

DEPARTMENT OF EMPLOYMENT AND LABOUR
SERVICE CHARTER

FOR THE FINANCIAL YEAR 2021/22



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ACRONYM

Admin	Administration	MP	Mpumalanga
APP	Annual Performance Plan	NC	Northern Cape
BCEA	Basic Conditions of Employment Act	NEDLAC	National Economic Development and Labour Council Act
CC	Call Centre	NW	North West
CF	Compensation Fund	OHS	Occupational Health and Safety
COIDA	Compensation for Occupational Injuries and Diseases Act	OHSA	Occupational Health and Safety Act
EC	Eastern Cape	PEA	Private Employment Agencies
EEA	Employment Equity Act	PES	Public Employment Services
ESA	Employment Services Act	PO	Provincial Office
ESSA	Employment Services for South Africa	SARS	South African Revenue Services
FS	Free State	SDA	Skills Development Act
GCC	Government Certificate of Competency	SO	Satellite Office
GP	Gauteng Province	SP	Strategic Plan
IES	Inspection and Enforcement Services	TES	Temporary Employment Agencies
KZN	KwaZulu Natal	UIA	Unemployment Insurance Act
LC	Labour Centre	UIF	Unemployment Insurance Fund
LP	Limpopo Province	VO	Visiting Point
LP&IR	Labour Policy and International Relations	WC	Western Cape
LRA	Labour Relations Act		

1. WHO ARE WE?

The mandate of the Department is to regulate the labour market through policies and programmes developed in consultation with social partners, which are aimed at:

- Improved economic efficiency and productivity
- Creation of decent employment
- Promoting labour standards and fundamental rights at work
- Providing adequate social safety nets to protect vulnerable workers
- Sound labour relations
- Eliminating inequality and discrimination in the workplace
- Enhancing occupational health and safety awareness and compliance in the workplace
- Give value to social dialogue in the formulation of sound and responsive legislation and policies to attain labour market flexibility for competitiveness of enterprises which is balanced with the promotion of decent employment.

2. WHO BENEFITS FROM THE DEPARTMENT'S SERVICES?

The following are service beneficiaries:

- Employers
- Employees
- Unemployed
- Underemployed
- Private employment agencies
- Trade unions and trade unions federations
- Employer organisations
- Medical service providers.

3. OUR VISION

The Department of Employment and Labour strives for a labour market which is conducive to investment, economic growth, employment creation and decent work.

4. OUR MISSION

Promote employment and regulate the South African labour market for sustainable economic growth through:

- Appropriate legislation and regulations
- Inspection and enforcement
- Protection of worker rights
- Provision of employment services
- Promoting equity
- Provision of social protection
- Promote social dialogue.

5. OUR VALUES

We shall at all times be exemplary in all respects:

- We treat employees with care, dignity and respect
- We respect and promote:
 - Client centred services
 - Accountability
 - Integrity and ethical behaviour
 - Learning and development
- We live the Batho Pele Principles
- We live the principles of the Department's Service Charter
- We inculcate these values through our performance management system.

6. BATHO PELE PRINCIPLES

- **Consultation.** Citizens should be consulted about the level and quality of the services they receive and, wherever possible, should be given a choice about the services that are offered.
- **Service Standards.** Citizens should be told what level and quality of service they will receive so that they are aware of what to expect.
- **Access.** All citizens should have equal access to the services which they are entitled to, irrespective of the mode of access.
- **Courtesy.** Citizens should be treated with courtesy and consideration.
- **Information.** Citizens should be given full, accurate information about the services they are entitled to receive.
- **Openness and transparency.** Citizens should be told how national and provincial departments are run, how much they cost and who is in charge.
- **Redress.** If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response within the set timeframe.
- **Value for money.** Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

7. OUR MANDATE

The Department of Employment and Labour's legislative framework is informed by the South African Constitution, Chapter 2, and Bill of Rights:

- Section 9, to ensure equal access to opportunities
- Section 10, promotion of labour standards and fundamental rights at work
- Section 18, Freedom of association
- Section 23, To ensure sound Labour relations
- Section 24, To ensure an environment that is not harmful to the health and wellbeing of those in the workplace
- Section 27, To provide adequate social security nets to protect vulnerable workers
- Section 28, To ensure that children are protected from exploitative labour practices and not required or

permitted to perform work or services that are inappropriate for a person of that child's age or their well-being, education, physical or mental health or spiritual, moral or social development is placed at risk and

- Section 34, Access to courts and access to fair and speedy labour justice.

