



**MINISTER OF
HOME AFFAIRS
REPUBLIC OF SOUTH AFRICA**

Private Bag X741, Pretoria, 0001, Tel: (012) 432 6635 Fax: (012) 432 6675
Private Bag X9102, Cape Town, 8000, Tel: (021) 469 6507, Fax: (021) 461 4191

Ref. M1/8/1

Church representatives:

Dr Nioma Venter (General Secretary, Dutch Reformed Church – NG Kerk)
Dr George Marchinkovski (General Secretary, Presbyterian Church)
Rev Bertram Swartz (General Secretary, United Congregational Church)
Rev Musi Losaba (General Secretary, Methodist Church)
Fr Hugh O'Connor (Roman Catholic Church)
Dr Dewyk Ungerer (Church Order Specialist, NG Kerk)
Dr Wouter van Wyk (Secretary: Commission of the General Church Assembly, Hervormde Kerk)

Email: niomav@ngkerk.org.za

Dear Esteemed Church Leaders,

RE: ENGAGEMENT BETWEEN THE MINISTER OF HOME AFFAIRS AND MAINLINE CHURCHES

1. I wish to extend my sincere appreciation for the constructive and meaningful engagement held between the leadership of the mainline churches, myself, and officials of the Department of Home Affairs on 4 May 2026. The meeting provided a valuable platform to strengthen collaboration and to engage frankly on matters affecting the delivery of Civic and Immigration Services to your constituencies.
2. The Department acknowledges the key challenges raised during our discussions, particularly those relating to administrative inefficiencies, long processing times, communication gaps, and most notably, the inconsistency and lack of clarity in requirements and processes. These concerns are well understood and align with issues identified internally by the Department.
3. In response, the Department commits to the following immediate interventions aimed at improving service delivery and ensuring greater uniformity across all offices, while concurrently advancing longer-term reforms through the development of the Marriage Policy and the Department's broader digital transformation programme:

(a) Standardisation of Requirements

A *pro forma checklist* of all required supporting documents for submission to local offices will be developed and formally circulated. This measure is intended to eliminate inconsistencies and ensure that applicants are provided with clear, uniform guidance nationwide.

(b) Improved Communication Channels

The Department has established and shared a dedicated email address, together with relevant contact details, through which queries may be directed in the interim. This will serve as a central point of communication to improve responsiveness and provide clarity while longer-term solutions are being implemented. (MarriageOfficers@dha.gov.za)

(c) Establishment of a Joint Technical Task Team

We propose the immediate establishment of a Joint Technical Task Team comprising representatives from the Department and the mainline churches. This structure will focus on identifying and implementing practical, short-term solutions to operational challenges, while also informing longer-term reforms.

4. The Department values the role of churches as key partners in promoting social cohesion and supporting the integrity of the civil registration system. We are committed to building on this engagement through structured collaboration, transparency, and continuous dialogue.
5. We look forward to working closely with you as we implement these interventions and strengthen our partnership in the service of the people of South Africa.

Yours sincerely,



DR L.A SCHREIBER, MP
MINISTER OF HOME AFFAIRS

DATE: 11/05/26