

National CMAP Home Affairs Report

June 2011 – February 2012



*The Black Sash - in partnership with the Social Change Assistance Trust or SCAT - launched the national Community Monitoring and Advocacy Project or CMAP in 2010 in a bid to help **improve government service delivery**, with a particular focus on poor and vulnerable communities in South Africa.*



Open Society Foundation of
South Africa

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Eastern Cape	Gauteng	KwaZulu-Natal
<ul style="list-style-type: none"> • Adelaide Advice Office • Berlin Advice Centre • Engcobo Community Legal Advice Centre • Flagstaff Community Advice Centre • Interchurch Local Development Agency • Lusikisiki Advice Centre 	<ul style="list-style-type: none"> • Kempton – Tembisa Advice Centre 	<ul style="list-style-type: none"> • Ondlunkulu Working Committee of Unzinyathi District
Limpopo	Mpumalanga	North West
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Western Cape		
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Contents

Acknowledgements.....	2
Introduction	5
Findings	6
Time	8
Venue	9
Processing	10
Personnel	11
Language and Communication	12
Observations	14
Eastern Cape	14
Monitor's observations.....	14
Client's recommendations for improved services	15
Official's recommendations for improved services	16
Gauteng.....	16
Monitor's observations.....	16
Client's recommendations for improved services	16
Official's recommendations for improved services	17
KwaZulu-Natal.....	17
Monitor's observations.....	17
Client's recommendations for improved services	17
Official's recommendations for improved services	18
Limpopo	18
Monitor's observations.....	18
Client's recommendations for improved services	18
Official's recommendations for improved services	18
Mpumalanga.....	19
Monitor's observations.....	19
Client's recommendations for improved services	19
Official's recommendations for improved services	19
North West.....	20

Monitor's observations	20
Client's recommendations for improved services	20
Official's recommendations for improved services	20
Western Cape.....	21
Monitor's observations	21
Client's recommendations for improved services	21
Official's recommendations for improved services	22
Recommendations from the Black Sash	Error! Bookmark not defined.
General.....	Error! Bookmark not defined.
Time	Error! Bookmark not defined.
Venue.....	Error! Bookmark not defined.
Processing	Error! Bookmark not defined.
Personnel	Error! Bookmark not defined.
Language and Communication	Error! Bookmark not defined.

Introduction

The Black Sash, a human rights organisation active for the past 56 years in South Africa, works to alleviate poverty and inequality; and is committed to building a culture of rights-with-responsibilities in South Africa. We focus specifically on the socio-economic rights guaranteed by our Constitution to all living in South Africa. In this report, we particularly focus on the rights entrenched in Section 27 thereof. For more information see www.blacksash.org.za

Our premise is that quality service is a critical factor that our society should be able to tackle even at a time of economic recession and that we, as civil society, should hold our government responsible for fulfilling its mandate and promise, that includes providing affordable, appropriate, effective services, with dignity as is promised in policy frameworks, legislation, party manifestos and service delivery norms and standards. We argue that active citizens will be able to monitor service delivery as it is experienced by people receiving these services, and by constructively engaging with government at all levels to improve these services.

It is in this context, that the Black Sash's Community Monitoring and Advocacy Project (CMAP) was conceptualised and implemented, in collaboration with other civil society organisations and networks.

The objectives of the project are two-fold:

- To assess and report on the quality of service delivery in specified government departments and municipalities across South Africa as experienced by beneficiaries; and
- To develop a system for civil society organisations and community members to hold government accountable for the principles of Batho Pele (People First) as well as specific norms and standards that govern service delivery and promise excellence.

Working closely with our partners, the Black Sash:

- Ensures widespread, visible, standardised and regular monitoring of service delivery points by Community Monitors that are selected by civil society organisation (CSO)/community based organisation (CBO) networks;
- Co-ordinates the development of the monitoring instruments and the databases; collates and analyses the monitoring information; produces and distributes regular reports to our partners and the public;
- Presents reports to the appropriate government officials in order to affirm good practice and to work together to make improvements where required.

Monitors are selected by civil society networks; community based organisations and faith-based organisations and then trained to monitor selected public services using the monitoring tools. Each of these organisations have a CMAP memorandum of understanding with Black Sash to ensure mutual accountability and to ensure that a normative framework of values and principles underpin this monitoring project. Prior to monitoring, they are also asked to sign a code of conduct. Each monitor identifies the day(s), within a specified timeframe, that they will monitor selected sites in the communities where they live or work. Once the site has been visited and assessed, the completed questionnaires are forwarded to the Black Sash for capturing and analysis. The reports

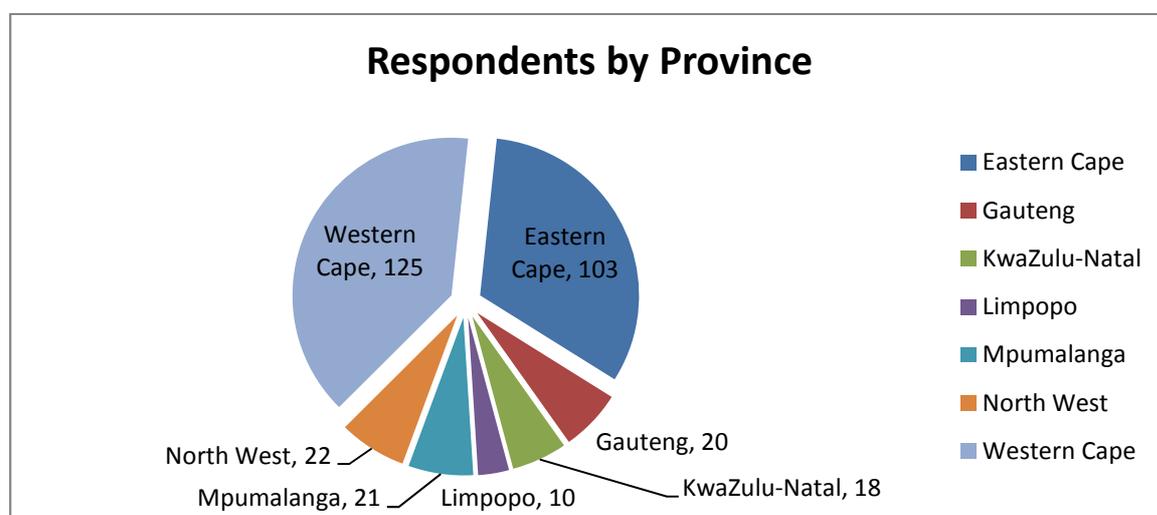
developed as a result of this analysis are forwarded to the relevant government department for response within an agreed period, after which they are made available to the public.

It is important to note that CMAP monitors undertake the monitoring in the areas where they live or work and that the selection of sites to monitor, depends either on where the monitoring organisation is located or where the monitor resides. No scientific formulation is used to select the geographic spread; however, we do encourage organisations that have a diverse presence to participate in the project. However, the monitoring data analysed here is real, and a reflection and perspective of the beneficiaries interviewed at the service site on the particular date of the interview. We also try to ensure the data generated through CMAP does not reflect an urban bias.

