in First-out (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.

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.

## 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.

### 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 and Other Provisions

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.

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/Provincial Revenue Fund when the underlining 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/Provincial 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

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.

# DEPARTMENT OF HOME AFFAIRS

## NOTE OF THE ANNUAL FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

### I. ANNUAL APPROPRIATION

#### I.1 Annual Appropriation

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

	2010/11			2009/10
	Final Appropriation R'000	Actual Funds Received R'000	Funds not requested/ not received R'000	Appropriation received R'000
Administration	1 516 111	1 516 111	–	1 515 145
Services to Citizens	1 535 123	1 535 123	–	1 382 559
Immigration Services	1 191 801	1 191 801	–	1 054 228
Transfers to Agencies	1 591 355	1 591 355	–	1 311 852
<b>Total</b>	<b>5 834 390</b>	<b>5 834 390</b>	<b>–</b>	<b>5 263 784</b>

The Department requested its entire budget allocated to it and has furthermore spent it according to its programmes and objectives.

### 2. DEPARTMENTAL REVENUE

	Note	2010/11 R'000	2009/10 R'000
Tax revenue			
Sales of goods and services other than capital assets	2.1	610 777	384 662
Fines, penalties and forfeits	2.2	27 021	33 219
Interest, dividends and rent on land	2.3	543	659
Sales of capital assets	2.4	–	327
Transactions in financial assets and liabilities	2.5	6 411	23 353
<b>Departmental revenue collected</b>		<b>644 752</b>	<b>442 220</b>

The revenue total also includes money collected on behalf of the department by the Department of International Relations and Cooperation (DIRCO). These collected fees do not necessarily refer to the 2010/11 financial year but it's a comprehensive figure for the previous financial years. Due to timing difference and other challenges in terms of receipt of supporting documents from DIRCO, there is a minimal decrease in revenue as compared to the previous financial year.

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

	Note	2010/11 R'000	2009/10 R'000
Sales of goods and services produced by the department	2	610 765	384 642
Sales by market establishment		1 370	1 261
Administrative fees		609 395	380 036
Other sales		–	3 345
Sales of scrap, waste and other used current goods		12	20
<b>Total</b>		<b>610 777</b>	<b>384 662</b>

#### 2.2 Fines, penalties and forfeits

	Note	2010/11 R'000	2009/10 R'000
Fines	2	24 372	22 491
Penalties		2 450	3 254
Forfeits		199	7 474
<b>Total</b>		<b>27 021</b>	<b>33 219</b>

#### 2.3 Interest, dividends and rent on land

	Note	2010/11 R'000	2009/10 R'000
Interest	2	543	659
<b>Total</b>		<b>543</b>	<b>659</b>

#### 2.4 Sale of capital assets

	Note	2010/11 R'000	2009/10 R'000
<b>Tangible assets</b>			
Machinery and equipment	30	–	327
<b>Total</b>		<b>–</b>	<b>327</b>

#### 2.5 Transactions in financial assets and liabilities

	Note	2010/11 R'000	2009/10 R'000
Receivables	2	6 411	3 973
Other Receipts including Recoverable Revenue		–	19 380
<b>Total</b>		<b>6 411</b>	<b>22 353</b>

### 3. COMPENSATION OF EMPLOYEES

#### 3.1 Salaries and Wages

Note	2010/11 R'000	2009/10 R'000
Basic salary	1 211 592	1 082 003
Performance award	11 376	25 518
Service Based	6 597	4 564
Compensative/circumstantial	105 441	124 659
Periodic payments	4 410	666
Other non-pensionable allowances	469 258	193 251
<b>Total</b>	<b>1 808 674</b>	<b>1 430 661</b>

#### 3.2 Social Contributions

Note	2010/11 R'000	2009/10 R'000
<b>Employer contributions</b>		
Pension	142 881	123 501
Medical	99 843	82 584
Bargaining council	503	312
<b>Total</b>	<b>243 227</b>	<b>206 397</b>
<b>Total compensation of employees</b>	<b>2 051 901</b>	<b>1 637 058</b>
<b>Average number of employees</b>	<b>9 185</b>	<b>9 343</b>

As a result of the general cost of living increases and adjustments during the 2010/11 financial year, there has been an increase in this year's expenditure. The other contributing factor is that the costs incurred during the FIFA 2010 World Cup, where additional resources were deployed to the ports of entries from head office and other district offices. In addition overtime worked during this period also contributed to the increase in the expenditure for Compensation of Employees. In addition the department took a decision to absorb contract workers permanently who worked for Home Affairs for more than a year and those not qualified were laid off. This contributed to the decrease in the average number of employees. The increase on Other non-pensionable allowances is attributed to the payments made to DIRCO.

### 4. GOODS AND SERVICES

Note	2010/11 R'000	2009/10 R'000
Administrative fees	27 061	16 005
Advertising	13 970	7 553
Assets less than R5,000	4.1 12 638	17 248
Bursaries (employees)	2 444	2 280
Catering	5 837	5 849
Communication	85 280	63 654
Computer services	4.2 408 683	346 391
Consultants, contractors and agency/outsourced services	4.3 385 203	573 401
Entertainment	982	403
Audit cost – external	4.4 21 748	22 097
Fleet services	166	–
Inventory	4.5 396 322	221 141
Operating leases	223 822	151 163
Owned and leasehold property expenditure	4.6 167 512	84 457
Transport provided as part of the departmental activities	62 683	59 811
Travel and subsistence	4.7 478 426	263 303
Venues and facilities	8 253	9 567
Training and staff development	6 689	23 655
Other operating expenditure	4.8 23 180	18 176
<b>Total</b>	<b>2 330 899</b>	<b>1 886 154</b>

There has been a significant increase in travelling costs and subsistence as a result of the National Population Register Campaigns that took place in 2010/11 financial year including the preparation and other activities related to the 2010 FIFA World Cup. It must also be noted that the geographical spread of departmental offices including service points has a direct impact on this item.

#### 4.1 Assets less than R5,000

Note	2010/11 R'000	2009/10 R'000
<b>Tangible assets</b>	<b>12 638</b>	<b>17 003</b>
Machinery and equipment	12 638	17 003
<b>Intangible assets</b>	<b>–</b>	<b>245</b>
<b>Total</b>	<b>12 638</b>	<b>17 248</b>

#### 4.2 Computer services

Note	2010/11 R'000	2009/10 R'000
SITA computer services	191 419	104 887
External computer service providers	217 264	241 504
<b>Total</b>	<b>408 683</b>	<b>346 391</b>

The demand for departmental services has increased over years and this required the department to also increase its capacity and availability also at various critical points which amongst others includes hospitals. This increase has led to the upgrade of the department's information service infrastructure, installation of more data lines and system development. The other factor included in this expenditure is the mainframe support.

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

Note	2010/11 R'000	2009/10 R'000
Business and advisory services	116 825	305 076
Infrastructure and planning	5	42
Legal costs	21 396	23 714
Contractors	107 735	60 839
Agency and support/outsourced services	139 242	183 730
<b>Total</b>	<b>385 203</b>	<b>573 401</b>

The departments workforce has been increased which has then significantly reduced the utilisation of consultants in areas where they are not necessary. The current departmental establishment and structure has catered for continuity and sustainability of the projects emanating from the work done by Turnaround Projects Team.

#### 4.4 Audit cost – External

Note	2010/11 R'000	2009/10 R'000
Regularity audits	21 748	21 536
Other audits	–	561
<b>Total</b>	<b>21 748</b>	<b>22 097</b>

#### 4.5 Inventory

Note	2010/11 R'000	2009/10 R'000
Learning and teaching support material	1	21
Fuel, oil and gas	913	58
Other consumable materials	4 262	7 373
Maintenance material	3 885	1 023
Stationery and printing	386 846	212 317
Medical supplies	54	349
Medicine	361	–
<b>Total</b>	<b>396 322</b>	<b>221 141</b>

The significant increase in stationery and printing expenditure from prior year is as a result of the increase in printing costs of passports by Government Printing Works.

#### 4.6 Property payments

	Note	2010/11 R'000	2009/10 R'000
Municipal services	4	54 240	26 644
Property maintenance and repairs		63 938	49 117
Other		49 334	8 696
<b>Total</b>		<b>167 512</b>	<b>84 457</b>

In an endeavour to improve the state of the department's offices and its professional image, additional work has to be carried out on existing offices through the "Look and Feel" project. Included in property payments are payments for municipal services, maintenance costs, security services, fumigation services, pest control and refurbishment costs.

#### 4.7 Travel and subsistence

	Note	2010/11 R'000	2009/10 R'000
Local	4	435 170	262 433
Foreign		43 256	870
<b>Total</b>		<b>478 426</b>	<b>263 303</b>

There has been a significant increase in travelling costs and subsistence which was as a result of the National Population Register Campaigns that were taking place in 2010/11 financial year including the preparation and other activities related to the 2010 FIFA World Cup. It must also be noted that the geographical spread of departmental offices including service points has a direct impact on this item.

#### 4.8 Other operating expenditure

	Note	2010/11 R'000	2009/10 R'000
Professional bodies, membership and subscription fees	4	2 141	168
Resettlement costs		1 778	1 818
Other		19 261	16 190
<b>Total</b>		<b>23 180</b>	<b>18 176</b>

Included in this item are costs related to tracking devices, licenses, resettlement, and storage facilities costs for the department. The increase is mainly on courier services. The initiative of using courier services came as a result of delays in the delivery of enabling documents to their rightful owners in time including the applications that needed Head Office approval and processing hence the increase.

#### 5. INTEREST AND RENT ON LAND

	Note	2010/11 R'000	2009/10 R'000
Interest paid		104 261	75 336
<b>Total</b>		<b>104 261</b>	<b>75 336</b>

As the department has entered into finance leases in the previous years, it is required of departments to apportion the interest amount from the capital amount paid for the usage of the equipment acquired through this financing method/model.

#### 6. PAYMENTS FOR FINANCIAL ASSETS

	Note	2010/11 R'000	2009/10 R'000
Other material losses written off	6.1	–	1 627
Debts written off	6.2	28 546	344
<b>Total</b>		<b>28 546</b>	<b>1 971</b>

#### 6.1 Other material losses written off

	Note	2010/11 R'000	2009/10 R'000
<b>Nature of losses</b>			
Bank Adjustment	6	–	5
Disallowance Miscellaneous		–	361
Disallowance Damages and Losses		–	919
Foreign Affairs Vouchers in Transit		–	342
<b>Total</b>		<b>–</b>	<b>1 627</b>

#### 6.2 Debts written off

	Note	2010/11 R'000	2009/10 R'000
<b>Nature of debts written off</b>			
Ex-employees	6	463	238
FMS subsistence and travel		–	3
Telephone debt		–	27
Dishonoured cheques		–	7
Financial assistance		–	69
Repatriation Foreign Dep:Account DIRCO		28 083	–
<b>Total</b>		<b>28 546</b>	<b>344</b>

The department has strived to make sure that debts are followed up on a regular basis and in addition proper reconciliations were performed monthly. In doing the follow-ups it was evident that some of the debts that have been recorded and followed up could not be recovered as a result of irrecoverable, uneconomical and in other cases not traceable. The Department then approached the State Attorney who then advised that some of the cases be written off hence the increase in losses. The other amount relates to long outstanding debts dating back to 2004 for Repatriation deposits and claims from foreign missions. National Treasury SCOA technical team was approached and gave approval and advice that the cases be written off.

#### 7. TRANSFERS AND SUBSIDIES

	Note	2010/11 R'000	2009/10 R'000
Provinces and municipalities	Annex IA	634	857
Departmental agencies and accounts	Annex IB	1 591 355	1 311 852
Households	Annex IC	9 476	7 763
<b>Total</b>		<b>1 601 465</b>	<b>1 320 472</b>

Transfer Payments to agencies of the department were paid according to section 38(1)(j) of the PFMA. Included in this expenditure are the payments for service benefits, leave gratuity for officials that left the public service.