The Department administers the following legislation:

Serial No	LEGISLATION	PURPOSE
1.	Labour Relations Act, 66 of 1995 (LRA), as amended	The Labour Relations Act (LRA), Act 66 of 1995 aims to promote economic development, social justice, labour peace and democracy in the workplace
2.	Basic Conditions of Employment Act, 75 of 1997 (BCEA), as amended	The purpose of this Act is to advance economic development and social justice by fulfilling the primary objects of this Act which are: <ol style="list-style-type: none"> a. To give effect to and regulate the right to fair labour practices conferred by section 23(1) of the Constitution by: <ol style="list-style-type: none"> (i) Establishing and enforcing basic conditions of employment (ii) Regulating the variation of basic conditions of employment b. To give effect to obligations incurred by the Republic as a member state of the International Labour Organisation
3.	Employment Equity Act, 55 of 1998 (EEA), as amended	The purpose of the Act is to achieve equity in the workplace, by <ol style="list-style-type: none"> a. Promoting equal opportunity and fair treatment in employment through the elimination of unfair discrimination b. Implementing affirmative action measures to redress the disadvantages in employment experienced by designated groups, to ensure their equitable representation in all occupational categories and levels in the workforce
4.	Unemployment Insurance Act, 30 of 2001, as amended (UIA)	The Act empowers the Unemployment Insurance Fund to register all employers and employees in South Africa for unemployment insurance benefits
5.	Occupational Health and Safety Act, 85 of 1993 (OHSA)	The Occupational Health and Safety Act aims to provide for the health and safety of persons at work and for the health and safety of persons in connection with the activities of persons at work and to establish an advisory council for occupational health and safety
6.	Compensation for Occupational Injuries and Diseases, Act 130 of 1993 (COIDA)	To provide for compensation for disablement caused by occupational injuries or diseases sustained or contracted by employees in the course of their employment, or for death resulting from such injuries or diseases; and to provide for matters connected therewith
7.	National Economic Development and Labour Council Act, 35 of 1994 (NEDLAC)	To provide for the establishment of a national economic, development and labour council; to repeal certain provisions of the Labour Relations Act, 1995; and to provide for matters connected therewith

Serial No	LEGISLATION	PURPOSE
8	Employment Services Act 4 of 2014	To provide for public employment services, their governance and functioning, including the registration of private employment agencies
	Skills Development Act 97 of 1998 subsections 22 - 24	To provide for transitional arrangements with regard to regulation of private employment agencies
9	Unemployment Insurance Contributions Act, 4 of 2002	To provide for the imposition and collection of contributions for the benefit of the Unemployment Insurance Fund; and to provide for matters connected therewith
10	National Minimum Wage Act, Act 9 of 2018	<p>The National Minimum Wage Act 9 of 2018 aims:</p> <ul style="list-style-type: none"> To provide for a national minimum wage To establish the National Minimum Wage Commission To provide for the composition and functions of the National Minimum Wage Commission To provide for the review and annual adjustment of the national minimum wage To provide for exemption from paying the national minimum wage

8. SERVICE STANDARDS

The Department administers the following legislation:

Branch/ Fund	Service	Service Standards
Administration (Admin)	Customer care services	<p>We shall:</p> <ul style="list-style-type: none"> Acknowledge 92% of written complaints, suggestions and compliments within 24 hours of receipt Resolve 92% of complaints (with complete information) within 14 working days of receipt
	Goods and services	<ul style="list-style-type: none"> Pay 100% of compliant invoices within 30 days of receipt
Inspections and Enforcement Services (IES)	Labour related complaints	<p>We shall:</p> <ul style="list-style-type: none"> Resolve 80% of legitimate labour related complaints within 90 calendar days of registration
	Incidents reporting	<ul style="list-style-type: none"> Finalise 70% of reported incidents within 90 calendar days