Findings

The efficiency and quality of the service provided by the **Department of Home Affairs** across seven provinces in South Africa has been monitored according to the following standardised entities: **time, venue, processing, personnel and, language and communication**. During the period covered no monitoring was done in the Free State and the Northern Cape. The monitoring took place during the period of **1 June 2011 to 21 February 2012**. Please note that the percentages provided here are rounded off to the first decimal point.

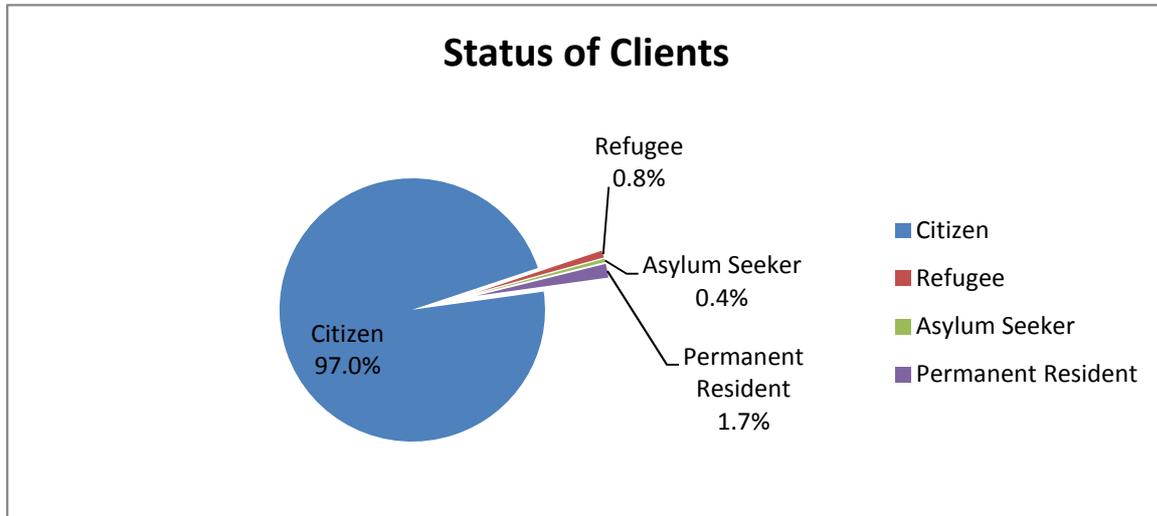
The findings presented in this report takes into account the experiences and opinions of **319 respondents (74 officials and 245 service users)** from **7 provinces** across **South Africa**.



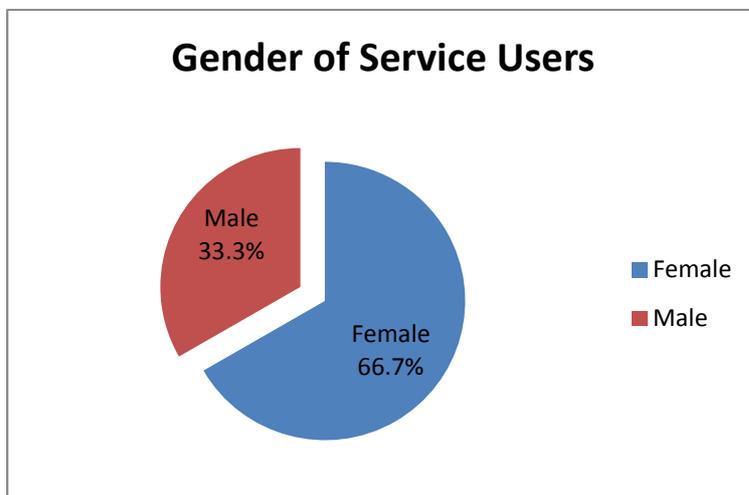
The districts in which monitoring took place were:

- Eastern Cape
 - Amathole, Chris Hani, Nelson Mandela Bay Metropolitan, OR Tambo
- Gauteng
 - City of Johannesburg Metropolitan, City of Tshwane Metropolitan
- KwaZulu-Natal
 - Sisonke, uMgungundlovu, uMzinyathi
- Limpopo
 - Mopani

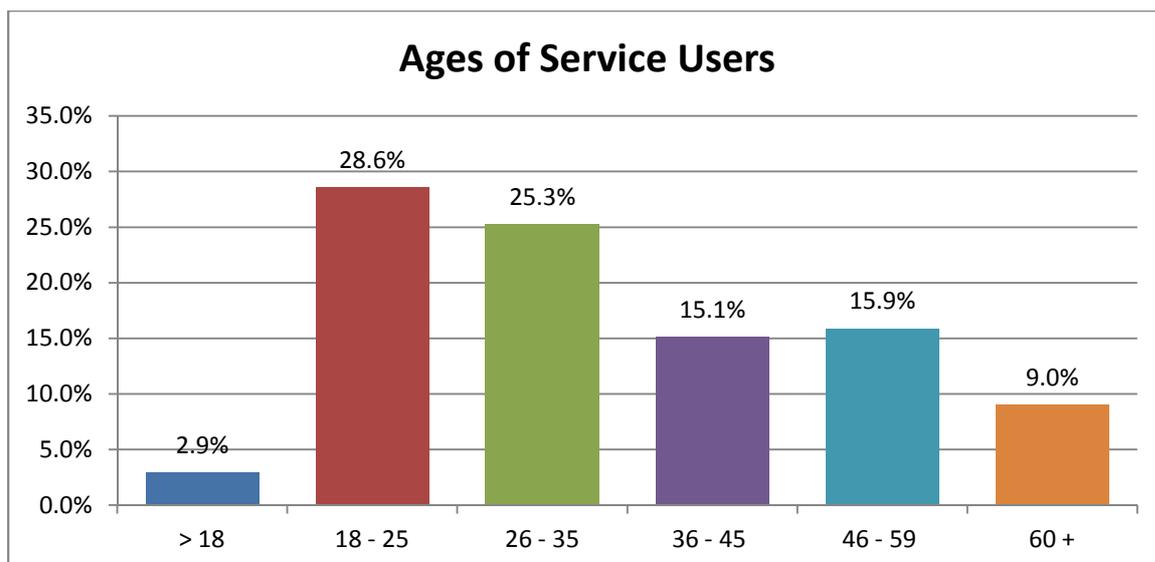
- Mpumalanga
 - Ehlanzeni, Gert Sibande
- North West
 - Dr Ruth Segomotsi Mompati, Ngaka Modiri Molema
- Western Cape
 - Central Karoo, City of Cape Town Metropolitan, Overberg, West Coast



The majority of clients at Home Affairs nationally were South African Citizens (97.0%), with permanent residents being 1.7%, refugees were 0.8% and asylum seekers 0.4%. The refugees were interviewed in the Eastern Cape and Limpopo. The asylum seeker was interviewed in the North West. The permanent residents were interviewed in the North West and the Western Cape.



The majority of clients interviewed at Home Affairs offices nationally were females. The same was true provincially as well. The percentage was the closest in KwaZulu-Natal with females being 50%, males 42.9% and 7.1% abstaining from answering the question.



The majority of respondents fell into the 18 – 35 year old age category. The respondents who were younger than 18 year old were interviewed in KwaZulu-Natal, the North West and the Western Cape.