#### 8. EXPENDITURE FOR CAPITAL ASSETS

	Note	2010/11 R'000	2009/10 R'000
<b>Tangible assets</b>		<b>189 701</b>	<b>140 869</b>
Machinery and equipment	30	189 701	140 869
<b>Software and other intangible assets</b>		<b>214 921</b>	<b>133 549</b>
Computer Software	31	214 921	77 730
Other intangibles		–	55 819
<b>Total</b>		<b>404 622</b>	<b>274 418</b>

#### 8.1 Analysis of funds utilised to acquire capital assets – 2010/11

	Voted funds R'000	Aid assistance R'000	Total R'000
<b>Tangible assets</b>	<b>189 701</b>		<b>189 701</b>
Machinery and equipment	189 701		189 701
<b>Software and other intangible assets</b>	<b>214 921</b>		<b>214 921</b>
Computer Software	214 921		214 921
<b>Total</b>	<b>404 622</b>		<b>404 622</b>

## 8.2 Analysis of funds utilised to acquire capital assets – 2009/10

	Voted funds R'000	Aid assistance R'000	Total R'000
<b>Tangible assets</b>	<b>140 869</b>		<b>140 869</b>
Machinery and equipment	140 869		140 869
<b>Software and other intangible assets</b>	<b>133 549</b>		<b>133 549</b>
Computer software	77 730		77 730
Other intangibles	55 819		55 819
<b>Total</b>	<b>274 418</b>		<b>274 418</b>

## 9. UNAUTHORISED EXPENDITURE

### 9.1 Reconciliation of unauthorised expenditure

	Note	2010/11 R'000	2009/10 R'000
Opening balance		99 883	101 806
Unauthorised expenditure – discovered in current year	9	687 304	
Less: Amounts transferred to receivables for recovery		–	(1 923)
<b>Unauthorised expenditure awaiting authorisation / written off</b>		<b>787 187</b>	<b>99 883</b>

### 9.2 Analysis of unauthorised expenditure awaiting authorisation per economic classification

	2010/11 R'000	2009/10 R'000
Current	737 187	99 883
<b>Total</b>	<b>737 187</b>	<b>99 883</b>

### 9.3 Analysis of unauthorised expenditure awaiting authorisation per type

	2010/11 R'000	2009/10 R'000
Unauthorised expenditure relating to overspending of the vote or a main division within a vote	687 304	–
Unauthorised expenditure incurred not in accordance with the purpose of the vote or main division	99 883	99 883
<b>Total</b>	<b>787 187</b>	<b>99 883</b>

### 9.4 Details of unauthorised expenditure – current year

Incident	Disciplinary steps taken/criminal proceedings	2010/11 R'000
Payment of outstanding debts	None, the Department approached National Treasury in seeking approval to pay unfunded outstanding debts	687 304
<b>Total</b>		<b>687 304</b>

National Treasury has since been approached to table the previously reported “unauthorised expenditure” in the agenda of the relevant oversight committee of Parliament for authorisation. The department will also ensure that the amount indicated in this year is also reported and the proper process is followed.

## 10. CASH AND CASH EQUIVALENTS

	Note	2010/11 R'000	2009/10 R'000
Consolidated Paymaster General Account		8 565	92 212
Cash receipts		1 546	1 052
Cash on hand		380	349
<b>Total</b>		<b>10 491</b>	<b>93 613</b>

Decrease is due to the bank overdraft. The department has since consulted National Treasury in order to obtain approval to defray the overspending and the overdraft.

## 11. PREPAYMENTS AND ADVANCES

	Note	2010/11 R'000	2009/10 R'000
Travel and subsistence		188	714
<b>Total</b>		<b>188</b>	<b>714</b>

The decrease can mainly be attributed to the fact that a review was conducted on all departmental officials having standing allowances and deductions were then instated on their salaries to recover the advances as they were no longer qualifying to receive such advances.

## 12. RECEIVABLES

	Note	2010/11			2009/10	
		R'000 Less than one year	R'000 One to three years	R'000 Older than three years	R'000 Total	R'000 Total
Claims recoverable	12.1 Annex 4	320	3	99	422	387
Recoverable expenditure	12.2	145 422	4 928	6	150 356	3 775
Staff debt	12.3	2 870	1 493	1 076	5 439	3 897
Other debtors	12.4	303	–	–	303	5 151
<b>Total</b>		<b>148 915</b>	<b>6 424</b>	<b>1 181</b>	<b>156 520</b>	<b>13 210</b>

### 12.1 Claims recoverable

	Note	2010/11 R'000	2009/10 R'000
National departments	12	302	81
Provincial departments		120	158
Public entities		–	148
<b>Total</b>		<b>422</b>	<b>387</b>

This is mainly transactions emanating from personnel being transferred/promoted to other government departments where salaries of those individuals are still borne by the Department of Home Affairs. The claims are followed up monthly, as and when payments are received, the balance is reduced.

### 12.2 Recoverable expenditure (disallowance accounts)

	Note	2010/11 R'000	2009/10 R'000
Disallowance Dishonoured Cheques	12	12	13
Disallowance Damages and Losses		5 693	3 762
Recoverable expenditure (disallowance account)		144 651	–
<b>Total</b>		<b>150 356</b>	<b>3 775</b>

### 12.3 Staff debt

	Note	2010/11 R'000	2009/10 R'000
Salary: Tax Debt	12	16	2
Debt Account		4 654	3 895
Sal: Reversal Control: CA		769	–
<b>Total</b>		<b>5 439</b>	<b>3 897</b>

### 12.4 Other debtors

	Note	2010/11 R'000	2009/10 R'000
Foreign Affairs Vouchers in Transit	12	–	5 151
Financial Assistance		297	–
Fruitless Expenditure: Dep Vote		3	–
Sal: Medical		3	–
<b>Total</b>		<b>303</b>	<b>5 151</b>

### 13. VOTED FUNDS TO BE SURRENDERED TO THE REVENUE FUND

Note	2010/11 R'000	2009/10 R'000
Opening balance	68 375	150 048
Transfer from statement of financial performance	(687 304)	68 375
Add: Unauthorised expenditure for current year	687 304	–
Paid during the year	(68 375)	(150 048)
<b>Closing balance</b>	<b>–</b>	<b>68 375</b>

The Department has during the year under review approached National Treasury in order to seek advice and approval in principle to settle all its long outstanding debts as a result of it being obligated to do so. The department has since settled most of its creditors and consequently the budget was then overdrawn with the amount of R687,3 million. The amount has been accounted for correctly as "Unauthorised Expenditure" and normal processes and procedures will be followed to enable the oversight committee's to take a decision in this regard.

### 14. DEPARTMENTAL REVENUE AND NRF RECEIPTS TO BE SURRENDERED TO THE REVENUE FUND

Note	2010/11 R'000	2009/10 R'000
Opening balance	25 548	33 437
Transfer from Statement of Financial Performance	644 752	442 220
Paid during the year	(285 398)	(450 109)
<b>Closing balance</b>	<b>384 902</b>	<b>25 548</b>

At year end the Revenue Accrual account had a credit balance of R384.9 million where payments to National Revenue Fund were not processed in its entirety as a matter of timing issues. This increase is also attributed to the fact that members of the public had to make the last minute applications as prices for both passports and identity documents were set to increase effective 1 April 2011. This led to high volumes of cash collected however allocation to correct items at year end was not possible. The amount as disclosed has since been surrendered to the National Revenue Fund.

### 15. BANK OVERDRAFT

Note	2010/11 R'000	2009/10 R'000
Consolidated Paymaster General Account	549 268	–
<b>Total</b>	<b>549 268</b>	<b>–</b>

A total allocation of R5,8 billion was requested and received by the department in order to settle all its debts. This resulted in the bank being overdrawn hence a credit balance. The department has since consulted National Treasury in order to obtain approval to defray the overspending and the overdraft.

### 16. PAYABLES – CURRENT

Note	2010/11 Total	2009/10 Total
Clearing accounts	18 444	1 857
Other payables	370	110 547
<b>Total</b>	<b>18 814</b>	<b>112 404</b>

#### 16.1 Clearing accounts

Note	2010/11 R'000	2009/10 R'000
Description		
Salary Other	406	3
Boat/Plane Stowaway Deposits	1 046	510
Sal: Income Tax	2 284	1 344
Repatriation Foreign Dep: DIRCO:CL	14 708	–
<b>Total</b>	<b>18 444</b>	<b>1 857</b>

### 16.2 Other payables

Note	2010/11 R'000	2009/10 R'000
Description		
Repatriation Deposit	–	104 042
Debt Receivable Interest	370	237
Foreign Affairs Vouchers in Transit	–	6 268
<b>Total</b>	<b>370</b>	<b>110 547</b>

Included in the balance of the clearing accounts is an amount of R14.7 million that relates to revenue received from DIRCO into the Department's bank account during the last week of March 2011. The amount will be cleared by 31 MAY 2011.

### 17. NET CASH FLOW AVAILABLE FROM OPERATING ACTIVITIES

Note	2010/11 R'000	2009/10 R'000
Net surplus/(deficit) as per Statement of Financial Performance	(42 552)	510 595
Add back non cash/cash movements not deemed operating activities	(185 525)	(217 197)
(Increase)/decrease in receivables – current	(143 310)	(526)
(Increase)/decrease in prepayments and advances	526	(51)
(Increase)/decrease in other current assets	–	1 923
Increase/(decrease) in payables – current	(93 590)	107 523
Proceeds from sale of capital assets	–	(327)
Expenditure on capital assets	404 622	274 418
Surrenders to Revenue Fund	(353 773)	(600 157)
<b>Net cash flow generated by operating activities</b>	<b>(228 077)</b>	<b>293 398</b>

### 18. RECONCILIATION OF CASH AND CASH EQUIVALENTS FOR CASH FLOW PURPOSES

Note	2010/11 R'000	2009/10 R'000
Consolidated Paymaster General account	(540 703)	92 212
Cash receipts	1 546	1 052
Cash on hand	380	349
<b>Total</b>	<b>(538 777)</b>	<b>93 613</b>

These amounts are not recognised in the Annual Financial Statements and are disclosed to enhance the usefulness of the Annual Financial Statements.

### 19. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

#### 19.1 Contingent liabilities

Note	2010/11 R'000	2009/10 R'000
<b>Liable to</b>		
Motor vehicle guarantees	1 353	1 428
Housing loan guarantees	2 465	4 602
Claims against the department	1 209 194	6 867 724
Other departments (interdepartmental unconfirmed balances)	202 802	469 638
<b>Total</b>	<b>1 415 814</b>	<b>7 343 392</b>

### 20. COMMITMENTS

Note	2010/11 R'000	2009/10 R'000
<b>Current expenditure</b>		
Approved and contracted	188 715	9 554
<b>Capital expenditure</b>		
Approved and contracted	1 163 534	98 330
<b>Total Commitments</b>	<b>1 352 249</b>	<b>107 884</b>

From the R1 352,249 billion, R1 197,343 billion is commitment for more than a year.

# DEPARTMENT OF HOME AFFAIRS

## DISCLOSURE OF THE ANNUAL FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

These amounts are not recognised in the Annual Financial Statements and are disclosed to enhance the usefulness of the Annual Financial Statements.

