



# home affairs

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



**BUILDING A FUTURE FIT DEPARTMENT OF STATE**

# DHA MANDATE

- **MANDATE 1:**

- MANAGEMENT OF CITIZENSHIP AND CIVIC STATUS

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- **MANDATE 2:**

- MANAGEMENT OF INTERNATIONAL MIGRATION

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- **MANDATE 3:**

- MANAGEMENT OF REFUGEE PROTECTION

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- **MANDATE 4:**

- RESPONSIBILITY FOR THE POPULATION REGISTER

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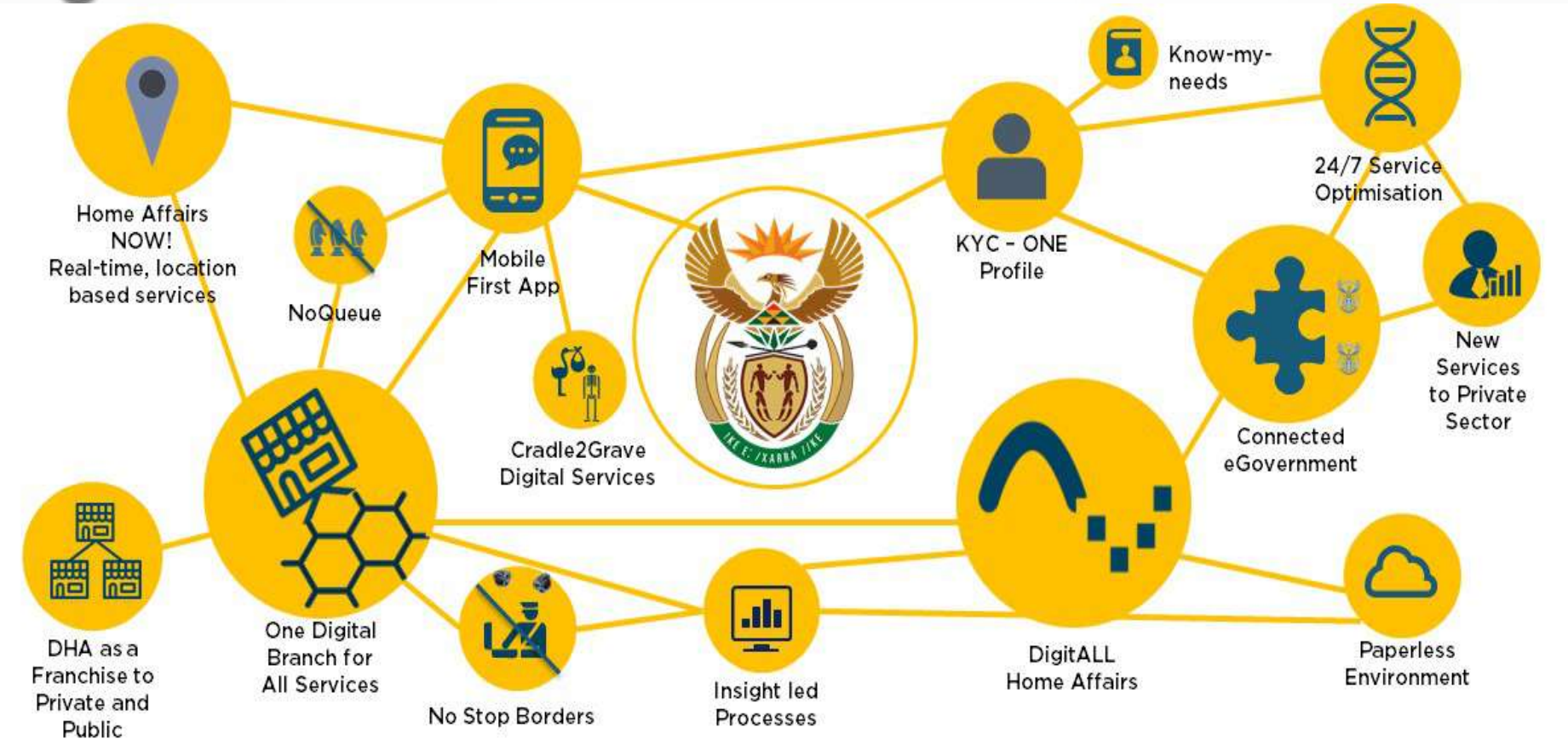
# CHALLENGES FACED BY MANY GOVERNMENTS