Time

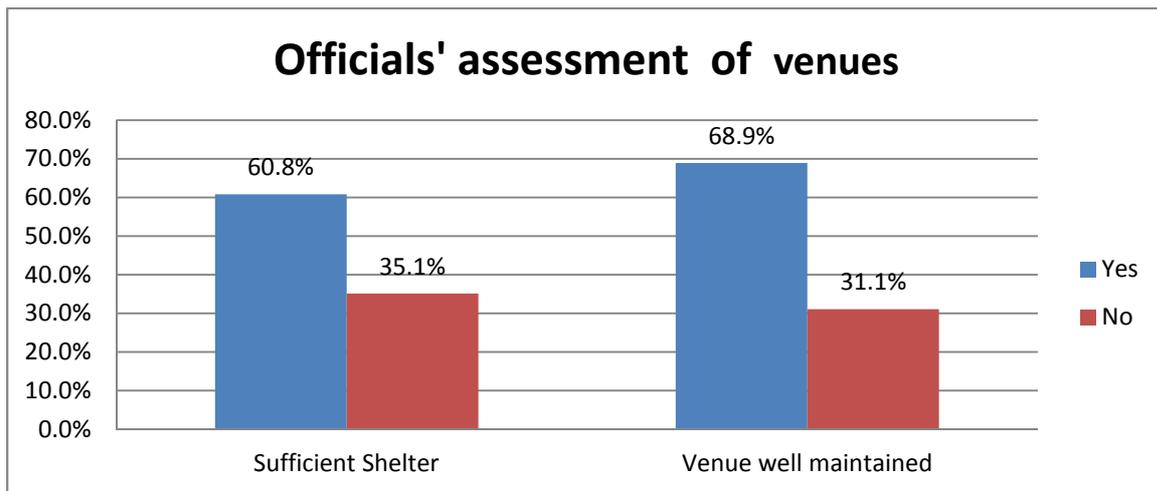
Respondent: Officials	Earliest	Latest
Opening Time	07:00	10:30
Time started attending clients	07:00	11:00
Time stop attending clients	13:00	17:30

The Home Affairs offices that opened at 07:00 were in the Eastern Cape, KwaZulu-Natal and the Western Cape. The Home Affairs office which opened at 10:30 was in Vredendal in the the Western Cape.

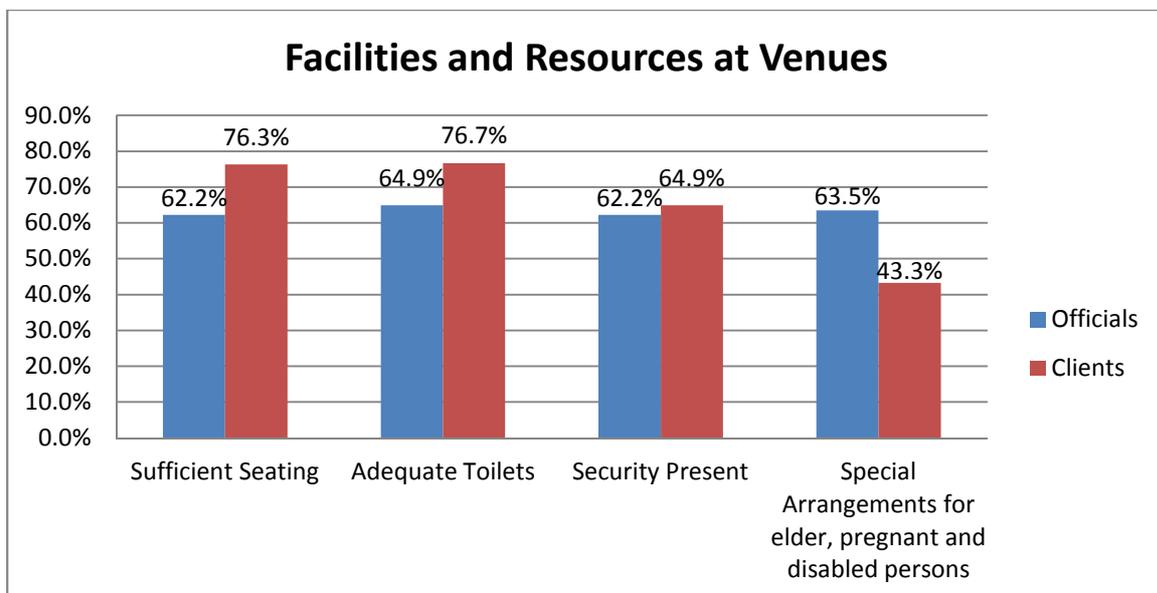
Respondents: Clients	Earliest /Shortest	Latest /Longest
Time Arrived	06:00	15:10
Time waiting to be served	5 min	300 min

The longest time that clients waited was 300 minutes (5 hours); this was at the home affairs offices at D.O. Nquthu, uMzinyathi, in KwaZulu-Natal and Vryburg, Dr Ruth Segomotsi Mompoti district in the North West.

Venue



The majority of officials felt that the shelter provided to clients was sufficient (60.8%) and that the venue was well maintained (68.9%).

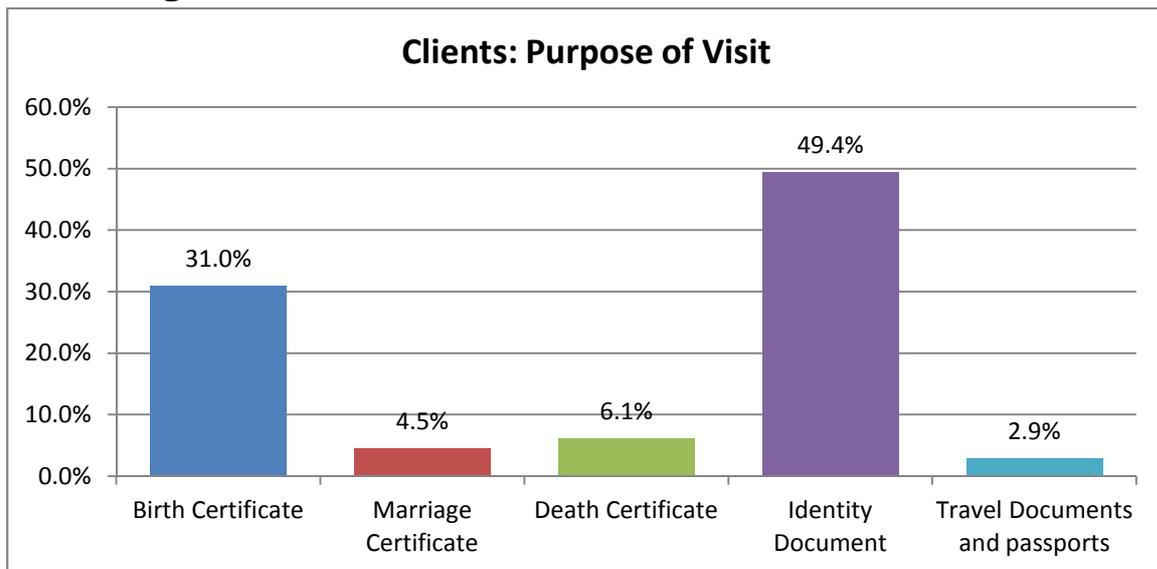


Officials were asked whether they thought that the private security company or police were adequate and well resourced, 91.3% of them felt that this was indeed the case. The respondents were also asked what types of special arrangements were in place for the elderly, pregnant and disabled persons. Most of respondents stated that these people were prioritised by the floor walkers and helped first. Others stated that there were chairs, wheelchairs and special toilets. Some more responses included special counters.