### 21. ACCRUALS

Listed by economic classification	2010/11 R'000		2009/10 R'000
	30 Days	30+ Days	Total
Goods and services		65 963	65 963
Interest and rent on land		9 500	9 500
Capital assets		475 255	475 255
<b>Total</b>		<b>550 718</b>	<b>104 585</b>

Note	2010/11 R'000	2009/10 R'000
	534 573	88 602
	2 715	8 869
	13 430	7 114
<b>Total</b>	<b>550 718</b>	<b>104 585</b>

#### Listed by programme level

Programme 1: Administration	534 573	88 602
Programme 2: Services to Citizens	2 715	8 869
Programme 3: Immigration Services	13 430	7 114

**Total**

Out of this amount R528,956 millions related to Who Am I Online (WAIO)

Note	2010/11 R'000	2009/10 R'000
Confirmed balances with other departments	85 085	326 572
Confirmed balances with other government entities	–	931
<b>Total</b>	<b>85 085</b>	<b>327 503</b>

### 22. EMPLOYEE BENEFITS

Note	2010/11 R'000	2009/10 R'000
Leave entitlement	56 863	66 377
Service bonus (Thirteenth cheque)	49 902	42 227
Performance awards	33 098	28 443
Capped leave commitments	118 755	118 109
<b>Total</b>	<b>258 618</b>	<b>255 156</b>

### 23. LEASE COMMITMENTS

#### 23.1 Operating leases expenditure

2010/11	Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
Not later than 1 year	–	–	116 899	2 608	119 507
Later than 1 year and not later than 5 years	–	–	143 549	1 346	144 895
Later than five years	–	–	52 261	–	52 261
<b>Total lease commitments</b>	<b>–</b>	<b>–</b>	<b>312 709</b>	<b>3 954</b>	<b>316 663</b>

#### 2009/10

Not later than 1 year  
Later than 1 year and not later than 5 years  
Later than five years

**Total lease commitments**

Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
–	–	110 562	3 513	114 075
–	–	160 379	691	161 070
–	–	41 875	–	41 875
		<b>312 816</b>	<b>4 204</b>	<b>317 020</b>

#### 23.2 Finance leases expenditure

##### 2010/11

Not later than 1 year  
Later than 1 year and not later than 5 years  
Later than five years

**Total lease commitments**

LESS: finance costs

**Total present value of lease liabilities**

Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
–	–	–	19 732	19 732
–	–	–	11 947	11 947
–	–	–	–	–
			<b>31 679</b>	<b>31 679</b>
			(2 918)	(2 918)
			<b>28 761</b>	<b>28 761</b>

##### 2009/10

Not later than 1 year  
Later than 1 year and not later than 5 years

**Total lease commitments**

LESS: finance costs

**Total present value of lease liabilities**

Specialised military equipment	Land	Buildings and other fixed structures	Machinery and equipment	Total
–	–	–	287 535	287 535
–	–	–	876 033	876 033
			<b>1 163 568</b>	<b>1 163 568</b>
			251 637	251 637
			<b>911 931</b>	<b>911 931</b>

## 24. RECEIVABLES FOR DEPARTMENTAL REVENUE

Note	2010/11 R'000	2009/10 R'000
Sales of goods and services other than capital assets	188 296	127 871
Fines, penalties and forfeits	242 048	139 056
<b>Total</b>	<b>430 344</b>	<b>266 927</b>

### 24.1 Analysis of receivables for departmental revenue

Note	2010/11 R'000	2009/10 R'000
Opening balance	266 927	162 168
Less: amounts received	266 927	162 168
Add: amounts recognised	430 344	266 927
<b>Closing balance</b>	<b>430 344</b>	<b>266 927</b>

## 25. IRREGULAR EXPENDITURE

### 25.1 Reconciliation of irregular expenditure

Note	2010/11 R'000	2009/10 R'000
Opening balance	439 231	194 480
Add: Irregular expenditure – relating to current year	24 491	321 640
Less: Amounts condoned	(6 204)	(76 889)
<b>Irregular expenditure awaiting condonation</b>	<b>457 518</b>	<b>439 231</b>

#### Analysis of awaiting condonation per age classification

	2010/11 R'000	2009/10 R'000
Current year	18 287	306 738
Prior years	439 231	132 493
<b>Total</b>	<b>457 518</b>	<b>439 231</b>

### 25.2 Details of irregular expenditure – current year

Incident	Disciplinary steps taken/ criminal proceedings	2010/11 R'000
Non-compliance with tender procedures	Reported to Loss Control Committee	13 012
Non compliance to the Public Service Regulations 2001, Part V.D.2 (D on the 30% limit on Overtime	None	10 099
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	None	1 380
<b>Total</b>		<b>24 491</b>

### 25.3 Details of irregular expenditure condoned

Incident	Condoned by (condoning authority)	2010/11 R'000
Non compliance to internal procedures and processes	Accounting Officer	6 204
<b>Total</b>		<b>6 204</b>

## 26. FRUITLESS AND WASTEFUL EXPENDITURE

### 26.1 Reconciliation of fruitless and wasteful expenditure

Note	2010/11 R'000	2009/10 R'000
Opening balance		
Fruitless and wasteful expenditure – relating to current year	334 640	–
<b>Fruitless and wasteful expenditure awaiting condonement</b>	<b>334 640</b>	<b>–</b>

### 26.2 Analysis of awaiting condonation per economic classification

Note	2010/11 R'000	2009/10 R'000
Current	334 640	–
<b>Total</b>	<b>334 640</b>	<b>–</b>

### 26.3 Analysis of Current year's fruitless and wasteful expenditure

Incident	Disciplinary steps taken/ criminal proceedings	2010/11 R'000
Printing of pamphlets for 2010 FIFA World Cup in different languages and not distributed	Cases has been reported to the Loss Control Committee	1 129
Accommodation bookings made but not occupied during the 2010 World Cup	Case reported to Loss Control Committee	12 792
Payment made in vain on the GijimaAST contract	Out of court settlement has been reached between the Department and GijimaAST	320 719
<b>Total</b>		<b>334 640</b>



**27. RELATED PARTY TRANSACTIONS**

1. Department of Public Works
2. Government Printing Works
3. Film and Publication Board
4. Electoral Commission

1. Provides for and manage the accommodation, housing, land and infrastructure needs of national departments.
2. For the provision of security printing services to the Department including the stationery and printing on the goods and services
3. To ensure efficient and effective consumer protection through regulation of media content
4. It is a Chapter 9 constitutional institution reporting directly to Parliament and manages the national, provincial and municipal elections.

**28. KEY MANAGEMENT PERSONNEL**

	No. of Individuals	2010/11 R'000	2009/10 R'000
Political office bearers (provide detail below)	3	2 758	2 991
Officials:			
Level 15 to 16	11	5 782	6 702
Level 14 (incl. CFO if at a lower level)	38	28 827	24 276
<b>Total</b>		<b>37 367</b>	<b>33 969</b>

**29. IMPAIRMENT AND OTHER PROVISIONS**

	Note	2010/11 R'000	2009/10 R'000
<b>Impairment</b>			
Debtors		4 931	1 431
Other		100	135
<b>Total</b>		<b>5 031</b>	<b>1 566</b>

**30. MOVABLE TANGIBLE CAPITAL ASSETS****MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2011**

	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>874 326</b>	<b>(1 13 108)</b>	<b>146 880</b>	<b>(3 168)</b>	<b>904 930</b>
Transport assets	161 374	(2 655)	1 319	–	160 038
Computer equipment	610 786	(91 922)	120 181	(300)	638 745
Furniture and office equipment	42 026	22 676	7 789	(1 465)	71 026
Other machinery and equipment	60 140	(41 207)	17 591	(1 403)	35 121
<b>TOTAL MOVABLE TANGIBLE CAPITAL ASSETS</b>	<b>874 326</b>	<b>(1 13 108)</b>	<b>146 880</b>	<b>(3 168)</b>	<b>904 930</b>

**30.1 Additions****ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2011**

	Cash R'000	Non-cash R'000	(Capital Work in Progress current costs and finance lease payments) R'000	Received current, not paid (Paid current year, received prior year) R'000	Total R'000
<b>MACHINERY AND EQUIPMENT</b>	<b>189 701</b>	<b>86 599</b>	<b>(49 029)</b>	<b>(80 391)</b>	<b>146 880</b>
Transport assets	11 958	–	(302)	(10 337)	1 319
Computer equipment	152 016	86 599	(48 670)	(69 764)	120 181
Furniture and office equipment	8 364	–	–	(575)	7 789
Other machinery and equipment	17 363	–	(57)	285	17 591
<b>TOTAL ADDITIONS TO MOVABLE TANGIBLE CAPITAL ASSETS</b>	<b>189 701</b>	<b>86 599</b>	<b>(49 029)</b>	<b>(80 391)</b>	<b>146 880</b>

**30.2 Disposals****DISPOSALS OF MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2011**

	Sold for cash R'000	Transfer out or destroyed or scrapped R'000	Total disposals R'000	Cash Received Actual R'000
<b>MACHINERY AND EQUIPMENT</b>	<b>–</b>	<b>(3 168)</b>	<b>(3 168)</b>	<b>–</b>
Transport assets	–	–	–	–
Computer equipment	–	(300)	(300)	–
Furniture and office equipment	–	(1 465)	(1 465)	–
Other machinery and equipment	–	(1 403)	(1 403)	–
<b>TOTAL DISPOSAL OF MOVABLE TANGIBLE CAPITAL ASSETS</b>	<b>–</b>	<b>(3 168)</b>	<b>(3 168)</b>	<b>–</b>

### 30.3 Movement for 2009/10

#### MOVEMENT IN MOVABLE TANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2010

	Opening balance R'000	Additions R'000	Disposals R'000	Closing balance R'000
<b>MACHINERY AND EQUIPMENT</b>	<b>737 645</b>	<b>138 247</b>	<b>1 566</b>	<b>874 326</b>
Transport assets	148 846	14 094	1 566	161 374
Computer equipment	507 453	103 333	–	610 786
Furniture and office equipment	27 084	14 942	–	42 026
Other machinery and equipment	54 262	5 878	–	60 140
<b>TOTAL MOVABLE TANGIBLE ASSETS</b>	<b>737 645</b>	<b>138 247</b>	<b>1 566</b>	<b>874 326</b>

### 30.4 Minor assets

#### MINOR ASSETS OF THE DEPARTMENT AS AT 31 MARCH 2011

	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	–	683	–	141 685	–	142 368
Prior Yr balances	–	(683)	–	11 681	–	10 998
Additions	–	–	–	13 150	–	13 150
Disposals	–	–	–	(2 378)	–	(2 378)
<b>TOTAL</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>164 138</b>	<b>–</b>	<b>164 138</b>

	Specialised military assets	Intangible assets	Heritage assets	Machinery and equipment	Biological assets	Total
Number of minor assets at cost	–	–	–	140 414	–	140 414
<b>TOTAL NUMBER OF MINOR ASSETS</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>140 414</b>	<b>–</b>	<b>140 414</b>

#### MINOR ASSETS OF THE DEPARTMENT AS AT 31 MARCH 2010

	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
Minor assets	–	683	–	141 685	–	142 368
<b>TOTAL</b>	<b>–</b>	<b>683</b>	<b>–</b>	<b>141 685</b>	<b>–</b>	<b>142 368</b>

	Specialised military assets	Intangible assets	Heritage assets	Machinery and equipment	Biological assets	Total
Number of minor assets at cost	–	–	214	121 344	–	121 558
<b>TOTAL NUMBER OF MINOR ASSETS</b>	<b>–</b>	<b>–</b>	<b>214</b>	<b>121 344</b>	<b>–</b>	<b>121 558</b>

### 31. INTANGIBLE CAPITAL ASSETS

#### MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2011

	Opening balance R'000	Current Year Adjust-ments to prior year balances R'000	Additions R'000	Disposals R'000	Closing Balance R'000
Computer Software	533 172	26 429	396 643	–	956 244
Other Intangibles	55 819	–	–	–	55 819
<b>TOTAL INTANGIBLE CAPITAL ASSETS</b>	<b>588 991</b>	<b>26 429</b>	<b>396 643</b>	<b>–</b>	<b>1 012 063</b>

### 31.1 Additions

#### ADDITIONS TO INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2011

	Cash R'000	Non-Cash R'000	(Develop-ment work in progress – current costs) R'000	Received current year, not paid (Paid current year, received prior year) R'000	Total R'000
Computer Software	214 921	363 973	(160 073)	(22 178)	396 643
<b>TOTAL ADDITIONS TO INTANGIBLE CAPITAL ASSETS</b>	<b>214 921</b>	<b>363 973</b>	<b>(160 073)</b>	<b>(22 178)</b>	<b>396 643</b>

