



DEPARTMENT OF EMPLOYMENT AND LABOUR
SERVICE STANDARD

FOR THE FINANCIAL YEAR 2021/22

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ACRONYM

Admin	Administration	PES	Public Employment Services
APP	Annual Performance Plan	PFMA	Public Finance Management Act
BCEA	Basic Conditions of Employment Act	PO	Provincial Office
CC	Call Centre	Productivity SA	Productivity South Africa
CCMA	Commission for Conciliation, Mediation and Arbitration	SCM	Supply Chain Management
CF	Compensation Fund	SDA	Skills Development Act
COIDA	Compensation for Occupational Injuries and Diseases Act	SLA	Service Level Agreement
EEA	Employment Equity Act	S0	Satellite Office
ESA	Employment Services Act	SOP	Standard Operating Procedure
ESSA	Employment Services for South Africa	SP	Strategic Plan
GCC	Government Certificate of Competency	TES	Temporary Employment Services
IES	Inspection and Enforcement Services	TRs	Treasury Regulations
LC	Labour Centre	TSC	Thusong Service Centre
LP&IR	Labour Policy and International Relations	UIA	Unemployment Insurance Act
LRA	Labour Relations Act	UIF	Unemployment Insurance Fund
NEDLAC	National Economic Development and Labour Council	VO	Visiting Point
OHS	Occupational Health and Safety	WP	Work Plan
OHSA	Occupational Health and Safety Act		
PEA	Private Employment Agencies		

1. INTRODUCTION

The “Batho Pele” principles remain central to this document, promoting service excellence in the Department and encouraging the service beneficiaries to have confidence in and to expect excellent service from the Department. These principles are indicated as consultation, service standards, access, courtesy, information, openness and transparency, redress and value for money.

This document has been developed in response to the second principle called “service standards”. It is necessary that the Department indicates the level of service that the clients can expect. The level of service shall be applied consistently throughout the Department; head office, provincial offices, labour centres, Thusong service centres, satellite offices and visiting points, be it in urban, peri-urban and rural area.

2. SERVICE STANDARDS AS A CONCEPT

Service delivery standards are a set of clear and explicit service delivery indicators that define the acceptable performance standards against which the Department can be measured by its clients. Periodic monitoring reports are used to improve current business processes and feed into service delivery improvement strategies with a view to streamline them.

3. PURPOSE OF SERVICE STANDARDS

The standards aim to

- Support the provision of a consistently high quality service delivery
- Identifies specific areas for improving service quality as well as the business processes
- Assist the Department to measure the quality of service
- Foster a collective commitment to quality through a common set of clear and measurable targets
- Inform clients in knowing what to expect (and when) from the Department
- Maximise staff morale and confidence towards service delivery
- Improve customer satisfaction.

4. KEY SERVICES

The Department of Employment and Labour offers the following services at different organisational levels (Head Office, Provincial Office, Labour Centre, Satellite Office and/or Visiting Points):

Branch/ Fund	Service
Administration (Admin)	<ul style="list-style-type: none">• Customer care services• Goods and services
Inspections & Enforcement Services (IES)	<ul style="list-style-type: none">• Labour related complaints• Labour market inspections• Incident reporting and resolution• Registration of Entities• Government Certificates of Competence• Certificate of exemptions• Appeal applications
Public Employment Services (PES)	<ul style="list-style-type: none">• Registration of work-seekers• Work visa applications

Branch/ Fund	Service
Public Employment Services (PES)	<ul style="list-style-type: none"> • Registration of employment opportunities • Placement of work seekers to registered employment opportunity or income generating programme • Employment counselling • Registration of Private Employment Agencies (PEA) and Temporary Employment Services (TES)
Labour Policy and International Relations (LP & IR)	<ul style="list-style-type: none"> • Registration of labour organisations • Extension of collective agreements • Registration or deregistration of designated employers • Employment equity reporting (EEA2 AND EEA4) • National minimum wage review • National minimum wage exemption application • Basic Condition of Employment Act variations application • Labour Market Research
Unemployment Insurance Fund (UIF)	<ul style="list-style-type: none"> • Unemployment benefits • In-service (Illness, maternity, parental, commissioning parental and adoption) benefits • Dependant benefits • Company registration • Employee declaration • Appeal application • Compliance letter/Tender letter
Compensation Fund (CF)	<ul style="list-style-type: none"> • Compensation claims • Medical invoices • Medical benefits • Request for assistive devices • Orthotics and Rehabilitation Services • Letter of good standing /Tender letter

5. SERVICE STANDARDS FOR THE DEPARTMENT

The Department commits to provide services that are measurable in terms of quality, quantity, equity, time, and access. The Department does not charge service fees. However, the Unemployment Insurance Fund and Compensation Fund collect returns and penalty fees are levied on late returns.