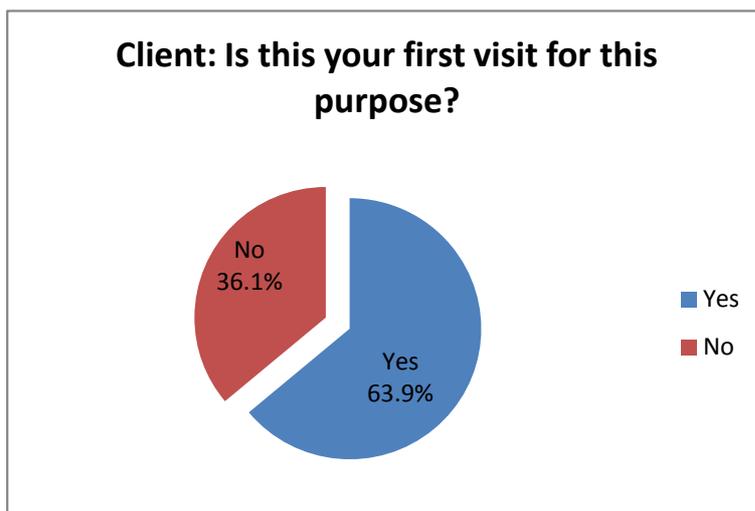
Respondents: Clients	Minimum	Maximum
Distance travelled to venue	0 km	153 km
Cost of travel to venue	R0.00	R312.00

The client who had to travel 153 kilometres was from the Eastern Cape and she was at the Lusikisiki Home Affairs office in the OR Tambo district. A respondent in the Western Cape paid R312.00 for transport to a Home Affairs office in Beaufort West in the Central Karoo.

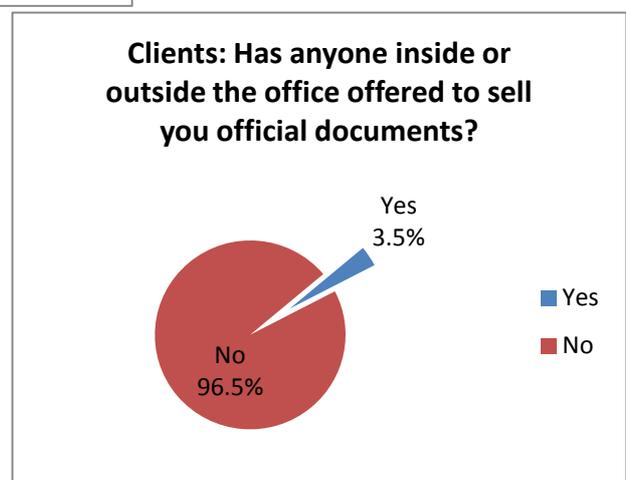
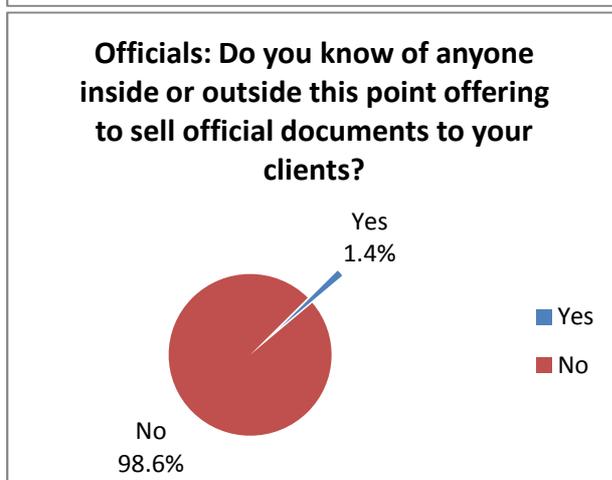
Processing



The majority of respondents were at the Home Affairs offices regarding Identity Documents (49.4%), with birth certificates (31.0%) coming in second.



The respondents who were not there for their first visit were asked how many times that they had returned. The minimum in all monitored provinces was two times. The maximum was twenty times. This occurred in the Eastern Cape. This 62 year old respondent came to enquire about an unabridged birth certificate for her grandson. The respondents that had to return were asked why they



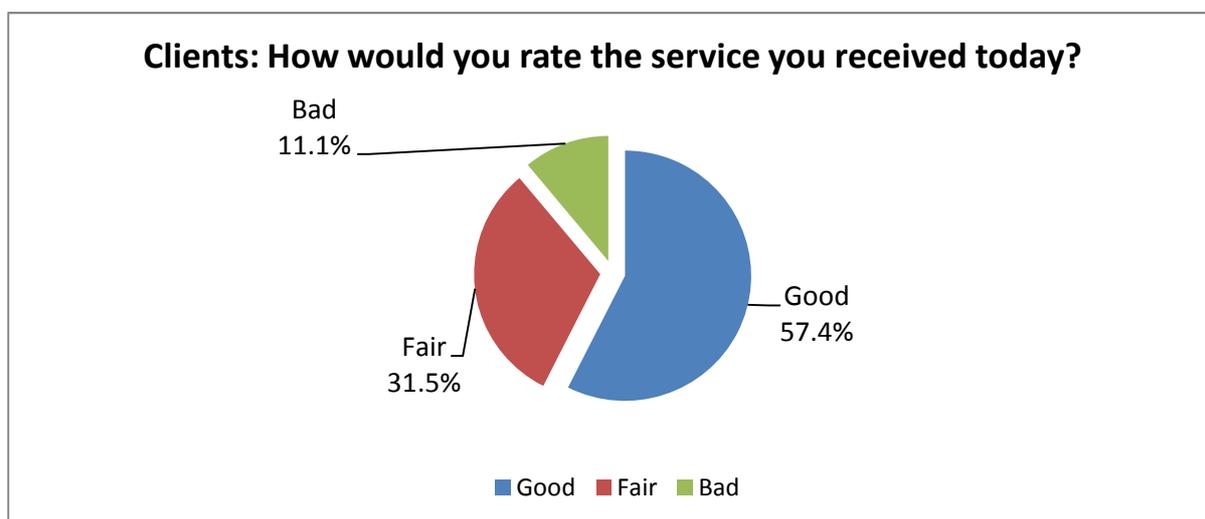
had to return. Some of the responses included that there were problems with the system, and that they didn't have the money that they required. Quite a few people were there to check up on the

processing of their documents. Furthermore, some respondents were there because there was a mistake with their documents and they were coming to have it rectified. For some respondents, at their first visit, they did not have the correct documents needed for the application.

The clients who responded yes to the question, “Has anyone inside or outside this office offered to sell you official documents?” were asked to give more details regarding this. A respondent at the Tzaneen office in Mopani in Limpopo said that someone offered “To facilitate the refugee status if I pay R1000.00 cash”.