### 31.2 Movement for 2009/10

#### MOVEMENT IN INTANGIBLE CAPITAL ASSETS PER ASSET REGISTER FOR THE YEAR ENDED 31 MARCH 2010

	Opening balance R'000	Additions R'000	Disposals R'000	Closing balance R'000
Capitalised Development Costs	–	–	–	–
Computer Software	506 969	26 203	–	533 172
Other Intangibles	–	55 819	–	55 819
<b>TOTAL INTANGIBLE CAPITAL ASSETS</b>	<b>506 969</b>	<b>82 022</b>	<b>–</b>	<b>588 991</b>

# DEPARTMENT OF HOME AFFAIRS

## VOTE 4 - ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

### ANNEXURE 1A STATEMENT OF UNCONDITIONAL GRANTS AND TRANSFERS TO MUNICIPALITIES

NAME OF MUNICIPALITY	GRANT ALLOCATION				TRANSFER		SPENT			2009/10
	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	634			634	634	100.0				857
<b>Total</b>	<b>634</b>			<b>634</b>	<b>634</b>	<b>100.0</b>				<b>857</b>

### ANNEXURE 1B STATEMENT OF TRANSFERS TO DEPARTMENTAL AGENCIES AND ACCOUNTS

DEPARTMENT/ AGENCY/ ACCOUNT	TRANSFER ALLOCATION				TRANSFER		2009/10
	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	56 187			56 187	56 187	100.0	39 797
Government Printing Works	97 228			97 228	97 228	100.0	334 822
Electoral Commission	1 437 940			1 437 940	1 437 940	100.0	937 233
<b>Total</b>	<b>1 591 355</b>			<b>1 591 355</b>	<b>1 591 355</b>	<b>100.0</b>	<b>1 311 852</b>

### ANNEXURE 1C STATEMENT OF TRANSFERS TO HOUSEHOLDS

HOUSEHOLDS	TRANSFER ALLOCATION				EXPENDITURE		2009/10
	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 Benefits: Leave Gratuity	9 476			9 476	9 476	100.0	7 763
<b>Total</b>	<b>9 476</b>			<b>9 476</b>	<b>9 476</b>	<b>100.0</b>	<b>7 763</b>

## ANNEXURE 2A

## STATEMENT OF FINANCIAL GUARANTEES ISSUED AS AT 31 MARCH 2011 – LOCAL

Guarantor institution	Guarantee in respect of	Original guaranteed capital amount	Opening balance 1 April 2010	Guarantees draw downs during the year	Guarantees repayments/ cancelled/ reduced/ released during the year	Revaluations	Closing balance 31 March 2011	Guaranteed interest for year ended 31 March 2011	Realised losses not recoverable i.e. claims paid out
		R'000	R'000	R'000	R'000		R'000	R'000	R'000
	Motor vehicles	1 353	903	591	141		1 353		
Stanic									
	<b>Subtotal</b>	<b>1 353</b>	<b>903</b>	<b>591</b>	<b>141</b>		<b>1 353</b>		
	Housing								
ABSA Bank		281	1 568		1 287		281		
African / Unique Bank		36	44		8		36		
BOE Bank		403	463		60		403		
FNB		141	401		260		141		
Free State Development		18	18		-		18		
Green Start H/L		-	49		49		-		
Hlano Fin. Service		-	18		18		-		
Ithala		34	34		-		34		
MEEG Bank		60	60		-		60		
NP Develop Corp		107	241		134		107		
NEDCOR		393	2 059		1 666		393		
NHFC		46	46		-		46		
Old Mutual Bank		102	120		18		102		
Peoples Bank		279	373		94		279		
Saambou Bank		176	273		97		176		
Siyanda District Municipality		-	7		7		-		
Standard Bank		262	602		340		262		
TNBS Mutual Bank		13	13		-		13		
UNI Bank		15	15		-		15		
VBS Mutual Bank		99	99		-		99		
<b>Subtotal</b>		<b>2 465</b>	<b>6 503</b>	<b>-</b>	<b>4 038</b>	<b>-</b>	<b>2 465</b>		
<b>TOTAL</b>		<b>3 818</b>	<b>7 406</b>	<b>591</b>	<b>4 179</b>	<b>-</b>	<b>3 818</b>		

**ANNEXURE 2B**
**STATEMENT OF CONTINGENT LIABILITIES AS AT 31 MARCH 2011**

Nature of Liability	Opening Balance	Liabilities incurred during the year	Liabilities paid/cancelled/reduced during the year	Liabilities recoverable (Provide details hereunder)	Closing Balance
	1 April 2010				31 March 2011
	R'000	R'000	R'000	R'000	R'000
<b>Claims against the department</b>					
Litigation and legal enquiries	6 867 724	1 209 194	6 867 724		1 209 194
<b>TOTAL</b>	<b>6 867 724</b>	<b>1 209 194</b>	<b>6 867 724</b>		<b>1 209 194</b>

**ANNEXURE 3**
**CLAIMS RECOVERABLE**

Government Entity	Confirmed balance outstanding		Unconfirmed balance outstanding		Total	
	31/03/2011	31/03/2010	31/03/2011	31/03/2010	31/03/2011	31/03/2010
	R'000	R'000	R'000	R'000	R'000	R'000
<b>Department</b>						
National Departments: Salary Recoverable	301	81	-	-	301	81
Provincial Departments: Salary Recoverable	121	158	-	-	121	158
Department of International Relations and Cooperation	384 625	295 104	13 117	599 394	397 742	894 498
American Express			146		146	
<b>TOTAL</b>	<b>385 047</b>	<b>295 343</b>	<b>13 263</b>	<b>599 394</b>	<b>398 310</b>	<b>894 737</b>

**ANNEXURE 4**
**INTER-GOVERNMENT PAYABLES**

GOVERNMENT ENTITY	Confirmed balance outstanding		Unconfirmed balance outstanding		TOTAL	
	31/03/2011	31/03/2010	31/03/2011	31/03/2010	31/03/2011	31/03/2010
	R'000	R'000	R'000	R'000	R'000	R'000
<b>DEPARTMENTS</b>						
<b>Current</b>						
Departmental of International and Cooperation	85 081	249 648	190 221	469 638	275 302	719 286
Other Financial Institutions	4	-	-	-	4	-
Department of Public Works	-	-	12 581	-	12 581	-
<b>Total</b>	<b>85 085</b>	<b>249 648</b>	<b>202 802</b>	<b>469 638</b>	<b>287 887</b>	<b>719 286</b>

**ANNEXURE 5**
**INVENTORY**

Inventory	Note	Quantity	2010/11	Quantity	2009/10
			R'000		R'000
Opening balance		1 125 921	10 561		
Add/(Less): Adjustments to prior year balance		61	-	1 125 921	10 561
Add: Additions/Purchases - Cash		4 877 043	89 019		
Add: Additions - Non-cash		135 842	-		
(Less): Disposals					
(Less): Issues		(4 512 812)	(93 212)		
Add/(Less): Adjustments		(359)	1 700		
<b>Closing balance</b>		<b>1 625 696</b>	<b>8 068</b>	<b>1 125 921</b>	<b>10 561</b>

# APPENDIX A

## Immigration Account Unaudited Annual Financial Statements



Deputy Minister Fatima Chohan addressing refugees on the occasion of the World Refugee Day, Yeoville, Johannesburg.



Minister, Dr Nkosazana Dlamini Zuma at Villiers, Free State.



World Refugee Day celebrations in Soweto.

# DEPARTMENT OF HOME AFFAIRS

## IMMIGRATION ACCOUNT UNAUDITED ANNUAL FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

### STATEMENT OF THE FINANCIAL PERFORMANCE

	Note	2010/11 R'000	2009/10 R'000
<b>REVENUE</b>			
Interest earned	1	31 950	36 616
<b>EXPENDITURE</b>			
Banking Charges		(269)	(313)
<b>SURPLUS FOR THE YEAR</b>			
		<b>31 681</b>	<b>36 303</b>

### STATEMENT OF THE FINANCIAL POSITION

		2010/11 R'000	2009/10 R'000
<b>ASSETS</b>			
Cash and cash equivalents	2	745 003	596 538
<b>LIABILITIES</b>			
Unclaimed repatriation deposits	3	(609 157)	(460 692)
<b>NET ASSETS</b> (represented by accumulated surpluses)			
		<b>135 846</b>	<b>135 846</b>

### STATEMENT OF THE CHANGES AND NET ASSETS

	2010/11 R'000	2009/10 R'000
Opening Balance	135 846	135 880
Surplus for year	0	(34)
<b>Closing balance</b>		
	<b>135 846</b>	<b>135 846</b>

### CASH FLOW STATEMENT

	Note	2010/11 R'000	2009/10 R'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts		214 942	50 340
Payments		(66 477)	(8 498)
Net increase in cash and cash equivalents	4	148 465	41 842
Cash and cash equivalents at the beginning of the year		596 538	554 696
<b>Cash and cash equivalents at the end of the year</b>			
		<b>745 003</b>	<b>596 538</b>

### IMMIGRATION ACCOUNT

#### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2011

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.

#### I. PRESENTATION OF THE ANNUAL FINANCIAL STATEMENTS

##### Basis of preparation

These financial statements reflect transactions and balances that arose as a result of the legislative repatriation deposit requirements contained in the Alien Control Act 96 of 1991 (repealed by S54 of Immigrations Act) and the immigration Act No 13 of 2002 as amended and its Regulations as published in Government Gazette 31 Jan 2005 (No 27227) and 27 June 2005 (No 27725). The Regulations to the Act describe the requirement of financial or other guarantees for visa's or transit visa's and specific types of permits which include visitors, study, treaty, business, crew, medical, relatives, work, corporate and exchange permits.

The Immigration Act, the Public Finance Management Act and Treasury Regulations do not specify that financial statements for this Account should be prepared using a financial reporting framework.

The Office of the Accountant-General has approved the preparation of entity specific financial statements in terms of SAAPS 2 as issued by IRBA.

The Financial Statements have been prepared on a modified cash basis of accounting, except for the unclaimed repatriation deposits, which have been reflected as a liability, and include such additional criteria considered appropriate for this Account. 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.

##### 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.

#### I.1 REVENUE

##### Interest

Interest is recognised in the Statement of Financial Performance when the cash is received.

Net interest is paid periodically to the National Revenue Fund. Net interest earned comprises interest less bank charges. Net interest not paid over to the NRF has accumulated in a commercial bank account and is reflected in the accumulated surplus account.



## 1.2 EXPENDITURE

The Immigration Account's operating and administration costs, with the exception of bank charges, are borne by the Department.

The costs incurred to deport illegal immigrants are borne by the Department.

## 1.3 ASSETS

### Cash and cash equivalents

Cash and cash equivalents are carried in the statement of financial position at cost. For the purposes of the cash flow statement, cash and cash equivalents comprise cash on hand.

Cash received by the Department in respect of deposits required in terms of the Immigration Act No. 13 of 2002 are deposited into a commercial bank account. Cash payments made by the Department in respect of refunds paid to foreigners in terms of the Immigration Act No. 13 of 2002 are made from such commercial bank account.

## 1.4 LIABILITIES

### Unclaimed deposits

Unclaimed deposits comprise repatriation deposits owing to foreigners in terms of the Immigration Act No. 13 of 2002 (previously known as the Alien Control Act). The Regulations stipulate the requirement of financial or other guarantees which may take the form of an upfront cash payment, referred to in the Regulations as a deposit. Unclaimed deposits are carried at cost.

Manual receipts (BI / FA forms) are issued to depositors on receipt of cash. The Department refunds depositors upon the presentation of valid original receipt (BI / FA form). The onus is upon the eligible depositor to claim back the deposit.