- ❑ 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 ITS TOO LATE
- ❑ IDENTITY THEFT AND IMPERSONATION

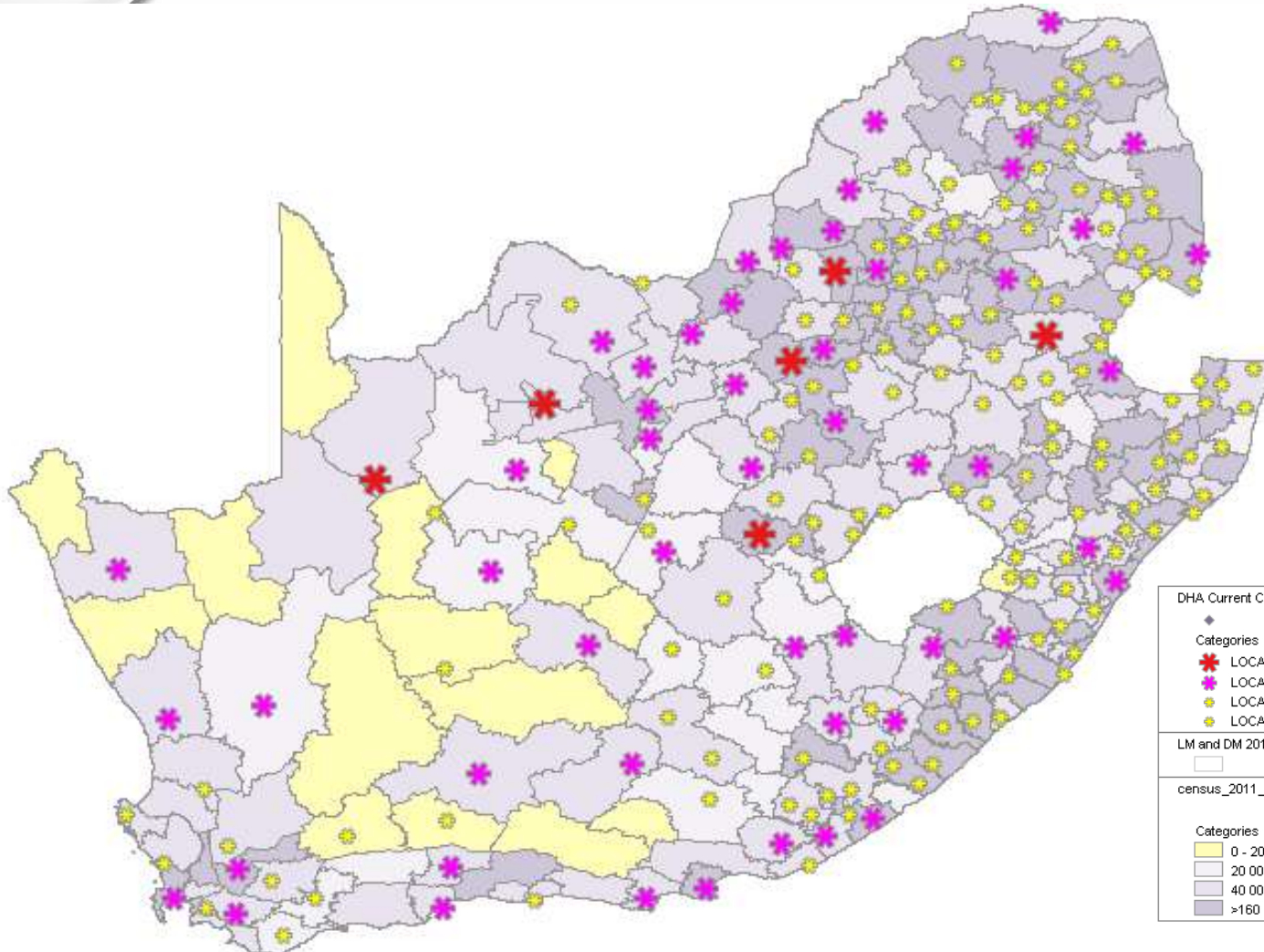
# A FUTURE-FIT ARCHITECTURE

- ❑ 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



# GEOGRAPHIC SPREAD OF OFFICES



DHA Current CS office GIS information 19042016

◆ Categories

- ★ LOCAL OFFICE LARGE
- ★ LOCAL OFFICE MEDIUM
- ★ LOCAL OFFICE SMALL (PSP)
- ★ LOCAL OFFICE SMALL (TSC)

LM and DM 2011 demarcations

census\_2011\_pop\_data layer

Categories

- 0 - 20 000 (Mobile Office)
- 20 000 - 40 000 (Small Office)
- 40 000 - 160 000 (Medium Office)
- >160 000 (Large Office)

# 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)

**THE NATIONAL IDENTITY SYSTEM (NIS)**

Active cooperation and awareness of government and citizens

Secured mainly by early birth registration

Secure status changes – issue ID, marriage, death amendments

Secure citizenship changes; e.g. naturalisation



# WALK IN SERVICE CENTRES



# SERVICE DELIVERY METHODS



Introducing  
DHA Premium Visa &  
Permit Services Centre

[Know More](#)