Respondents: Clients	Yes	No	Blank
Were you asked to pay for the service today?	36.7%	57.6%	5.7%
Were you given a receipt for your payment?	35.1%	31.8%	33.1%

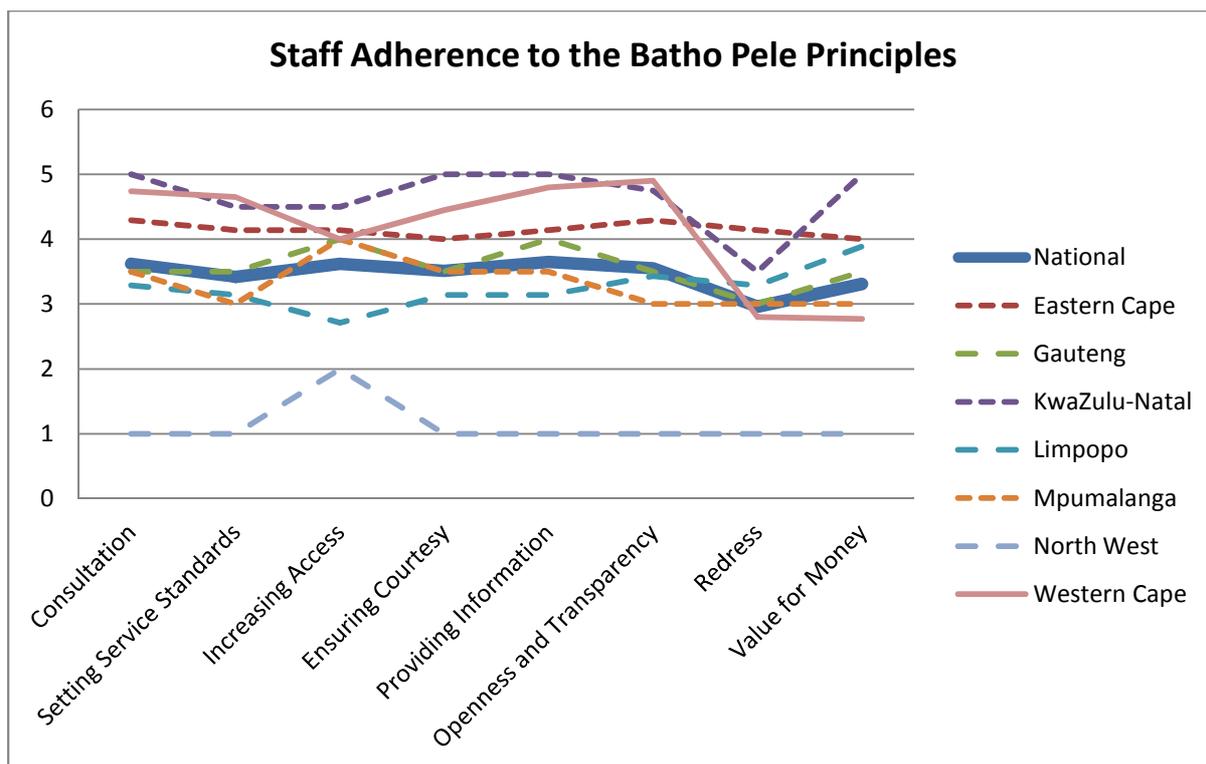
The respondent who had to pay for the service were asked how much they had to pay. The minimum that a client had to pay was R14.00, the maximum was R780.00. The respondents who had to pay R780.00 were from the Nyanga Home Affairs Office in the City of Cape Town, Western Cape. All three of these clients were applying for a passport.



Personnel

Respondents: Officials	Minimum	Maximum
Number of staff members	1	63
Number of people served	2	320

Respondents: Officials	Yes	No	No Answer
Is there a help desk or queue walker to assist clients?	56.8%	40.5%	2.7%
Signs with customer care norms visibly displayed?	52.7%	47.3%	-
Officials identifiable? (Uniforms or name tags, etc.)	63.5%	35.6%	-



The officials were asked to rate their adherence to the Principles of Batho Pele (“People First”). The national assessment shows that most of the officials felt that their strongest area was providing information, with their weak point being redress. The officials in the North West gave themselves the lowest overall assessment.

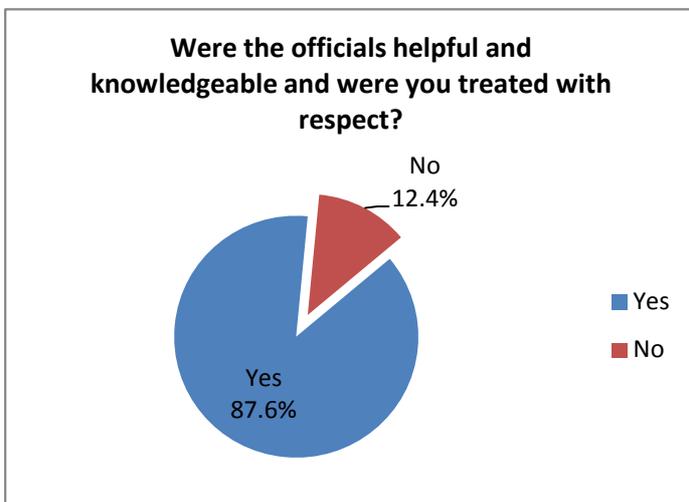
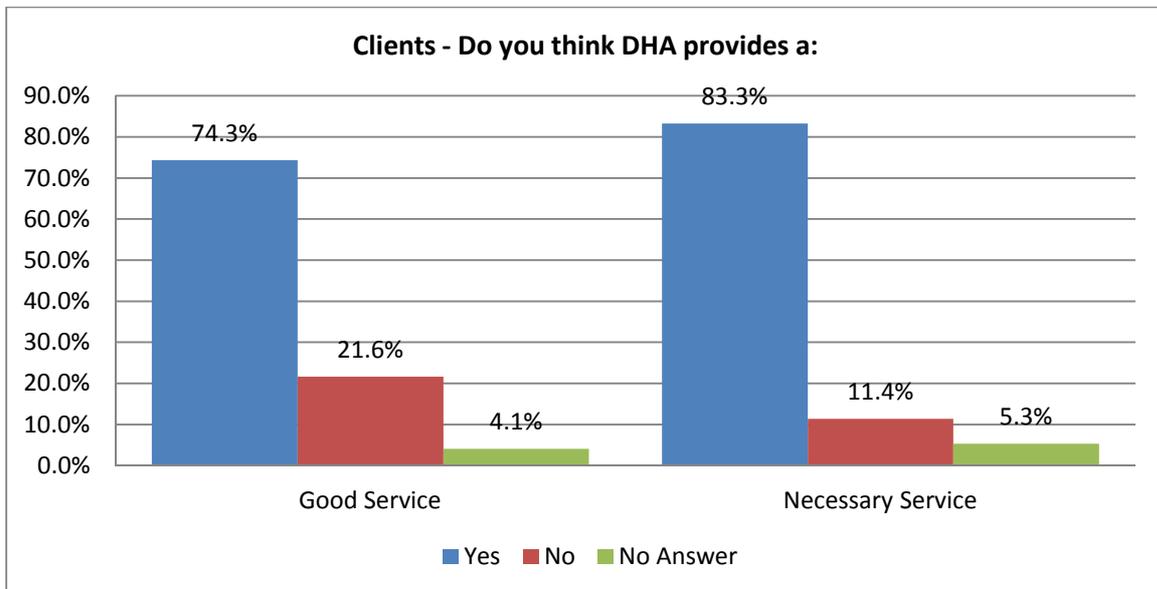
Language and Communication

Respondents: Officials	Yes	No	No Answer
Are information materials available?	55.4%	44.6%	-
Are these information materials sufficient?	41.7%	54.2%	4.2%
Are translators present to assist foreign nationals with the application process?	13.5%	81.1%	5.4%
Are officials able to communicate to clients in the largest spoken languages in the province?	67.6%	29.7%	2.7%

In the cases where officials felt that the information materials were not sufficient, they were asked in what way this could be improved. Some suggestions included having materials written in isiXhosa, to have information in the office in at least two official languages, and providing flyers with services and prices. The officials were asked which languages were not used, amongst those listed were: SeSotho, and Portuguese.

