BUILDING A FUTURE FIT DEPARTMENT OF STATE
DHA MANDATE

• MANDATE 1:
  • MANAGEMENT OF CITIZENSHIP AND CIVIC STATUS
  •

• MANDATE 2:
  • MANAGEMENT OF INTERNATIONAL MIGRATION
  •

• MANDATE 3:
  • MANAGEMENT OF REFUGEE PROTECTION
  •

• MANDATE 4:
  • RESPONSIBILITY FOR THE POPULATION REGISTER
  •
CHALLENGES FACED BY MANY GOVERNMENTS

- BUDGET (RELIANCE ON THE FISCUS AS THE ONLY SOURCE OF INCOME) DO MORE WITH LESS
- SERVICE CHANNELS (NON-DIGITAL SYSTEMS AND TRADITIONAL OFFICE)
- FOOTPRINT VS POPULATION DEMANDS RESULTING IN LONG QUEUES. SOME CITIZENS POSTPONE THEIR VISITS TO REGISTER BIRTH UNTIL IT'S TOO LATE
- IDENTITY THEFT AND IMPERSONATION
A FUTURE-FIT ARCHITECTURE

- Citizens expect the state and private sector to deliver fast, convenient and affordable services with less resources.

- E-Government services enabled by secure integrated identity systems.

- SA needs to thrive in this competitive, digital era.
A FUTURE-FIT ARCHITECTURE

Citizens expect state and private sector to deliver fast, convenient and affordable services with less resources.

Governments enabled by secure integrated identity systems.

Needs to thrive in this competitive, digital environment.
GEOGRAPHIC SPREAD OF OFFICES
EVOLUTION SOUTH AFRICA’S IDENTITY DOCUMENTS

- Reference Book (Apartheid era identity)
  - 1960-1986
  - Turnaround time unknown

- TBVC state Identity book

- Green Barcoded ID Book
  - 1986-2013
  - Turnaround time 54 working days

- Smart ID Card
  - 2013- beyond
  - Secure, has the option for additional Government services on the chip
  - Turnaround time 10-15 working days
NEW APPROACH TO IDENTITY MANAGEMENT IN SOUTH AFRICA

In South Africa civics services that is seamless constitute a basic right for all citizens. Government must ensure that citizens data is secured and processes are able to prevent threats of espionage, cyber attacks, fraud and identity theft.

Knowing who is living in South Africa (foreign nationals included)

Secured mainly by early birth registration

Secure status changes – issue ID, marriage, death amendments

Secure citizenship changes; e.g. naturalisation

Active cooperation and awareness of government and citizens

THE NATIONAL IDENTITY SYSTEM (NIS)
SERVICE DELIVERY METHODS
SERVICE DELIVERY METHODS

OFFICE HOURS: Offices open to the public as follows:
- Every Tuesday: 8:30 to 12:30 (closed until further notice)
- Every last Wednesday of the month: 9:00 to 16:00

APPLY ONLINE

Welcome to the eHomeAffairs

The Department of Home Affairs is proud to present eHomeAffairs to enable you as a South African born citizen to apply your Smart ID Card and/or passport online.

eHomeAffairs allows the following:
- Submit applications online
- Upload supporting documents
- Make online payments
- And schedule a booking to visit a Home Affairs enabled Bank offices

Note: A branch visit is mandatory for the capture and verification of your biometric detail (photos, fingerprints and signature). No appointment/booking is required to visit any Home Affairs office.

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- Access to the Home Affairs website
- Inability to access the Home Affairs website
- Content available on the DHA website including but not limited to legal information whether it be complete or incomplete, accurate or inaccurate or up to date for
In a globalised, digital world full of threats and opportunities, states are investing heavily in new identity, immigration policies and systems.

This gives large advantages: security, faster cheaper services, less crime and corruption, empowered citizens, attractive to investment.
MERCI
THANK YOU