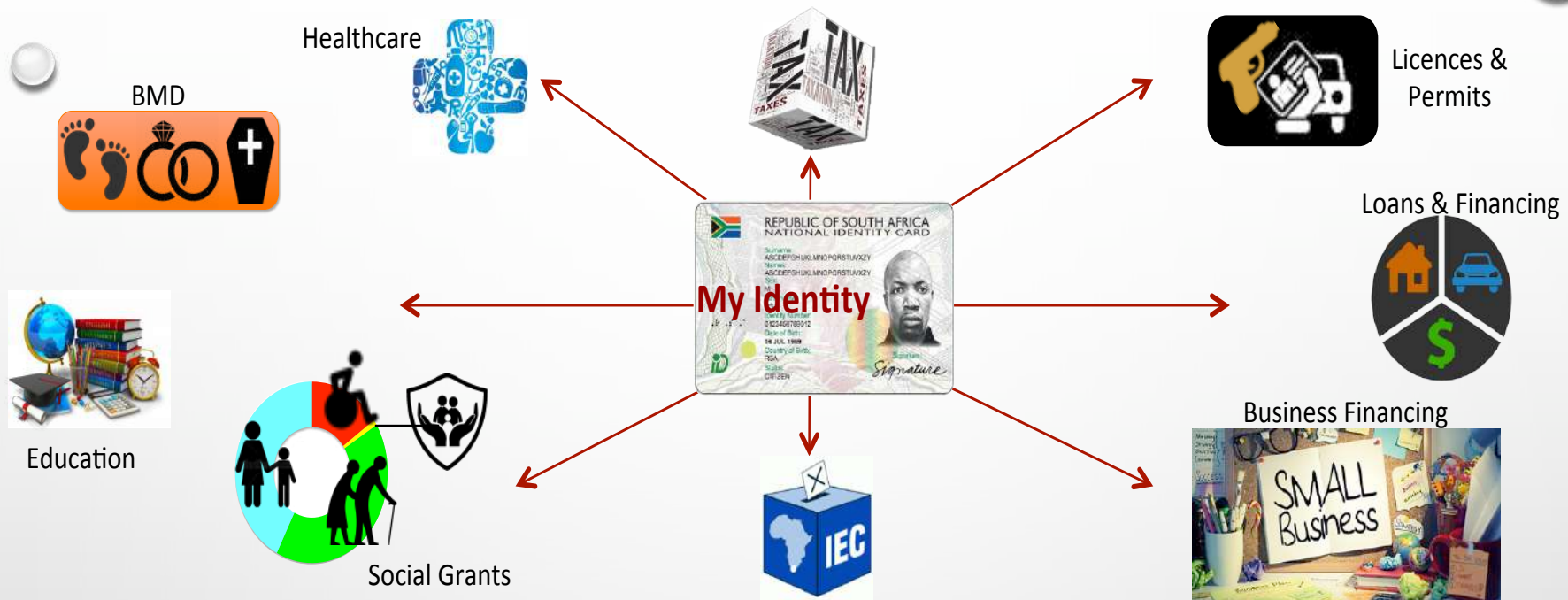


# SERVICE DELIVERY METHODS

The screenshot shows the homepage of the Department of Home Affairs (DHA) website. At the top, the URL 'dha.gov.za' is visible. The main header features the 'HomeAffairs' logo with the tagline 'easy • efficient • secure'. Below the header is a navigation menu with links for 'IMMIGRATION', 'STATEMENTS', 'FEES', 'CONTACTS', 'SMART ID CARD', 'NOTICES', and 'CAREERS'. A section titled 'OFFICE HOURS: Offices open to the public as follows:' provides information about public access times, such as 'Monday: 8:30 to 12:30 (closed until further notice)'. The main content area includes a large image of Minister Gigaba and Deputy Minister Chohan at a naturalisation ceremony, with a caption stating 'Minister Gigaba & Deputy Minister Chohan congratulates one of the naturalised citizens during the Naturalisation Ceremony in Durban on 17 August 2018'. To the right of this image are buttons for 'DHA Office Locator' and 'Tender Notices'. Below the image is a prominent 'APPLY ONLINE' button with the HomeAffairs logo. At the bottom, there is a 'NEW NOTICE' section with a green button that says 'List of DHA offices that conduct Civil Union/Partnership Marriages'. A '#WarOnQueues' banner is also visible at the bottom left with a 'READ MORE' button.

The screenshot shows the 'eHomeAffairs' portal. The URL is 'ehome.dha.gov.za'. The header includes the Department of Home Affairs logo and the 'HomeAffairs' logo. A navigation bar contains buttons for 'HOME', 'REGISTER', 'LOGON', 'HOW TO', 'FAQ', and 'CONTACT US'. The main heading reads 'Easy to use, convenient, and just a click away' followed by 'Welcome to the eHomeAffairs'. The text states: '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.' It lists the services available: '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'. A 'Note' specifies that a branch visit is mandatory for biometric capture and verification. A 'Disclaimer' section at the bottom states that the Department of Home Affairs is not liable for any damage or loss incurred by users. A 'READ MORE' button is located at the bottom left of the page.

# FORMAL TRANSACTIONS REQUIRE TRUSTED IDENTITY



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.

The background features a light gray gradient with several realistic water droplets of various sizes scattered in the corners. The droplets have highlights and shadows, giving them a three-dimensional appearance.

**MERCI**  
**THANK YOU**