The Department implemented a deposit register with effect from 1 April 2008. All repatriation deposit transactions are deposited in and refunded from the designated commercial bank account.

A portion of the unclaimed deposits balance may be paid into the National Revenue Fund (NRF) once the Department's reconciliation process has been finalised.

As a result of the above all unclaimed deposits and such amounts determined as payable to the NRF are disclosed as a liability. The amounts are refunded in the following cases.

- When permanent residence is granted to an applicant;
- An applicant has changed from the previous employer and a new deposit is required;
- The applicant left the country within the validation period of his / her temporary residence permit; and
- When an applicant has left the country with the necessary approval after his / her temporary residence permit has expired.

It is not possible to determine a current or non-current portion of unclaimed repatriation deposits as some refunds may take place within one year while others may only occur several years later.

Interest earned on the repatriation deposits does not accrue to depositors.

## 2. CASH AND CASH EQUIVALENTS

2010/11	2009/10
R'000	R'000
<b>745 003</b>	<b>596 538</b>

### Cash at bank

The Immigration Account (previously known as the Alien's Deposit Account) previously consisted of the Paymaster-General Account No. 8033-103-3. A commercial bank account was opened on 14 September 1998 into which all repatriation deposits and refunds were paid / refunded from the date forward.

## 3. UNCLAIMED REPATRIATION DEPOSITS

Note	2010/11	2009/10
	R'000	R'000
Opening balance	460 692	418 816
Deposits received	214 942	50 340
Refunds and payments made	(66 477)	(8 463)
<b>Closing balance</b>	<b>609 157</b>	<b>460 692</b>

A register of unclaimed repatriation deposits was prepared based on documentation and data files available at the Department. Based on this information and the relevant data extracted from the Department's Q and A system, the unclaimed deposits balance can be compared to the balance in the financial statements as follows:

Unclaimed repatriation deposits as above	609 157	460 692
Balance according to repatriation database(DIRCO Transactions)	(94 470)	104 042
<b>Difference in process of being analysed and adjusted</b>	<b>514 687</b>	<b>564 734</b>

## 4. RECONCILIATION OF NET CASH FLOWS FROM ACTIVITIES TO SURPLUS

<b>Surplus/ Deficits</b>	<b>0</b>	<b>(34)</b>
Non cash items:		-
Increase in unclaimed deposits	3 148 465	41 876
<b>Net increase in cash and cash equivalents</b>	<b>148 465</b>	<b>41 842</b>

## 5. TRANSACTIONS ORIGINATING FROM FOREIGN MISSIONS

The Department of International Relations and Cooperation (DIRCO) receives and refunds certain deposits from third parties in terms of the Immigration Act No. 13 of 2002 at foreign missions throughout the world. The net amount receivable from the Dirco is deposited into the Department's bank account on an ad-hoc basis throughout the financial year. The underlying transactions are captured in the Department's books and records based on the underlying documentation submitted by the Dirco. All receipts and refunds relating to the Immigration Act No. 13 of 2002 are recorded in the Department's repatriation deposit general ledger account.

These financial statements do not reflect the receipts or refunds made by foreigners, where such transactions originated at foreign missions and where the Department has not received the cash from the Dirco during the financial year under review.

## **6. AMOUNTS DUE TO THE NATIONAL REVENUE FUND (NRF)**

Certain forfeited deposits have not been processed in these financial statements. Such forfeited deposits are included in the unclaimed repatriation deposits balance – see note 3 and will be recognised as revenue once the reconciliation and adjustment process has been completed. Such revenue may be transferred to the NRF once the appropriate treatment has been finalised.

## **7. AMOUNTS DUE TO THE IMMIGRATION ACCOUNT**

Certain bank guarantees were obtained from foreigners where no cash deposit was received. The Department is in the process of claiming outstanding bank guarantees in respect of forfeited deposits. The guarantees that are still enforceable will be accounted for in the Immigration Account's financial statements once the cash is received.

The registration of bank guarantees was discontinued during 2005/06.

## **8. EXCHANGE LOSSES AND GAINS**

The Department claimed exchange losses from the Immigration Account's commercial bank account based on exchange rates and information received from DIRCO.



FIFA-ACCREDITED DELEGATES  
45 - 46  
SPECTATORS WITH MATCH  
CERTIFICATE / EVENT VISA  
31 - 42  
Bienvenue en  
Afrique du Sud.  
Enjoy the  
2010 FIFA World Cup™!  
President Jacob Zuma



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Department  
Home Affairs  
REPUBLIC OF SOUTH AFRICA

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# **PART Four**

## **Human Resources Management**



Leadership forum: July 2010.



Youth forum: March 2011.

# HUMAN RESOURCES OVERSIGHT

## DEPARTMENT OF HOME AFFAIRS FOR THE YEAR ENDED 31 MARCH 2011

### I. SERVICE DELIVERY

The following tables reflect the components of Service Delivery Improvements Plan as well as progress in its implementation.

**TABLE I.1 - Main Service for Service Delivery Improvement and Standards**

Main Services	Actual Customers	Potential Customers	Standard of Service	Actual Achievement against Standards
Civic Services and Migration	All South African citizens in South Africa and abroad and foreigners in South Africa	Foreigners who may be interested in visiting South Africa or in immigrating	Service delivery standards are set out in the departmental Service Delivery Improvement Plan	Births (0 to 15 years) are registered on the same day and certificates issued. IDs are issued within 60 days. Citizenship is finalized within 6 months. Service delivery standards are revised annually in line with technological upgrades made to manual DHA system. The implementation of live capture for passports during 2009/10 has resulted in improved turnaround times for passports of 12 days.

**TABLE I.2 - Consultation Arrangements for Customers**

Type of Arrangement	Actual Customer	Potential Customer	Actual Achievements
Suggestion boxes in public areas and floor walkers in public serving areas  Queue management system introduced in certain offices	South African citizens in locally and abroad as well as Foreigners in South Africa	Foreigners who may be interested in visiting South Africa or immigrating	Floor walkers improved the flow in public offices  Public suggestion boxes were utilized to improve service delivery  An electronic Queue Management System (QMS) was implemented at 12 offices where high volumes are encountered. The QMS assists with management of queues through issuance of tickets to clients based on services required. This places office managers in a position to plan staff availability at counters in terms of volume of clients.
Customer Service Centre	South African citizens in South Africa and abroad requiring assistance and Foreigners in South Africa and abroad	Foreigners who may be interested in visiting South Africa or immigrating	By 31 March 2010, 1 275 590 contacts (calls, faxes and e-mails) had been attended to 99% of calls were answered in less than 20 seconds (target in SLA is 80%)

**TABLE I.3 - Service Delivery Access Strategy**

Access Strategy	Actual Achievements
Expansion of footprint and deployment of mobile units in rural areas	117 Mobile units were deployed in the provinces to be used in rural and marginalized areas  10 additional service delivery points were established  The DHA Infrastructure Plan was developed and presented to National Treasury A draft Access Model with recommendations on maximum travelling distance to a DHA service point in rural areas was developed and was under consideration by the end of March 2011

**TABLE I.4 - Service Information Tool**

Type of Information Tool	Actual Achievements
<p>Proper information at counters, enquiry counters and floor walkers</p> <p>Information available on website</p>	<p>Two thousand five hundred “Frequently Asked Questions” handbooks were published and distributed to all DHA offices to ensure standard application of DHA processes. The “Know Your Rights” pamphlets were also updated and distributed to DHA offices. Both documents are available in English.</p> <p>2010 Communications Strategy – services to be provided to travelers to the 2010 FIFA Soccer World Cup.</p> <p>Event Visas.</p>

**TABLE I.5 - Complaint Mechanism**

Complaint Mechanism	Actual Achievements
<p>The toll-free line (Customer Service Centre, Complaints and Compliments unit and Operational Response unit) continued to operate during 2010/11. Suggestion boxes were also available in DHA offices and the internet website has been upgraded and made more user-friendly</p>	<p>Internal hotline operational and operates through the call centre. The DHA hotline number is 0800 204 479. The Customer Contact Centre number is 0800 60 11 90</p>
<p>DHA Management Hotlines &amp; Champion concept</p>	<p>DHA appointed nine (9) Provincial Champions during 2010/11. The Director-General as well as the Deputy Directors-General in the Department have each been appointed to personally oversee a province and serve as a guardian for their respective provinces. As such, the cellular numbers of the Champions as well as relevant Provincial Managers are published internally inside offices. Moreover, the cellular numbers of the Director-General as all Deputy Directors-General have been published in the print media and clients can take up their service delivery complaints with these Top Managers if no resolve can be achieved at lower levels</p>



**TABLE 2.1 - Personnel costs by Programme**

Programme	Total Expenditure (R'000)	Personnel Expenditure (R'000)	Training Expenditure (R'000)	Professional and Special Services (R'000)	Personnel cost as percent of Total Expenditure	Average Personnel Cost per Employee (R'000)
1 Administration	1,692,261	241,262	4,108	111,057	14.3	289
2 Services to Citizens	1,793,479	951,502	1,363	144	53.1	149
3 Immigration Services	1,494,780	909,317	1,637	5,624	60.8	445
4 Transfers to Agencies	1,591,355				-	-
<b>TOTAL</b>	<b>6,571,875</b>	<b>2,102,081</b>	<b>7,108</b>	<b>116,825</b>	<b>32.0</b>	<b>227</b>

**TABLE 2.2 - Personnel costs by Salary band**

Salary Bands	Personnel Expenditure Breakdown of expenditure see Vulindlela Report) (R'000)	Percentage of Total Personnel Cost	Average Personnel Cost per Employee (R)	Total Personnel Cost for Department including Goods and Transfers (R'000)
Lower skilled (Levels 1-2)	-	-	-	-
Skilled (Levels 3-5)	315,615	15.0	431,168	950,684
Highly skilled production (Levels 6-8)	1,025,514	48.8	149,841	3,090,832
Highly skilled supervision (Levels 9-12)	504,573	24.0	905,876	1,520,082
Senior management (Levels 13-16)	74,728	3.6	725,515	224,845
Senior management (FPB)	-	-	-	-
Contract	180,935	8.6	177,561	545,330
Periodically remuneration	716	-	238,667	1,900
<b>TOTAL</b>	<b>2,102,081</b>	<b>100.0</b>	<b>227,031</b>	<b>6,333,673</b>

**TABLE 2.3 - Salaries, Overtime, Home Owners Allowance and Medical Aid by Programme**

Programme	SALARIES		OVERTIME		HOUSING ALLOWANCE		MEDICAL ASSISTANCE	
	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
1 Administration	155,694	64.5	10,544	4.4	5,396	2.2	8,820	3.7
2 Services to Citizens	649,288	68.2	50,746	5.3	29,500	3.1	56,781	6.0
3 Immigration Services	406,612	44.7	30,605	3.4	18,078	2.0	34,241	3.8
4 Transfers to Agencies	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>1,211,594</b>	<b>57.6</b>	<b>91,895</b>	<b>4.4</b>	<b>52,974</b>	<b>2.5</b>	<b>99,842</b>	<b>4.7</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
Lower skilled (Levels 1-2)	4,604	-	101	-	577	-	769	-
Skilled (Levels 3-5)	85,539	27.1	5,431	1.7	7,501	2.4	12,330	3.9
Highly skilled production (Levels 6-8)	707,207	69.0	73,332	7.2	41,426	4.0	78,546	7.7
Highly skilled supervision (Levels 9-12)	138,364	27.4	4,374	0.9	2,829	0.6	7,268	1.4
Senior Management (Levels 13-16)	46,041	61.6	-	-	636	0.9	919	1.2
Contract	229,839	127.0	8,657	4.8	5	-	10	-
Periodical Payments								
<b>TOTAL</b>	<b>1,211,594</b>	<b>57.6</b>	<b>91,895</b>	<b>4.4</b>	<b>52,974</b>	<b>2.5</b>	<b>99,842</b>	<b>4.7</b>

