

Feedback: National Bargaining Forum meeting – 4 and 5 May 2023

Business Process Re-engineering (BPR) project

A progress report on the BPR project was presented to the SASSA National Bargaining Forum (SNBF). The process of re-engineering SASSA was planned to unfold in four phases. The first phase was the project initiation stage, which involved several activities that included site visits and a benchmarking exercise. The second phase was the conceptualisation of the As-is assessment, which led to the design of the ideal SASSA blueprint (phase three of the project). Currently, the employer is finalising phase three and moving towards phase four, which is the blueprint sign-off and implementation. The employer presented the proposed operating model for SASSA, which involves four prospective servicing channels, namely: face-to-face, mobile channel, online (desktops and laptops), and the kiosk channel.

The new model cuts out one layer of offices, which is district offices, and will only have three layers, *i.e.*, Head Office, Regional Office, and Local Office. The Head Office will mainly be responsible for strategic direction and legislative accountability and responsibility. It will be setting the agenda for all priority interventions of government and ensure alignment with Portfolio priorities. The Regional Office layer will be accountable for operational delivery of all Local Offices in its catchment area. The Local Office will provide physical service delivery for walk-in clients who require assistance and provision of remote access points. The employer will be presenting the new organisational structure at the next meeting with labour. Members are urged to peruse the standard operating procedures connected to their roles and provide inputs to the PSA. The SOPs can be found at PSA Provincial Offices or local shop stewards.

SASSA automation agenda

SASSA has introduced several ICT initiatives with the aim of modernising and digitalising SASSA's processes and systems. Several pilot sites were identified in which it was agreed that all these new systems will be tested. A progress report was presented to brief the SNBF on the online application platform, the queue management system, beneficiary biometric system, Kofax ongoing scanning, and the automated registers: intake and FCG. The SNBF directed that site visits be conducted for parties to observe how the systems are working and address challenges, if encountered. The beneficiary biometric system will be piloted in the current financial year once SASSA has procured support and maintenance for the system. The four sites where the system will be piloted are Bloemfontein Local Office, Port Shepstone Local Office, Rustenburg Local Office, and Emalahleni Local Office.

SNBF Regional Consultative Forums (RFC)

The SNBF launched Regional Consultative Forums (RFCs) in 2019, which were established as platforms for engagement between the employer and labour on issues that affect each region. It is unfortunate that some RCFs have not been able to function effectively. The SNBF has formally approved a five-year strategy that puts RCFs at the center of its success. As a result, provincial visits and training of RCF members by the SNBF chief negotiators have been planned to commence from August 2023. However, owing to budgetary challenges, only three regions have been identified for visits and training in 2023. The others will follow in 2024. The three identified regions are Western Cape, Mpumalanga, and North West. The sessions will focus on workshopping the strategic plan, training on SNBF collective agreements, and training in basic negotiation skills. Dates of the training for each region will be communicated in due course.

Members will be informed of developments.

Employees who want to join the PSA can visit the PSA's website (www.psa.co.za), send an email to ask@psa.co.za, or contact PSA Provincial Offices.

GENERAL MANAGER