Branch/ Fund	Service	Service Standards
	<p>Registration of Entities</p> <p>Certificate of exemptions</p> <p>Appeal applications</p> <p>Government Certificate of Competence (GCC)</p>	<ul style="list-style-type: none"> • Issue a letter or certificate of registration within 60 calendar days of receiving a valid and complete application • Issue a certificate of exemption (on aspects of the OHS Act) within 60 calendar days of receiving a valid and complete application • Issue a letter confirming or rejecting the appeal (on any decision of an Inspector) within 60 calendar days of receiving a valid and complete application. • Issue a letter to write the GCC exams (valid for 3 years) within 60 calendar days of receiving a valid and complete application. • Extend the validity period (3 years) to write the GCC exams within 60 calendar days of receiving a valid and complete re-application. • Issue a GCC within 60 calendar days of receiving the applicant's results from the Department of Higher Education.
Public Employment Services (PES)	<p>Registration of work-seekers</p> <p>Work visa applications</p> <p>Registration of employment opportunities</p> <p>Employment counselling</p> <p>Registration of Private Employment Agencies (PEAs) and Temporary Employment Services</p>	<p>We shall:</p> <ul style="list-style-type: none"> • Register 800 000 work-seekers on the Employment Services of South Africa (immediately) per year • Adjudicate 70% of work visa applications (with complete information) within 30 working days of receipt and make recommendations • Register 100 000 employment opportunities on the Employment Services of South Africa (immediately) per year • Ensure that 50 000 registered employment opportunities are filled by registered work-seekers • Provide employment counselling to 230 000 work-seekers (who were matched with available opportunities) per year • Finalise 70% of Private Employment Agencies (PEAs) and Temporary Employment Services (TES) applications (with valid and complete information) within 60 calendar days of receipt

Branch/ Fund	Service	Service Standards
Labour Policy and Industrial Relations (LP & IR)	Registration of Labour Organisations	We shall: <ul style="list-style-type: none"> • Register 100% of Labour Organisations (with valid and complete information) within 90 days of receiving the application
	Extension of collective agreements	<ul style="list-style-type: none"> • Extend 100% of collective agreements within 90 calendar days of receiving the application
	Registration or deregistration of designated employers	<ul style="list-style-type: none"> • Deregister 100% of designated employers (with valid and complete information) within 7 working days of receiving the application
	Employment equity reporting	<ul style="list-style-type: none"> • Accept or reject employment equity reports within 24 hours of receipt
	National Minimum Wage review	<ul style="list-style-type: none"> • Review and adjust the National Minimum Wage annually, based on the date in which the preceding year's adjustment became binding
	National Minimum Wage exemption Application	<ul style="list-style-type: none"> • Grant or reject the National Minimum Wage exemption immediately on application. If the application is selected for audit, a decision to grant or reject the exemption shall be finalised within 30 days from date of application
	BCE Act variations Application	<ul style="list-style-type: none"> • Approve or reject applications for Basic Condition of Employment Act variations within 90 days after receipt
Unemployment Insurance Fund (UIF)	Unemployment benefits	We shall: <ul style="list-style-type: none"> • Finalise 92% of valid claims (unemployment benefits) with complete information within 15 working days of receipt
	In-service (Illness, maternity, parental, commissioning parental and adoption) benefits	<ul style="list-style-type: none"> • Finalise 92% of valid claims Illness, maternity, parental, commissioning parental and adoption) with complete information within 10 working days of receipt
	Dependant benefits	<ul style="list-style-type: none"> • Finalise 92% of valid claims (dependant) with complete information within 20 working days of receipt
	Payment of approved benefits	<ul style="list-style-type: none"> • Finalise 95% of payment documents with complete information within 5 working days of receipt
	Company registration	<ul style="list-style-type: none"> • Finalise 95% of new company registration with complete information within 1 working day of receipt
	Employee declaration	<ul style="list-style-type: none"> • Finalise 95% of employee declaration within 15 working of receipt

Branch/ Fund	Service	Service Standards
	Appeal application	<ul style="list-style-type: none"> Finalise 100% of appeal cases with complete information within 20 working days of receipt
	Compliance letter/ Tender letter	<ul style="list-style-type: none"> Finalise 90% of applications (with complete information) for compliance certificate or tender letter within 10 working days of receipt
Compensation Fund CF)	Compensation claims	<p>We shall:</p> <ul style="list-style-type: none"> Adjudicate 85% of compensation claims (injuries - temporary or permanent disabilities) with valid and complete information within 30 working days of receipt
	Medical invoices	<ul style="list-style-type: none"> Pay 90% of compensation benefits (injuries - temporary or permanent disablements, pension funds) within 5 working days of approval
	Medical services	<ul style="list-style-type: none"> Finalise 80% of valid medical invoices within 40 working days of receipt
	Request for assistive devices	<ul style="list-style-type: none"> Pre-authorise 90% of requests for Specialised Medical Interventions within 10 working days of receipt
	Orthotics and Rehabilitation Service	<ul style="list-style-type: none"> We shall finalise 85% of compliant requests for assistive devices within 15 working days of receipt 779 students enrolled at Post- School Education and Training (PSET) institutions in priority qualifications funded per annum 200 Persons with Disabilities enrolled in Vocational Rehabilitation Programme through Post-School Education and Training institutions funded per annum.
	Customer Care	<ul style="list-style-type: none"> Issue 80% tender letter to registered employers on receipt of all required documentation within 1 day.