Respondents: Clients	Yes	No	No Answer
Did you know which documents you needed to bring for today's visit?	86.5%	9.8%	3.7%
If you have to pay for a product today, did you know how much?	44.1%	39.6%	16.3%
Did you know that some documents (i.e. affidavit) expire after time?	63.7%	30.6%	5.7%
Are you aware of the new passport and ID photos specifications?	40.8%	46.1%	13.1%
Are you aware that a number of the application forms are available online for you to print and complete?	36.7%	53.1%	10.2%
If you are coming for an application/amendment, are you aware how long it'll take for you to get your product?	31.0%	58.0%	11.0%
Are you aware that you can track your applications, marital status and permits online or through the DHA tollfree line?	40.4%	51.4%	8.2%

The majority of the clients received information regarding home affairs from the Department of Home Affairs itself. Other sources of information were advice offices, community based organisations, church, media/internet, the municipality, schools, tribal authorities, by way of word of mouth, and hospitals.



The majority of respondents stated that they thought the service was good (74.3%) and necessary (83.3%). Most of the respondents also thought that the officials were helpful and knowledgeable and treated them with respect (87.6%). The provincial breakdown of this is as follows: Eastern Cape (76.0%), Gauteng (77.8%), KwaZulu-Natal (100.0%), Limpopo (100.0%), Mpumalanga (44.4%), North West (61.9%), and the Western Cape (97.3%).

Observations

Besides interviewing beneficiaries and monitoring service sites, the monitors recorded their own observations. Respondents were also asked to provide comments. Some of these are listed below.

Eastern Cape

Monitor's observations

One of the issues that most monitors highlight in the Eastern Cape is **a need for a permanent office**. The service provided by mobile offices are not often enough and the cost and distance to travel to permanent offices is too extensive:

- “A permanent office is needed for the smooth running of the services.”
- “A permanent office is needed. It is hard for people to get documents like death certificate delaying burials.”
- “Permanent service office, not mobile offices because mobile offices come after one to two months to render service or you have to go to the nearest town, Fort Beaufort, about 40 kilometres away.”
- “It is very costly and time consuming to go to Queenstown for these services. A permanent office would be welcomed.”
- “More staff needed. People were forced to come back for unnecessary things. At lunch time most of the staff goes to lunch. The security was okay. The DHA needs to go to those small villages where people were lived to serve them.”

Monitors also observed that the **facilities were not adequate** and that there was a **lack of information materials**. **Adequate training of staff** and employing **more staff** will improve the services provided at home affairs offices:

- “Have water but lack of staff. No pamphlets for information. They Practical principles of people first.”
- “Every time they make a birth certificate the computer goes off but they have done nothing about that. That is why people stand in line for hours because the system will have to be restarted again up until it accepts the application and when I asked the personnel she complained that it's been like that for a long time.”
- “I noticed that people stand and sit for long hours waiting for services and the problem is that some of the staff members are too slow and other staff members seemed to not have enough information about how DHA operate. I heard one agent asking instructions while helping the client so the client had to wait for her to be given the instruction. Many people paid and went home as they could not stand for more than an hour for the service.”
- “They should provide also for disabled people.”

Despite a lack of adequate facilities and other problems, there were **praises for the services provided** at certain home affairs offices:

- “They always smile. All have name tags. It is not clean. Only one toilet (many people use one toilet) in men's toilet, in female's toilet only two instead of five.”
- “At least Home Affairs officials gave his all the information she needed and they tried to do a follow up about this case and rectify the problem and they promised to do his son's ID after we as Nonesi office have intervened.”

- “At least they tried to treat her better today except for the issue of payment. It makes no difference to the deprived persons; it is difficult for them to benefit from their rights because of the changes that have been made towards getting ID.”
- “My observation is that Home Affairs has a lot of improvement during the office hours because most of their clients are happy because of the service that they receive from the department.”

Monitors stated that the **waiting period for documentation is longer than the stipulated period:**

- “At least they must stick to three month to get your product.”

Client's recommendations for improved services

Clients also recommended that **permanent offices** be established:

- “A permanent Home Affairs office is clearly needed here.” (Mobile Office, Amathole)

Some clients noticed an **improved service** at home affairs:

- “At last there is improvement now.” (Lusikisiki Home Affairs, OR Tambo)
- “At least this time around they tried something better because they called me and gave me the reference number and they told me that I must bring this number to them after two weeks to check the process of my son's ID. This has been through the efforts of Nonesi Legal Advice who assisted by accompanying me to the Department of Home Affairs and talked direct to Mr. Palo, the head of the department.” (Queenstown, Chris Hani)
- “Service is good and the officials have respect for the clients. Only we must have an office here.” (Lusikisiki Home Affairs, OR Tambo)

Many unemployed clients **complained about the price** of the home affairs services:

- “At least they told me all the documents which I must bring but my problem is I am not working and I do not have money to pay for a new ID which is R140 now and not R20 that was affordable.” (Queenstown, Chris Hani)

Some clients raised the issues of the **length of time** it takes for the documents to be completed and the length of time spent in queues:

- “Some document took a long time to be available, so it made it difficult to apply for a grant.” (Lusikisiki Home Affairs, OR Tambo)
- “DHA is good but our very concern about how long IDs take.” (Lusikisiki Home Affairs, OR Tambo)
- “Long hours waiting in the queue because this is a mobile office.” (Queenstown, Chris Hani)

Clients noted **flaws in the system**. Some asked why they had to pay to rectify mistake made by the home affairs office:

- “Home Affairs needs a water-tight program, not easily manipulated as the present. Issuing one number for more than one person. Computer program has flaws.” (Uitenhage, Nelson Mandela Metropolitan)
- “I and my sister have birth certificate (computerised) but the computer rejects our numbers. The IT program had flaws for years but no progress.”
- “Need to employ IT specialist to redesign program.” (Uitenhage, Nelson Mandela Metropolitan)
- “I wish that they can upgrade their system as many of us are struggling to be assisted though the problem was not caused by us it was them who gave in the numbers that identified them as a female though I am a male and also it must not mean I must pay for the other ID. They must just change the numbers.” (Uitenhage, Nelson Mandela Metropolitan)

Official's recommendations for improved services

Officials suggested **more training** and encouragement to improve services. Also, better organisation:

- “Staff meeting to encourage customer care, team work.” (Ngcobo Department of H/Affairs)
- “There should be training for officials for translating and also sign language.” (Mniam Regional Office)
- “Announcement of date of visit. Schedule duties visit for the year. Time of arrival at service point and departure. Permanent office service needed.” (Alice Mobile)
- “Increasing staff capacity so that a designated queue manager and help desk official would be available.” (Lady Frere LOM)
- “Motivation on officials to maintain the standard and always keep focus on clients.” (Ngcobo Department of H/Affairs)

Some officials felt that they needed **more security** at the premises:

- “Lack of security, there are no safety to protect us and customers.”

