

# DEPARTMENT OF EMPLOYMENT AND LABOUR SERVICE CHARTER

FOR THE FINANCIAL YEAR 2021/22

## 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

As per the Batho Pele Poster.

## 7. OUR MANDATE

As per the approved Strategic Plan and the Annual Performance Plan.

## 8. SERVICE STANDARDS

As per the approved Service Standards Poster.

## 9. OUR COMMITMENT TO CUSTOMER SERVICE

- 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](http://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](http://www.labour.gov.za)).

## 15. APPLICABILITY

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

## 16. OUR CONTACT DETAILS

The head office contact details are accessible on the website ([www.labour.gov.za](http://www.labour.gov.za)).

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](http://www.labour.gov.za)).

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### Other contact platforms:

Facebook: Department of Labour | Twitter: @deptoflabour  
Website: <http://www.labour.gov.za> | [www.ufilling.gov.za](http://www.ufilling.gov.za)



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