9. OUR COMMITMENT TO CUSTOMER SERVICE

We commit to:

- Ensure that all frontline officials and field workers wear nametags.
- Display the service standards on the notice boards, audio-visuals equipment, online, etc.
- Meet all service standards within the Department's mandate.
- Acknowledge queries/complaints within 24 hours of receipt.
- Resolve and communicate the outcome within 14 working days of receipt.
- Provide resolution outcome, in simple language and any official language of choice.
- Serve clients with promptness, courteous and respect.
- Provide friendly and helpful service.
- Give clear, accurate and timeous information on service offerings during and after consultation

- Redirect client to the appropriate avenue, in the event that the Department does not have a mandate to provide a specific service.
- Display signage (directional and informational) for easy access and visibility.
- Answer telephone calls within three rings and direct them to the relevant official, where necessary.
- Acknowledge written service requests (post, email and fax) within 24 hours of receipt.
- Provide a reference number for queries/complaints and new service requests lodged.
- Give preference to pregnant women, frail persons and People with Disabilities.
- Display contact details of the service delivery points.
- Visibly display the Batho Pele Principles.
- Visibly display the service charter.
- Visibly display the service standards.
- Prominently display the anti-fraud and corruption hotlines.
- Render services free of charge and not to take bribes.
- Take no personal calls, browse or text via social media during working hours. In case of an emergency situation, the voice must be kept low and duration of the call may not exceed 2 minutes.

10. ACCESS TO OUR SERVICES

- **Contact centres:** Departmental services are accessible at about centres, satellite offices and visiting points across the country.
- **Online services:**
Employment Services of South Africa (ESSA):
 - Work-seekers registrations**Unemployment Insurance Fund:**
 - Declarations (Ufiling)
 - Claim submissions
 - Letter of good standing
 - Tender letter**Employment Equity:**
 - Employment Equity reporting**Compensation Fund:**
 - Return of earnings submissions
 - Claim submissions
 - Letter of good standing
 - Medical invoice via switching houses
- **Dedicated call centres (CC):** Compensation Fund, Unemployment Insurance Fund and Public Employment Services only). The call centres are operational from 07:30 to 16:00.
- **Working days** are Monday to Friday (excluding public holidays). However, some Thusong Service Centres based at shopping malls are operating on Saturdays.
- **Working hours** are 07:30 to 16:00 (labour centres and satellite offices).
- **Physical addresses and contact details** for the national offices, provincial offices, labour centres, satellite offices, visiting points and call centres are prominently displayed and published on the website.
- **Display itinerary for site visits** (covering in terms of physical address, date, day and time).

11. HELP US, HELP YOU:

- Treat our officials and other clients (especially, people with disabilities, frail persons, pregnant women, mothers with babies (3 months and below) with courtesy, respect and dignity
- Provide us with all the information relevant to the query or new request
- Have a valid ID and reference number, if any
- Update personal details as soon as the changes occurs
- Tell us if you have special requirements for assistance, e.g. interpreter
- Adhere to policies and instructions issued by the Department
- Should a client commit a transgression within the Departmental premises, the implicated client shall be dealt with in accordance with the applicable prescripts.

12. YOUR POSITIVE FEEDBACK IS IMPORTANT

Please provide us with comments, suggestions or compliments to be considered when reviewing the policies, business processes and service delivery strategies. Your feedback encourages us to provide a valuable service. Suggestions and compliments can be made by filling in the suggestion/compliments form which are accessible at the service or help desk or sent them to the relevant customer care email addresses.

Please participate in our regular customer satisfaction surveys and Izimbizo and other advocacy campaigns. We value your queries, inputs and comments.

13. IF DISSATISFIED WITH OUR SERVICE

Please speak to our frontline supervisor or manager of the service delivery point. Make sure that you have the name of the official who assisted you and the name of the service delivery point. You may lodge a complaint by filling in a complaint form which is accessible at the service desk and placed it in the dedicated complaint box located in the waiting area of the service delivery point. Alternatively, submit your complaint to the relevant customer care email address (prominently displayed at the service point, available at the service/help desk or on the website: www.labour.gov.za).

We commit to resolve the customer service complaints within 14 working days of receipt. If the complaint remains unresolved, the reason shall be communicated promptly.

14. IF DISSATISFIED BY THE RESPONSE

Please escalate to the Provincial Head in charge of the service delivery point and head office, respectively (see contact maps that are prominently displayed at the service point, available at the service/help desk or on the website: www.labour.gov.za).