Gauteng

Monitor's observations

Some of the monitors in Gauteng noted there were **improved services** at Home Affairs offices:

- “An improved DHA.” (Mabopane, Tshwane)

Monitors observed that there was a **lack of knowledge regarding the services provided** by the Department of Home Affairs:

- “Community members are not aware of the services offered by Home Affairs.” (Mabopane, Tshwane)

There were monitors who noted that there were **long queues** at certain sites:

- “I was told to wait for the office manager to give me a go ahead to interview the officials but I was told he will arrive at 14:00. The queue was about 10m long when I arrived. There must be an agreement with government to have civil society to monitor to monitor offices at all times.” (Orlando, City of Johannesburg)
- “She is patient to wait in the queue for long hours.” (Mabopane, Tshwane)

There were other concerns raised by monitors:

- “People are not happy about the service delivery at Home Affairs.” (Mabopane, Tshwane)
- “The lady was from Lesotho and this child/son was born in SA from the SA father. She was frustrated because she was asked to produce proof that the son was born from a SA father.” (Orlando, City of Johannesburg)

Client's recommendations for improved services

There some **concerns/suggestions** raised by the clients at Home Affairs offices:

- “I want proof of temporary ID; they didn't give it to me.” (Old Mutual, Tshwane)
- “Notification period has to be precise.” (Mabopane, Tshwane)
- “Home Affairs should get training about treating people with respect.” (Orlando, City of Johannesburg)
- “The department of Home Affairs should hire more officials and provide more chairs.” (Mabopane, Tshwane)

- “Establish an information desk.” (Mabopane, Tshwane)
- “We don't have to pay for the mistakes they make at Home Affairs because they spell our names and surnames wrong and when we need to change them, they want us to pay.” (Mabopane, Tshwane)

Official's recommendations for improved services

The officials recommend that clients should be **taught how to write and affidavit**. Also, officials suggest that people keep a **copy of their Identity Documents**, in case of lose. Having their ID numbers on hand will make reapplication easier. Highlighted are a few comments that illustrate this:

- “People should be taught how to write an affidavit. There should be an arrangement for people to take school letters and crisis letters to the rural area.” (Orlando West)
- “People to be advised to write their I.D numbers on a piece of paper so when reapplying it should be easier. People still struggle to write affidavit.”

KwaZulu-Natal

Monitor's observations

There were **praises** for the service provided at Home Affairs Offices:

- “Good measures in place for people living with disabilities. There are sufficient seats for everyone.” (Bhamsela, uMgungundlovu)
- “Clean place. Clear information for service users. Security very helpful and doing a good job.” (Bhamsela, uMgungundlovu)
- “Officials treat people with respect. Clean water. Clean toilet. Sufficient seats.” (Bhamsela, uMgungundlovu)
- “The Home Affairs is very safe. All staff members wear name tags.” (Bhamsela, uMgungundlovu)

Although there were praises, there were also some **concerns** raised by monitors:

- “The office is good and they have toilets and clean water. The day I was there I didn't see a security. The community complains about the birth certificate, you must wait for a long period before you get in. They want to get it in that day of application.” (Bhamsela, uMgungundlovu)
- “The service is good. The problem is they have a small office, no computers and the officials mentioned that they do not have some documents so they transfer the client to DHA at Ixopo to get help. When there are a lot of clients, some wait outside.” (Himeville S/P, Sisonke)
- “The staff members are few and client waiting a long time. Many times computers are down.” (Bhamsela, uMgungundlovu)

Client's recommendations for improved services

Some clients **praised** the services that they received, even though they admitted that **they had to wait a long time** to be serviced:

- “Good service. Officials are very helpful and respectful.” (Bhamsela, uMgungundlovu)
- “The service is good but you must wait for a long time before you get the service but they treat us with respect they are very helpful to us.” (Bhamsela, uMgungundlovu)
- “The workers are very friendly but I still don't receive my identity book. I'm waiting for a long time.” (Bhamsela, uMgungundlovu)

- “This Home Affairs is working. It's my first time to come here and I got my child certificate. I'm very happy.” (Bhamsela, uMgungundlovu)
- “This Home Affairs is very helpful today. I got my birth certificate. Workers are always respect and friendly.” (Bhamsela, uMgungundlovu)

There were also some **complaints** regarding the service that they received. Some respondents **suggested ways to improve these services:**

- “The service is not good enough because we must wait for more than 2hours before we get service. To improve the service, maybe just increase the staff members. There is no need to wait for a birth certificate for a long period.” (Bhamsela, uMgungundlovu)
- “There are no computers here when you apply for birth certificate, you must wait 3 weeks and I think they need computers.” (Himeville S/P, Sisonke)

Official's recommendations for improved services

The **lack of equipment and space** was the biggest concern for the officials:

- “We don't have enough equipment, our office is only one room, not enough for our clients.” (Himeville)

Limpopo

Monitor's observations

Monitors made some of the following suggestions:

- “The process of refugee approval is taking too long and the department interval administrative procedure has no application tracking records which can provide a timeous report in writing.” (Tzaneen, Mopani)
- “To increase the personnel to assist within the Emigration Department to deal with permit application cases.” (Tzaneen, Mopani)

There were some complaints:

- “The queue monitoring process is very poor and people lose time in the wrong queues.” (Tzaneen, Mopani)

Client's recommendations for improved services

The following recommendation was provided by a client of Home Affairs:

- “Africans should require passports and visas across African countries.” (Tzaneen, Mopani)

Official's recommendations for improved services

The **lack of translators to help them assist foreign nationals** was one of the concerns raised by officials:

- “Officials are experiencing difficulties to assist foreigners due to the unavailability of translators.” (Tzaneen)

Furthermore, there was **no seating available** for clients:

- “To provide chairs at the service point so that it enables the users to queue being seated.” (Tzaneen)

Mpumalanga

Monitor's observations

There were varying observations regarding the services provided at Home Affairs offices in Mpumalanga. At certain offices there were **positive observations**:

- “Enough chairs and shelter.” (Elukwatini, Gert Sibande)
- “Office staff is working.” (Elukwatini, Gert Sibande)
- “The staff is good to the clients because they talk our language. Office is very quiet and very busy.” (Eesterhoek, Gert Sibande)

At other offices there were **negative observations regarding the physical state of the facilities and also staff shortages and staff attitude**:

- “Long queues, no seats provided, shortage of staff, service is poor.” (BBR Home Affairs, Ehlanzeni)
- “No seats, staff shortage.” (BBR Home Affairs, Ehlanzeni)
- “Staff attitude towards clients is not right. There are long queues and no chairs.” (BBR Home Affairs, Ehlanzeni)