<b>TOTAL PERSONNEL COST</b>	<b>R'000</b>
	<b>2,102,081</b>

<b>BAS REPORT AS AT 31 MARCH 2011</b>	<b>R'000</b>
	<b>1,211,594</b>

<b>R'000</b>
<b>91,895</b>

<b>R'000</b>
<b>52,974</b>

<b>R'000</b>
<b>99,842</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
1 Administration	976	835	14.4	52
2 Civic Services	6819	6380	6.4	554
3 Immigration Services	2203	2043	7.3	428
4 Transfers to Agencies	1	1	0.0	1
<b>TOTAL</b>	<b>9999</b>	<b>9259</b>	<b>7.4</b>	<b>1035</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	0
Skilled (Levels 3-5), Permanent	780	732	6.2	0
Highly skilled production (Levels 6-8), Permanent	7223	6844	5.2	0
Highly skilled supervision (Levels 9-12), Permanent	792	557	29.7	0
Senior management (Levels 13-16), Permanent	169	103	39.1	0
Contract, all levels	1035	1023	1.2	1035
<b>TOTAL</b>	<b>9999</b>	<b>9259</b>	<b>7.4</b>	<b>1035</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
Computer system designers and analysts., Permanent	0	0	0.0	0
Information technology related, Permanent	102	73	28.4	0
Regulatory Inspectors, Permanent	1685	1594	5.4	0
<b>TOTAL</b>	<b>1787</b>	<b>1667</b>	<b>6.7</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
Skilled (Levels 3-5)	780	5	0.6	0	0	0	0
Highly skilled production (Levels 6-8)	7223	28	0.4	0	0	0	0
Highly skilled supervision (Levels 9-12)	792	44	5.6	0	0	0	0
Senior Management Service Band A	122	26	21.3	0	0	0	0
Senior Management Service Band B	39	39	100	0	0	0	0
Senior Management Service Band C	7	7	100	0	0	0	0
Senior Management Service Band D	1	0	0	0	0	0	0
Contract, all levels	1035	0	0	0	0	0	0
<b>TOTAL</b>	<b>9999</b>	<b>149</b>	<b>1.5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**TABLE 4.2 - Profile of employees whose positions were upgraded due to their posts being upgraded**

Beneficiaries	African	Asian	Coloured	White	Total
Female	0	0	0	0	0
Male	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Employees with a Disability	0	0	0	0	0

**TABLE 4.3 - Employees whose salary level exceed the grade determined by Job Evaluation [i.t.o PSR I.V.C.3]**

Occupation	Number of Employees	Job Evaluation Level	Remuneration Level	Reason for Deviation	No of Employees in Dept
Administrative related, Permanent	83	9	10	Resolution 3 of 2009	83
Advocates, Permanent	0	0	0		1
Auxiliary and related workers, Permanent	0	0	0		0
Building and other property caretakers, Permanent	0	0	0		42
Bus and heavy vehicle drivers, Permanent	0	0	0		101
Cashiers, tellers and related clerks, Permanent	0	0	0		3
Civil engineering technicians, Permanent	0	0	0		0
Cleaners in offices, workshops, hospitals etc. Permanent	0	0	0		320
Client Information clerks, Permanent	0	0	0		17
Communication and information related, Permanent	0	0	0		0
Communication and information related, Permanent	0	0	0		0
Computer Programmers	0	0	0		0
Computer system designers and analysts, Permanent	0	0	0		0
Diplomats	0	0	0		2

Occupation	Number of Employees	Job Evaluation Level	Remuneration Level	Reason for Deviation	No of Employees in Dept
Engineering sciences related, Permanent	0	0	0		0
Finance and economics related, Permanent	1	11	12	Resolution 3 of 2009	4
Financial and related professionals, Permanent	7	9	10	Resolution 3 of 2009	100
Financial and related professionals, Permanent	2	11	12	Resolution 3 of 2009	
Financial clerks and credit controllers, Permanent	0	0	0		134
Food services aids and waiters, Permanent	0	0	0		0
General Legal Administration, Permanent	0	0	0		6
Head of department/chief executive officer, Permanent	0	0	0		1
Household and Laundry Workers	0	0	0		1
Human resources & organisat developm & relate prof, Permanent	1	9	11	Retention	69
Human resources & organisat developm & relate prof, Permanent	18	9	10	Resolution 3 of 2009	
Human resources related, permanent	7	11	12	Resolution 3 of 2009	9
Human resources clerks, Permanent	1	7	8	Grade Progression	85
Identification Experts, Permanent	0	0	0		296
Information technology related, Permanent	15	11	12	Resolution 3 of 2009	20
Information technology related, Permanent	1	9	12	Retention	
Language Practitioners, Permanent	6	9	10	Resolution 3 of 2009	15
Language Practitioners, Permanent	5	11	12	Resolution 3 of 2009	
Legal related, Permanent	0	0	0		5
Library mail and related clerks, Permanent	1	7	8	Grade Progression	59
Light vehicle drivers, Permanent	0	0	0		38
Logistical support personnel, Permanent	1	8	11	Retention	19
Material-recording and transport clerks, Permanent	1	7	8	Grade Progression	2
Messengers porters and deliverers, Permanent	0	0	0		14
Motor Vehicle drivers, Permanent	0	0	0		2
Other administrat & related clerks and organisers, Permanent	3	6	7	Resolution 3 of 2009	4724
Other administrat & related clerks and organisers, Permanent	37	7	8	Grade Progression	

Occupation	Number of Employees	Job Evaluation Level	Remuneration Level	Reason for Deviation	No of Employees in Dept
Other administrative policy and related officers, Permanent	10	7	8	Grade Progression	982
Other administrative policy and related officers, Permanent	107	9	10	Resolution 3 of 2009	
Other administrative policy and related officers, Permanent	65	11	12	Resolution 3 of 2009	
Other information technology personnel., Permanent	29	9	10	Resolution 3 of 2009	55
Regulatory Inspectors, Permanent	31	9	10	Resolution 3 of 2009	
Regulatory Inspectors, Permanent	5	11	12	Resolution 3 of 2009	1604
Secretaries & other keyboard operating clerks, Permanent	3	9	10	Resolution 3 of 2009	
Secretaries & other keyboard operating clerks, Permanent	1	11	12	Resolution 3 of 2009	90
Security guards, Permanent	0	0	0		
Security officers, Permanent	19	9	10	Resolution 3 of 2009	165
Security officers, Permanent	7	11	12	Resolution 3 of 2009	
Senior managers, Permanent	0	0	0		101
Social sciences related, Permanent	0	0	0		0
Social sciences supplementary workers, Permanent	0	0	0		0
Social work and related professionals, Permanent	0	0	0		0
Statisticians and related professionals, Permanent	0	0	0		0
Trade Labourers	0	0	0		5
<b>Total</b>	<b>467</b>				<b>9259</b>

Percentage of Total Employment **5.04%**

**TABLE 4.4 - Profile of employees whose salary level exceeded the grade determined by job evaluation [i.t.o. Public Service Regulation (PSR) I.V.C.3]**

	African	Asian	Coloured	White	Total
Female	151	8	9	46	214
Male	200	12	15	26	253
<b>Total</b>	<b>351</b>	<b>20</b>	<b>24</b>	<b>72</b>	<b>467</b>
Employees with a Disability	0	0	0	0	0

**TABLE 5.1 - Annual Turnover Rates by Salary Band**

Salary Band	Employment at Beginning of Period (April 2010)	Appointments	Terminations	Turnover Rate
Lower skilled (Levels 1-2), Permanent	1	0	0	0
Skilled (Levels 3-5), Permanent	766	32	87	11.36
Highly skilled production (Levels 6-8), Permanent	5967	118	204	3.42
Highly skilled supervision (Levels 9-12), Permanent	486	21	21	4.32
Senior Management Service (Level 13 - 16)	84	9	8	9.52
Contract, all levels	3190	1016	3132	98.18
<b>TOTAL</b>	<b>10494</b>	<b>1196</b>	<b>3452</b>	<b>32.9</b>

**TABLE 5.2 - Annual Turnover Rates by Critical Occupation**

Occupation	Employment at Beginning of Period (April 2010)	Appointments	Terminations	Turnover Rate
Computer system designers and analysts., Permanent	0	0	0	0
Information technology related, Permanent	61	0	2	3.28
Regulatory Inspectors, Permanent	1542	84	57	3.70
<b>TOTAL</b>	<b>1603</b>	<b>84</b>	<b>59</b>	<b>3.7</b>

**TABLE 5.3 - Reasons why staff are leaving the department**

Termination Type	Number	Percentage of Total Resignations	Percentage of Total Employment	Total	Total Employment
Death, Permanent	63	1.83	0.68	3452	9259
Resignation, Permanent	73	2.11	0.79	3452	9259
Expiry of contract, Permanent	3125	90.53	33.75	3452	9259
Discharged due to ill health, Permanent	5	0.14	0.05	3452	9259
Dismissal-misconduct, Permanent	116	3.36	1.25	3452	9259
Retirement, Permanent	67	1.94	0.72	3452	9259
Other	3	0.09	0.03	3452	9259
<b>TOTAL</b>	<b>3452</b>	<b>100</b>	<b>37.28</b>	<b>3452</b>	<b>9259</b>
<b>Resignations as % of Employment</b>		<b>32.89%</b>			

**TABLE 5.4 - Promotions by Critical Occupation**

Occupation	Employment at Beginning of Period (April 2010)	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
Computer system designers and analysts., Permanent	0	0	0	0	0
Information technology related, Permanent	61	4	6.56	27	44.3
Regulatory Inspectors, Permanent	1542	11	0.71	1185	76.8
<b>TOTAL</b>	<b>1603</b>	<b>15</b>	<b>0.9</b>	<b>1212</b>	<b>75.6</b>

**TABLE 5.5 - Promotions by Salary Band**

Salary Band	Employment at Beginning of Period (April 2010)	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
Lower skilled (Levels 1-2), Permanent	1	0	0.00	0	0
Skilled (Levels 3-5), Permanent	766	0	0.00	686	89.6
Highly skilled production (Levels 6-8), Permanent	5967	52	0.87	4920	82.5
Highly skilled supervision (Levels 9-12), Permanent	486	77	15.84	356	73.3
Senior management (Levels 13-16), Permanent	84	17	20.24	41	48.8
Contract, all levels	3190	0	0.00	0	0
<b>TOTAL</b>	<b>10494</b>	<b>146</b>	<b>1.4</b>	<b>6003</b>	<b>57.2</b>

**TABLE 6.1 - Total number of Employees (incl. Employees with disabilities) per Occupational Category**

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, Permanent	47	5	0	52	5	27	1	1	29	2	88
Professionals, Permanent	109	6	1	116	13	107	2	2	111	25	265
Technicians and Ass professionals, Permanent	388	20	15	423	34	464	16	14	494	100	1051
Clerks, Permanent	1292	81	12	1385	55	2377	213	18	2608	419	4467
Service and sales workers, Permanent	887	80	5	972	82	710	46	5	761	29	1844
Elementary occupations, Permanent	103	9	0	112	1	254	17	0	271	1	385
Plant and Machine Operators and Ass	118	9	0	127	0	9	0	0	9	0	136
Contract, all levels	351	12	5	368	4	622	27	1	650	1	1023
<b>TOTAL</b>	<b>3295</b>	<b>222</b>	<b>38</b>	<b>3555</b>	<b>194</b>	<b>4570</b>	<b>322</b>	<b>41</b>	<b>4933</b>	<b>577</b>	<b>9259</b>

	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
<b>Employees with disabilities</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>5</b>	<b>28</b>