15. OUR CONTACT DETAILS:

This service charter shall be applicable to all officials within the Department of Employment and Labour.

HEAD OFFICES

OFFICE	EMAIL ADDRESS	POSTAL ADDRESS	PHYSICAL ADDRESS	TELEPHONE/FAX
HQ	Dol.CustomerCare@labour.gov.za	Department of Labour Private Bag X117 Pretoria 0001	215 Francis Baard street Pretoria 0001	Telephone: (012) 309 4000 Fax: (012) 320 2059
UIF HQ	Uifcomplaints@labour.gov.za	Unemployment Insurance Fund Private Bag X117 Pretoria 0001	230 Lilian Ngoyi Street ABSA Building Pretoria 0001	Telephone: (012) 337 1700 Call centre: (012) 337 1600 Tollfree: 0800 843 843 (0800 UIF UIF)
CF HQ	CFCALLCENTRE@labour.gov.za	Compensation Fund P.O Box 955 Pretoria 0001	Compensation House 167 Thabo Sehume street Pretoria 0001	Telephone: 086 010 5350

PROVINCIAL OFFICES

EASTERN CAPE		FREESTATE	
Telephone:	(043) 701 3000	Telephone:	051 505 6200
Fax:	(043) 722 1012/743 9719	Fax:	051 447 9353
Physical Address:	3 Hill Street East London 5201	Physical Address:	43 Charlotte Maxeke, Bloemfontein, 9301
Postal Address:	Private Bag X9005 East London 5201	Postal Address:	P.O Box 522 Bloemfontein 9300
Email:	ec.customercare@labour.gov.za	Email:	fs.customercare@labour.gov.za
GAUTENG		KWAZULU-NATAL	
Telephone:	(011) 853 0300	Telephone:	(031) 366 2000
Fax :	(011) 853 0470	Fax :	(031) 366 2300
Physical Address:	7 de Korte Street Braamfontein Johannesburg 2000	Physical Address:	267 Anton Lembede (Smith Street) Royal Building 11th Floor, Durban 4000
Postal Address:	P.O Box 4560 Johannesburg 2000	Postal Address:	P.O Box 940 Durban 4000
Email:	gp.customercare@labour.gov.za	Email:	kzn.customercare@labour.gov.za

PROVINCIAL OFFICES

LIMPOPO

Telephone: (015) 290 1744
 Fax : (015) 290 1670
 Physical Address: 42A Schoeman Street
 Polokwane
 0700

 Postal Address: Private Bag X9368
 Polokwane
 0700

 Email: lp.customercare@labour.gov.za

MPUMALANGA

Telephone: (013) 655 8700
 Fax: (013) 690 2622
 Physical Address: Cnr Hofmeyer Street and Beatty
 Avenue:
 Witbank
 1035

 Postal Address: Private Bag X7263
 Witbank
 1035

 Email: mp.customercare@labour.gov.za

NORTHERN CAPE

Telephone: (053) 838 1500
 Fax: (053) 832 4798
 Physical Address: Cnr Compound and Pniel
 Road
 Kimberley
 8300

 Postal Address: Private Bag X 5012
 Kimberley
 8300

 Email: nc.customercare@labour.gov.za

NORTH WEST

Telephone: (018) 387 8100
 Fax: (018) 384 2745
 Physical Address: Provident House
 University Drive
 Mmabatho
 2735

 Postal Address: Private Bag X2040
 Mmabatho
 2735

 Email: nw.customercare@labour.gov.za

WESTERN CAPE

Telephone: (021) 441 8000
 Fax: (021) 441 8135
 Physical Address: West Bank Building
 Cnr Riebeeck and Long
 Streets
 Cape Town
 8000
 Postal Address: PO Box 872
 Cape Town
 8000

 Email: wc.customercare@labour.gov.za

OUR LABOUR CENTRES

The labour centre contact maps are prominently displayed at all provincial offices and labour centres and are accessible on the website (www.labour.gov.za).

www.uffilling.gov.za

SOCIAL MEDIA

Facebook:

Department of Labour

Employment and Labour

Website: <http://www.labour.gov.za>

Twitter:

@deptoflabour

UIF:

www.uffilling.gov.za

16. REVIEW

The Charter shall be reviewed annually to be in line with the Medium Term Strategic Plan, Strategic Plan, Annual Performance Plan, Annual Operational Plan and/or any other prevailing prescripts.

17. APPLICABILITY

This Charter shall be applicable to all officials within the Department of Employment and Labour.



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Directorate of Communication, Department of Employment and Labour

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employment & labour

Department:
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REPUBLIC OF SOUTH AFRICA