Client's recommendations for improved services

The recommendations made by the clients echoed what was observed by the monitors. At certain offices the **services were good**:

- “Good service.” (Elukwatini, Gert Sibande)

At other offices the clients noted an **inadequate number of staff and not enough equipment**, such as chairs. They also noted that **staff breaks were too long and the attitudes of the staff members were not appropriate**:

- “New staff needed, chairs for older people.” (BBR Home Affairs, Ehlanzeni)
- “Do not take long breaks.” (BBR Home Affairs, Ehlanzeni)
- “Staff member shortage. Put chairs for elders. Change of attitude of the officials.” (BBR Home Affairs, Ehlanzeni)
- “The staff must change their attitude.” (BBR Home Affairs, Ehlanzeni)
- “They are letting us stand in a queue for a long time.” (BBR Home Affairs, Ehlanzeni)
- “They are not talking to us in a right manner.” (BBR Home Affairs, Ehlanzeni)
- “They must hire more people so that they can help.” (BBR Home Affairs, Ehlanzeni)

Official's recommendations for improved services

The officials highlighted that more staff members were needed at the home affairs offices:

- “Get more staff to improve the services.” (Bushbuckridge Home Affairs)
- “Hire more staff members.” (Bushbuckridge Home Affairs)

North West

Monitor's observations

There were various comments made regarding the fact that **since the price of Identity Documents has increased, that few people have been applying for the document:**

- “Majority of the people who come for birth certificates. But ID's are no longer coming like before as ID's were for free.” (Atameleng, Ngaka Modiri Molema)
- “Since the prices goes up, Home Affairs in Letsopa no longer has long queues, especially the price of the ID. Most of the clients are birth certificates only.” (Atameleng, Ngaka Modiri Molema)

Further comments regard the **opening times and the late arrival of the Home Affairs office staff:**

- “Communities are suffering from coming to the DHA offices because they come on Thursday and sometimes they come late in the afternoon and some people are coming from surrounding farms and do not have transport. They usually come with their employer and the employer will not allow him to come back the following Thursday.” (Vryburg Service Point, Dr Ruth Segomotsi Mompoti)
- “They are always late; sometimes they come, sometimes not.” (Vryburg Service Point, Dr Ruth Segomotsi Mompoti)

Client's recommendations for improved services

There were some concerns about the **lack of facilities:**

- “The people coming to this office should be supplied with toilets and water and special arrangements for pregnant and disabled people.” (Delareyville Mobile DHA, Ngaka Modiri Molema)

Some clients had the following **complaints:**

- “The official should come on time so that we can go home earlier and sometimes they don't even come since we were waiting for them to come.” (Vryburg, Dr Ruth Segomotsi Mompoti)
- “They must come early in order to cover all their clients. Because we are travelling 80km and we had to request a day off from the farmer to come.” (Atameleng, Ngaka Modiri Molema)
- “We are applying I.D's and have been waiting for a very long time to get it and thereafter told you to apply again, and it's a problem because I am unemployed. It's difficult to get R20 again.” (Vryburg, Dr Ruth Segomotsi Mompoti)

Official's recommendations for improved services

The official recommended the following:

- “Increase staff. Have a five day service and operational service.” (Vryburg Service Point)

Western Cape

Monitor's observations

Some monitors noted that the **clients were happy** with the services received at home affairs:

- “A happy service user is a satisfied user in terms of Batho Pele principles.”
- “Client well informed.”
- “First time for this youth to visit Home Affairs for identity document and helped to her satisfaction.”
- “I think the people are satisfied with the service. They must get more seats in the office for the people because some must stand outside and wait for seats.”
- “Officials helpful and knowledgeable of their work. The office also open on Saturday from 08h30 to 12h00 as to assist the employed who cannot visit the DHA during the week.”
- “Old people have a special counter and a floor walker assisting them. Ultimately everybody gets assisted in terms of service rendering.”
- “The officials are very helpful and people are treated with respect. The institution is also open on a Saturday as to accommodate those that are working during the week.”

There were **complaints** about the services provided:

- “Client not informed of toilets and water yet it is on the premises.”
- “Farm dweller - not informed and very frustrated. Room for development.”
- “People need the services to be closer for them and not to spend when in need of those services. Therefore, alternative means need to be made.”
- “Some other service users complain about delayed process of identity documents in Pretoria.”
- “The employer is very hasty with applicants that it hinders the success of an application. A mobile unit on the farms will be of great value for people to be registered South African citizens.”
- “The officials told some of the people that they did not have a computer to do certain things.”
- “Youth seek a very speedy method of identity document processing due to the fact that they are unemployed and identity document is the major issue when one seeks employment.”

Client's recommendations for improved services

Some clients **praised** the services they received in the Western Cape:

- “All the staff members have knowledge about everything that you like to ask them and they are very helpful with people.”
- “The staff member handled all the people with respect and I think they are doing their work great.”

There were suggestions that Home Affairs offices are **located closer to the people** that it serves:

- “Bring the services closer to their residential communities other than the one in Nyanga.”
- “Bring the services to the farming community.”
- “We need a daily office in Diazville.”

Clients also felt that they required **more regular services** and **more staff** at home affairs offices:

- “Client feels that visits must come more per month as the department only visits area once per month.”
- “More personnel. Not working from office with burglar bars.”

Unemployed clients feel that the services provided by the Department of Home Affairs are too expensive and that alternative arrangements should be made for those who can't afford it:

- "Client is unemployed. I cannot afford the amount of R160. I ask for a mobile unit that can visit twice a month and I ask that All Pay ask the Department that they charge us the lowest rate for ID's, passports and birth certificates."
- "I feel that an office which is open daily is a great advantage to the community. The cost of applying for ID's is unacceptable yet the State requires everyone should have one. Pensioners are shown no preference with regards to costs of products."
- "I feel we should have a mobile unit at least twice a month here so we can collect our ID's. Why must we pensioners pay R180 when a new ID costs R140? To collect the ID in Malmesbury costs an additional R140."

Clients also felt that **documents need to be processed quicker**:

- "Quicker process of identity documents due to the fact that I have been waiting for three months and cannot do anything without it."
- "Speed up the identity document application process when one lost it."
- "The service is good but the patience one has to have to become a legal citizen is huge."

Official's recommendations for improved services

Some officials felt that they needed **bigger premises with more facilities**:

- "Bigger premises." (Paarl Home Affairs)
- "Build more toilets." (Paarl Home Affairs)

Officials also felt that they could service the clients better if they had **more staff** members:

- "Definitely more staff needed." (Paarl Home Affairs)
- "More staff must be available to do the important service in the community. Staff are overworked." (Vredendal)
- "To increase more officials so that we can render effective and adequate services to the service users."

Furthermore, some officials felt that **extended hours** were needed:

- "It is of great importance to use after hours to update work and weekends from 8:30 to 12:00 midday." (Nyanga Home Affairs)
- "Saturday and Sunday can be used to assist those people who cannot avail themselves during the week." (Vredendal)

The following **suggestions** were made by officials:

- "Security." (Nyanga Home Affairs)
- "Special counter and a floor walker assisting."
- "Refresher courses are required for the purpose of service delivery."
- "We can also make use of temporary unemployed people as to create employment to speed up our work."