

FOR PSA MEMBERS: **SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)**

29-05-2023

Update: SASSA Business Process Re-engineering (BPR) Project

Members are aware that the process of re-engineering SASSA is being implemented in four phases. The first phase was the project-initiation stage, which involved several activities that included site visits and benchmarking exercises. The second phase was the conceptualisation of the 'As-is' assessment, which led to the design of the ideal SASSA blueprint as 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 proposed operating model was previously presented and is based on four prospective servicing channels which are: face-to-face, mobile channel, online (desktops and laptops), and the kiosk channel.

The employer has recently presented the proposed macro-structure to the PSA with a focus on regional and local offices. The regional macro-structure consists of four functional areas, namely, Operating and Tactical Management, Finance, Oversight and Governance, and Corporate Services. The purpose of the Operational and Tactical Management is to manage operations of the region. The Finance functional area will provide an effective and efficient financial management services, whilst the Oversight and Governance area is intended for ensuring that the organisation is run in a safe, compliant, and efficient manner and Corporate Services will provide corporate support services.

The proposed local office structure consists of the Front Office Operations, Back Office Operations, and Administrative and Support Services. Grants Operations functional area will administer the implementation of social assistance services in local offices and there will be the area of Alternative Service Access Points, which will manage delivery of grant-administration services at alternative access points. There will also be an introduction of the Stakeholder Liaison and Beneficiary Education, which will focus on educating beneficiaries, manage, and maintain good stakeholder relations. Capacity will be added to provide administrative and support services at local offices.

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