**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	2	1	0	3	0	2	0	0	2	0	5
Senior Management, Permanent	47	6	0	53	8	27	1	1	29	8	98
Professionally qualified and experienced specialists and mid-management, Permanent	223	14	13	250	32	150	9	9	168	35	485
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	2411	160	20	2591	139	3411	249	29	3689	497	6916
Semi-skilled and discretionary decision making, Permanent	261	29	0	290	11	358	36	1	395	36	732
Contract, all levels	351	12	5	368	4	622	27	1	650	1	1023
<b>TOTAL</b>	<b>3295</b>	<b>222</b>	<b>38</b>	<b>3555</b>	<b>194</b>	<b>4570</b>	<b>322</b>	<b>41</b>	<b>4933</b>	<b>577</b>	<b>9259</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	0	0	0	0	0	0
Senior Management, Permanent	4	0	0	4	0	2	0	0	2	2	8
Professionally qualified and experienced specialists and mid-management, Permanent	12	0	3	15	0	4	0	0	4	2	21
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	46	13	0	59	2	54	4	0	58	0	119
Semi-skilled and discretionary decision making, Permanent	10	0	0	10	0	20	2	0	22	0	32
Unskilled and defined decision making, Permanent	0	0	0	0	0	0	0	0	0	0	0
Contract all levels	355	15	2	372	7	595	29	3	627	10	1016
<b>TOTAL</b>	<b>427</b>	<b>28</b>	<b>5</b>	<b>460</b>	<b>9</b>	<b>675</b>	<b>35</b>	<b>3</b>	<b>713</b>	<b>14</b>	<b>1196</b>

	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Employees with disabilities	0	0	0	0	0	0	0	0	0	0	0

**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	1	0	0	1	0	1	0	0	1	0	2
Senior Management, Permanent	8	1	0	9	1	2	0	1	3	2	15
Professionally qualified and experienced specialists and mid-management, Permanent	29	3	0	32	4	36	1	2	39	2	77
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	21	1	0	22	0	24	1	0	25	5	52
Semi-skilled and discretionary decision making, Permanent	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>59</b>	<b>5</b>	<b>0</b>	<b>64</b>	<b>5</b>	<b>63</b>	<b>2</b>	<b>3</b>	<b>68</b>	<b>9</b>	<b>146</b>

	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Employees with disabilities	0	0	0	0	0	0	0	0	0	0	0

**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	0	0	0	0	3	3	1	0	4	1	8
Professionally qualified and experienced specialists and mid-management, Permanent	10	0	0	10	5	5	0	0	5	33	53
Skilled technical and academically qualified workers, junior management, supervisors, foremen, Permanent	87	4	1	92	9	67	4	0	71	3	175
Semi-skilled and discretionary decision making, Permanent	37	1	0	38	0	40	1	0	41	0	79
Unskilled and defined decision making, Permanent	4	0	0	4	0	1	0	0	1	0	5
Contract, all levels	1067	36	7	1110	14	1907	79	7	1993	15	3132
<b>TOTAL</b>	<b>1205</b>	<b>41</b>	<b>8</b>	<b>1254</b>	<b>31</b>	<b>2023</b>	<b>85</b>	<b>7</b>	<b>2115</b>	<b>52</b>	<b>3452</b>

	Male, African	Male, Coloured	Male, Indian	Male, Total Blacks	Male, White	Female, African	Female, Coloured	Female, Indian	Female, Total Blacks	Female, White	Total
Employees with disabilities	0	0	0	0	0	0	0	0	0	0	0

**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
Dismissals	20	1	0	21	1	6	2	0	8	3	33
Demotion	0	0	0	0	1	0	0	0	0	0	1
Suspension without pay	5	0	0	5	0	1	1	0	2	0	7
Final written warnings	13	1	0	14	0	12	0	0	12	1	27
Written warnings	1	0	0	1	0	3	0	0	3	0	4
Verbal warnings	0	0	0	0	0	0	0	0	0	0	0
Counselling	0	0	0	0	0	0	0	0	0	0	0
Case dismissed by Chairperson / Withdrawn	32	0	0	32	0	30	0	0	30	1	63
Discharge by sect 17 (5) of PSA	1	0	0	1	0	3	0	0	3	0	4
<b>TOTAL</b>	<b>72</b>	<b>2</b>	<b>0</b>	<b>74</b>	<b>2</b>	<b>55</b>	<b>3</b>	<b>0</b>	<b>58</b>	<b>5</b>	<b>139</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	9	3	3	15	5	5	1	2	8	2	30
Professionals	13	1	0	14	5	34	1	1	36	4	59
Technicians and Associate Professionals	158	7	5	170	21	147	7	4	158	39	388
Clerks	871	89	13	973	53	1626	119	15	1760	301	3087
Service and Sales Workers	224	33	2	259	51	239	29	3	271	13	594
Plant and Machine Operators and Assemblers	46	4	0	50	0	5	0	0	5	0	55
Elementary Occupations	109	11	0	120	0	164	15	0	179	0	299
<b>TOTAL</b>	<b>1430</b>	<b>148</b>	<b>23</b>	<b>1601</b>	<b>135</b>	<b>2220</b>	<b>172</b>	<b>25</b>	<b>2417</b>	<b>359</b>	<b>4512</b>

**TABLE 7.1 - Performance Rewards by Race, Gender and Disability**

Demographics	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R)	Average Cost per Beneficiary (R)
African, Female	716	4570	15.67	4,754,792	6,641
African, Male	464	3295	14.08	3,329,949	7,177
Asian, Female	8	41	19.51	50,369	6,296
Asian, Male	4	38	10.53	26,762	6,690
Coloured, Female	114	322	35.40	744,045	6,527
Coloured, Male	55	222	24.77	464,989	8,454
Total Blacks, Female	838	4933	16.99	5,549,205	6,622
Total Blacks, Male	523	3555	14.71	3,821,700	7,307
White, Female	207	577	35.88	1,624,019	7,846
White, Male	38	194	19.59	364,217	9,585
Employees with a disability	0	0	0.00	0	0
<b>TOTAL</b>	<b>1606</b>	<b>9259</b>	<b>17.35</b>	<b>11,359,141</b>	<b>7,073</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)	Average Cost per Beneficiary (R)
Lower skilled (Levels 1-2)	0	0	0.00	0.00	0.00
Skilled (Levels 3-5)	157	732	21.45	662,638	4221
Highly skilled production (Levels 6-8)	1354	6844	19.78	8,952,483	6612
Highly skilled supervision (Levels 9-12)	86	557	15.44	1,228,993	14291
Contract, all levels	0	1023	0.00	0.00	0
<b>TOTAL</b>	<b>1597</b>	<b>9156</b>	<b>17.44</b>	<b>10,844,114</b>	<b>6790</b>

**TABLE 7.3 - Performance Rewards by Critical Occupation**

Critical Occupations	Number of Beneficiaries	Total Employment	Percentage of Total Employment	Cost (R)	Average Cost per Beneficiary (R)
Computer system designers and analysts.	0	0	0.00	0.00	0
Information technology related	4	73	5.48	47,692	11923
Regulatory Inspectors, Permanent	236	1594	14.81	1,508,313	6391
<b>TOTAL</b>	<b>240</b>	<b>1667</b>	<b>14.40</b>	<b>1,556,005</b>	<b>6483</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)	Average Cost per Beneficiary (R)	% of SMS Wage bill	Personnel Cost SMS (R'000)
Band A	5	73	6.85	245,137	49,027	0.43%	57,005
Band B	3	25	12.00	207,620	69,207	0.72%	28,827
Band C	1	4	25.00	62,270	62,270	1.08%	5,782
Band D	0	1	0.00	0.00	0	0.00	0
<b>TOTAL</b>	<b>9</b>	<b>103</b>	<b>8.74</b>	<b>515,027</b>	<b>57,225</b>	<b>0.56%</b>	<b>91,614</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
Skilled (Levels 3-5)	0	0	1	33.33	1
Highly skilled production (Levels 6-8)	0	0	0	0	0
Highly skilled supervision (Levels 9-12)	1	50	1	33.33	0
Senior management (Levels 13-16)	1	50	1	33.33	0
Contract (Levels 9-12)	0	0	0	0.00	0
Contract (Levels 13-16)	0	0	0	0.00	0
<b>TOTAL</b>	<b>2</b>	<b>100</b>	<b>3</b>	<b>100.00</b>	<b>1</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
Administrative office workers	1	50	1	33.33	0
Senior Management	1	50	1	33.33	0
Cleaners in offices workshops hospitals	0	0	1	33.33	1
<b>TOTAL</b>	<b>2</b>	<b>100</b>	<b>3</b>	<b>100.00</b>	<b>1</b>

**TABLE 9.1 - Sick Leave for Jan 2010 to Dec 2010**

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)	110	91.8	9	0.1	12	18	7660	101
Skilled (Levels 3-5)	6505	90.3	638	8.3	10	1,914	7660	5871
Highly skilled production (Levels 6-8)	47718.5	86.3	5585	72.9	9	21,705	7660	41168
Highly skilled supervision (Levels 9-12)	2462	87	359	4.7	7	2,773	7660	2142
Senior management (Levels 13-16)	430	95.6	59	0.8	7	1,168	7660	411
Contract, all levels	2984	82.1	1010	13.2	3	895	7660	2451
<b>TOTAL</b>	<b>60209.5</b>	<b>86.6</b>	<b>7660</b>	<b>100</b>	<b>8</b>	<b>28,473.00</b>	<b>7660</b>	<b>52144</b>

**TABLE 9.2 - Disability Leave (Temporary and Permanent) for Jan 2010 to Dec 2010**

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)	321	100	5	14.7	64	93	321	34
Highly skilled production (Levels 6-8)	1066	100	24	70.6	44	486	1066	34
Highly skilled supervision (Levels 9-12)	128	100	4	11.8	32	212	128	34
Contract, all levels	2	100	1	2.9	2	1	2	34
<b>TOTAL</b>	<b>1517</b>	<b>100</b>	<b>34</b>	<b>100</b>	<b>45</b>	<b>792</b>	<b>1517</b>	<b>34</b>

**TABLE 9.3 - Annual Leave for Jan 2010 to Dec 2010**

Salary Band	Total Days Taken	Average days per Employee	Number of Employees who took leave
Lower skilled (Levels 1-2)	150	15	10
Skilled (Levels 3-5)	15,376.16	20	780
Highly skilled production (Levels 6-8)	116,928.92	17	6758
Highly skilled supervision (Levels 9-12)	9,929	19	527
Senior management (Levels 13-16)	1,386	15	91
Contract, all levels	9,928	6	1803
<b>TOTAL</b>	<b>153,698.08</b>	<b>15</b>	<b>9969</b>

**TABLE 9.4 - Capped Leave for Jan 2010 to Dec 2010**

	Total days of capped leave taken	Average number of days taken per employee	Average capped leave per employee as at 31 December 2010	Number of Employees who took Capped leave	Total number of capped leave available at 31 December 2010	Number of Employees with capped leave credit as at 31 December 2010
Lower skilled (Levels 1-2)	0	0	0	0	0	0
Skilled (Levels 3-5)	117	4	46	31	26338	577
Highly skilled production (Levels 6-8)	605	4	60	135	150602	2506
Highly skilled supervision (Levels 9-12)	49	4	71	11	23352	328
Senior management (Levels 13-16)	7	7	69	1	3309	48
<b>TOTAL</b>	<b>778</b>	<b>4</b>	<b>59</b>	<b>178</b>	<b>203601</b>	<b>3459</b>

**TABLE 9.5 - Leave Payouts**

Reason	Total Amount (R'000)	Number of Employees	Average Payment per Employee (R)
Leave payout for 2010/11 due to non-utilisation of leave for the previous cycle	2,876,000	291	9,883
Capped leave payouts on termination of service for 2010/11	4,074,000	457	8,915
<b>TOTAL</b>	<b>6,950,000</b>	<b>748</b>	<b>9,291</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 5 staff members at Head Office. The annual budget for the programme is R2 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: Occupational Health and Safety, Quality of Work life, Care & Support, Calendar Events, Employee enhancement Programs and Management of HIV/Aids and Chronic illness.
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		Head Office - Funiwe Mackrery and Boitumelo Seane; Limpopo - Vhonani Netshituni; Gauteng - Keabetswe Motlhodi; Western Cape - Almien van der Berg; Eastern Cape - Tundo Filtani; North West - Antletsi Pherekamoyo; Northern Cape - Lulu Hlophe and Zola Mongwe; Free State - Mokgaetsi Mkhonoane; Mpumalanga - Hope Maphanga and Kwazulu Natal - Happy Kwela
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		The Integrated Employee Wellness Policy has been reviewed.
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		Integrated Employee Wellness Policy, HIV/Aids management at the workplace, provide support for infected and affected. Provide condoms and STI information. Established HIV/AIDS support groups.
7. Does the department encourage its employees to undergo Voluntary Counselling and Testing? If so, list the results that you have achieved.	Yes		204 employees have been tested for HIV/AIDS 192 are negative; 12 are HIV positive
8. Has the department developed measures/indicators to monitor & evaluate the impact of your health promotion programme? If so, list these measures/indicators.	Yes		Calendar events that promote Health and wellbeing of employees are implemented, register of attendance submitted. OHS: Audits of the offices and the environment are done to assess compliance, recommendations are forwarded to relevant stakeholders internal and external and follow-ups on redress is done. The OHS issues are reported at the Departmental Management Committee meetings. 121 Offices were audited. Reports and registers are submitted for trainings conducted such as SHE reps, and First Aiders and for Performance enhancing programmes conducted. Quarterly and monthly reports on events and activities accompanied proof of participation are submitted. Vaccinations done to IMS employees, the medical practitioners provides registers of attendance with the invoices.

**TABLE II.1 - Collective Agreements**

Subject Matter	Date
None	

**TABLE II.2 - Misconduct and Discipline Hearings Finalised**

Outcomes of disciplinary hearings	Number	Percentage of Total
Case Dismissed by Chairperson/Withdrawn	63	45.32
Counselling	0	0.00
Verbal Warnings	0	0.00
Written Warnings	4	2.88
Final Written Warnings	27	19.42
Suspensions without pay	7	5.04
Demotions	1	0.72
Discharge (Sec 17(5) of PSA)	4	2.88
Dismissals	33	23.74
<b>TOTAL</b>	<b>139</b>	<b>100.00</b>

**TABLE II.3 - Types of Misconduct Addressed and Disciplinary Hearings**

Type of misconduct	Number	Percentage of Total
Disrespect and abusive behaviour	12	4.17
Aiding and abetting, and corruption	11	3.82
Theft	7	2.43
Fraud/False statement	108	37.50
Damage to/loss of state property	11	3.82
Misappropriation of state funds	13	4.51
Unauthorised use of government vehicle	15	5.21
Sexual harassment	2	0.69
Insubordination	10	3.47
Absenteeism	33	11.46
Abscondment	4	1.39
Dereliction of duty	1	0.35
Misrepresentation	61	21.18
<b>TOTAL</b>	<b>288</b>	<b>100.00</b>

**TABLE II.4 - Grievances Lodged**

Number of grievances addressed	Number	Percentage of Total
Number of grievances addressed	120	100
<b>TOTAL</b>	<b>120</b>	<b>100</b>



**TABLE 11.5 - Disputes Lodged**

Number of disputes addressed	Number	% of total
Upheld	48	72
Dismissed	19	28
<b>Total</b>	<b>67</b>	<b>100</b>

**TABLE 11.6 - Strike Actions**

Strike Actions	Number
Total number of person working days lost	15838
Total cost(R'000) of working days lost	5,216
Amount (R'000) recovered as a result of no work no pay	5,290

**TABLE 11.7 - Precautionary Suspensions**

Precautionary Suspensions	Number
Number of people suspended	18
Number of people whose suspension exceeded 30 days	18
Average number of days suspended	138
Cost of suspensions	1,529,350.00

**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	31	0	0	15	15
	Male	57	0	0	28	28
Professionals	Female	136	0	0	58	58
	Male	129	0	0	28	28
Technicians and associate professionals	Female	594	0	0	269	269
	Male	457	0	0	231	231
Clerks	Female	3678	74	0	2270	2344
	Male	1812	23	0	1129	1152
Service and sales workers	Female	790	0	0	384	384
	Male	1054	0	0	522	522
Plant and machine operators and assemblers	Female	9	0	0	5	5
	Male	127	0	0	65	65
Elementary occupations	Female	272	0	113	157	270
	Male	113	0	67	71	138
<b>Gender sub totals</b>	<b>Female</b>	<b>5510</b>	<b>74</b>	<b>113</b>	<b>3158</b>	<b>3345</b>
	<b>Male</b>	<b>3749</b>	<b>23</b>	<b>67</b>	<b>2074</b>	<b>2164</b>
<b>Total</b>		<b>9259</b>	<b>97</b>	<b>180</b>	<b>5232</b>	<b>5509</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	31	0	0	10	10
	Male	57	0	0	20	20
Professionals	Female	136	0	0	40	40
	Male	129	0	0	19	19
Technicians and associate professionals	Female	594	0	0	197	197
	Male	457	0	0	191	191
Clerks	Female	3678	74	0	1987	2061
	Male	1812	23	0	1003	1026
Service and sales workers	Female	790	0	0	284	284
	Male	1054	0	0	310	310
Plant and machine operators and assemblers	Female	9	0	0	5	5
	Male	127	0	0	50	50
Elementary occupations	Female	272	0	88	91	179
	Male	113	0	62	58	120
<b>Gender sub totals</b>	<b>Female</b>	<b>5510</b>	<b>74</b>	<b>88</b>	<b>2614</b>	<b>2776</b>
	<b>Male</b>	<b>3749</b>	<b>23</b>	<b>62</b>	<b>1651</b>	<b>1736</b>
<b>Total</b>		<b>9259</b>	<b>97</b>	<b>150</b>	<b>4265</b>	<b>4512</b>

**TABLE 13.1 - Injury on Duty**

Nature of injury on duty	Number	% of total
Required basic medical attention only	23	65.71
Temporary Total Disablement	12	34.29
Permanent Disablement	0	0.00
Fatal	0	0.00
<b>Total</b>	<b>35</b>	<b>100.00</b>

**TABLE 14.1 - Report on consultant appointments using appropriated funds**

<b>Project Title</b>	<b>Total number of consultants that worked on the project</b>	<b>Duration: Work days</b>	<b>Contract value in Rand</b>
Provision of Internal Audit Services	1	1003.86	7,704,374.00
Mainframe environment management and maintenance	1	365	984,960.00
Consulting services supporter for Groupwise	1	43.42	1,220,315.20
Consulting services in the Information Technology field	1	365	1,422,720.00
Consulting services in the Information Technology field	1	365	1,641,600.00
IS Governance and Enterprise Architecture Facilitator	1	365	1,094,400.00
Telecommunication Services and technician on site	1	212.94	222,376.00
Online reporting tool	1	365	499,000.00
Dashboard development as part on design and implementation of online reporting tool	1	25	437,760.00
Resources for maintenance and support of the mainframe environment	1	365	24,151,035.27
Consultancy services to review and develop Immigration Policy	1	84	497,952.00
Project management for Look and Feel Project	1	730	1,800,000.00
Internal Audit Services	1	365	445,882.50
Turnaround of DHA	67	1460	43,219,012.64
Information Technology Services	1	1825	3,219,924.79
2010 Project	5	608.4	1,858,967.75
Assessment of Incapacity leave	1	365	1,768,211.68
Workforce	25	365	1,375,708.45
Labour Relations	1	365	812,250.00
Verification of Assets	1	365	1,204,210.57
Information Technology Programmer Services	55	365	5,136,435.87
Information Technology	1	30	25,080.00
Policy Development	5	1825	2,113,230.82
Project Management	75	365	8,589,844.62
Translation Services for Refugee Ministries	80	365	3,282,457.64
Communications	12	365	919,747.95
Human Resources	8	365	1,177,542.25

<b>Total number of projects</b>	<b>Total individual consultants</b>	<b>Total duration: Work days</b>	<b>Total contract value in Rand</b>
27	350	13687.62	116,825

**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
Mainframe environment management and maintenance	100% black male	100% black male	1
Consulting services supporter fro Groupwise	100% black male	100% black male	1
Consulting services in the Information Technology field	100% black male	100% black male	1
Consulting services in the Information Technology field	100% black male	100% black male	1
Online reporting tool	100% black male	100% black male	1
Dashboard development as part on design and implementation of online reporting tool	100% black male	100% black male	1
Project management for Look and Feel Project	100% black male	100% black male	1

**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
0	0	0	0

Total number of projects	Total individual consultants	Total duration: Work days	Total contract value in Rand
0	0	0	0

**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
0	0	0	0

## GLOSSARY OF TERMS

<b>A</b>	ACSA	Airport Company of South Africa	
	AIDS	Acquired Immunodeficiency Syndrome	
	AFIS	Automated Fingerprint Identification System	
	AFS	Annual Financial Statements	
	ALO	Airline Liaison Officers	
	APP	Advance Passenger Processing	
<b>B</b>	BAC	Bid Adjudication Committee	
	BAS	Basic Accounting System	
	BMD	Birth, Marriage and Death	
<b>C</b>	CBD	Central Business District	
	CFO	Chief Finance Officer	
	CoRMSA	Consortium for Refugees and Migrants in South Africa	
	CSC	Customer Service Centre	
	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: IMU		Deputy Director General: Integrity Management Unit	
DDG: IS		Deputy Director General: Information Services	
DDG: LA		Deputy Director General: Learning Academy	
DHA		Department of Home Affairs	
DIRCO		Department of International Relations and Cooperation	
DORA		Division of Revenue Act	
DPW		Department of Public Works	
DZP		Documentation of Zimbabweans Project	
<b>E</b>		EDMS	Electronic Document Management System
<b>F</b>		FIFA	Federation of International Football Association
		FIFO	First-in First-out
	FPB	Film and Publication Board	
<b>G</b>	GPW	Government Printing Works	
<b>H</b>	HANIS	Home Affairs National Identification System	
	HIV	Human Immunodeficiency Virus	
<b>I</b>	IAB	Immigration Advisory Board	
	IDs	Identity Documents	
	IEC	Independent Electoral Commission	
	IFMS	Integrated Financial Management System	
	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 Births	
<b>M</b>	MCS	Movement Control System	
	MIDSA	Migration Dialogue for Southern Africa	
	MISS	Minimum Information Security Standards	
	MoU	Memorandum/a of Understanding	
	MSP	Master System Plan	
	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	
	NT	National Treasury	
<b>O</b>	OVS	On-Line Verification Service	
	OHS	Occupational Health and Safety	

<b>P</b>	PFMA	Public Finance Management Act
	POE	Port of Entry
	PSR	Public Service Regulation
	PSL	Premier Soccer League
<b>Q</b>	QMS	Queue Management System
<b>R</b>	RAB	Refugee Appeal Board
	RSA	Republic of South Africa
<b>S</b>	SABC	South African Broadcasting Cooperation
	SABRIC	South African Banking Risk Information Centre
	SADC	Southern African Development Community
	SAPO	South African Post Office
	SAPS	South African Police Service
	SARS	South African Revenue Service
	SASSA	South African Social Security Agency
	SCM	Supply Chain Management
	SCRA	Standing Committee on Refugee Affairs
	SHE	Safety Health and Environment
	SMS	Senior Management Service
	SORAA	Somali Refugee Aid Agency
	SSA	State Security Agency
	STI	Sexually Transmitted Infections
<b>T</b>	TIRRO	Tshwane Interim Refugee Reception Office
<b>U</b>	UNHCR	United Nations High Commission for Refugees
<b>V</b>	VoIP	Voice over Internet Protocol
	VPN	Virtual Private Network
<b>W</b>	WAIO	Who Am I Online







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