5.1 Administration: Service Standards

Administration provides the following services to the service beneficiaries:

Office	Services Offered
All offices	Customer care services Goods and services

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Access	Full Statement
Complaints, suggestions and compliments	Customer care services	All service beneficiaries who seek recourse	Acknowledge 92% of written complaints, suggestions and compliments within twenty four 24 hours of receipt	Adhere to Policy on Complaints, Compliments and Suggestions	All	Within 24 hours of receipt	Walk in centres Email Telephone	We shall acknowledge 92% of written complaints, suggestions and compliments within 24 hours of receipt
Complaints	Customer care services	All service beneficiaries who seek recourse	Resolve 92% of complaints (with complete information) within fourteen (14) working days of receipt	Assess, refer/ resolve, prevent reoccurrence and communicate the outcome to the complainant Adhere to DoL Policy on Complaints, Compliments and Suggestions	All	Within 14 working days of receipt (point of origin and up to Branch or Fund level) Within 7 working days of receipt (exhausted all channel and escalated to the ODG and/or the Ministry)	Walk in centres Email Telephone	We shall resolve 92% of complaints (with complete information) within 14 working days of receipt

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Access	Full Statement
Supply chain management	Goods and services	Service providers (Goods and Services)	All (100%) compliant invoices paid within 30 days of receipt	Verify, validate and approve payment within the set timeframe Adhere to PFM Act, TRs, SCM Practice Notes etc	Finance	Within 30 days of receipt	Relevant DoL Office	We shall pay 100% of compliant invoices within 30 days of receipt

5.2 Inspection and Enforcement Services: Service Standards

IES provides the following services to the service beneficiaries:

Office	Services Offered
Head Office	<ul style="list-style-type: none"> • Registration of labour related complaints relating to <ul style="list-style-type: none"> • Employment Equity Act (EEA) • Occupational Health and Safety Act (OHS Act) • Registration of incidents relating to Occupational Health and Safety Act (OHSA) • Registration of entities • Government Certificate of Competency (GCC) • Appeal applications • Certificate of exemptions
Provincial Office	<ul style="list-style-type: none"> • Registration of labour related complaints relating to: <ul style="list-style-type: none"> • Employment Equity Act (EEA); • Basic Condition of Employment Act (BCEA); • Occupational Health and Safety Act (OHSA); • Unemployment Insurance Act (UIA) • Compensation for Occupational Injuries and Disease Act (COIDA) • Employments Services Act (ESA) • Registration of incidents relating to Occupational Health and Safety Act (OHSA) • Registration of entities
Labour Centre	<ul style="list-style-type: none"> • Registration of labour related complaints relating to: <ul style="list-style-type: none"> • Employment Equity Act (EEA) • Basic Condition of Employment Act (BCEA) • Occupational Health and Safety Act (OHSA) • Unemployment Insurance Act (UIA) • Compensation of Injured and Disease Act (COIDA) • Employments Services Act (ESA) • Registration of incidents relating to Occupational Health and Safety Act (OHSA)

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS				Full Statement	
			Quantity	Quality	Responsible Unit	Time frame		Manual/Automated
PROGRAMME: INSPECTION AND ENFORCEMENT SERVICES								
Labour related complaints	Registration of labour related complaints: EEA BCEA OHSA UJA COIDA ESA	Employees Trade Unions	Resolve 80% of legitimate labour related complaints within 90 calendar days of registration	Record legitimate complaints correctly and accurately Adhere to EEA, BCEA, OHSA, UJA, COIDA, ESA and approved SOPs	IES	Within 90 calendar days of registration	Walk-in centres E-mail Postage	We shall resolve 80% of legitimate labour related complaints within 90 calendar days of registration
			Finalise 70% of reported incidents within 90 calendar days	Record legitimate incidents correctly and accurately Adherence to the OHSA, regulations and SOP	IES	Within 90 calendar days of reporting (depending on complexity of the incident)	Walk-in centres E-mail Post Office	We shall finalise 70% of reported incidents within 90 calendar days
	Registration of incidents relating to OHS Act	Employees, Trade Unions and members of the public	Issue a letter or certificate of registration within 60 calendar days of receiving a valid and complete application	Adherence to Occupational Health and Safety Act and Regulations as well as the relevant SOP	IES	Within 60 calendar days of receiving the application	Walk-ins (Head Office) Postage E-mail	We shall issue a letter or certificate of registration within 60 calendar days of receiving a valid and complete application

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS				Full Statement
			Quantity	Quality	Responsible Unit	Time frame	

PROGRAMME: INSPECTION AND ENFORCEMENT SERVICES

Exemptions on any aspects of OHS Act	Employers Users	Issue a certificate of exemption within 60 calendar days of receiving a valid and complete application.	Adherence to Occupational Health and Safety Act and Regulations	IES	Within 60 calendar days of application received	Head Office Postage E-mail	We shall issue a certificate of exemption (on aspects of the OHS Act) within 60 calendar days of receiving a valid and complete application
Appeal on any decision of an Inspector	Employers Employees Users Any person	Issue a letter confirming or rejecting the appeal within 60 calendar days of receiving a valid and complete application.	Adherence to Occupational Health and Safety Act and Regulations	IES	Within 60 calendar days of appeal received	Head Office Postage E-mail	We shall issue a letter confirming or rejecting the appeal (any decision of an Inspector) within 60 calendar days of receiving a valid and complete application
Registration of GCC examinations in order to qualify for the Government Certificate of Competency (GCC)	Qualifying applicants	Issue a letter to write the GCC exams (valid for 3 years) within 60 calendar days of receiving the application	Adherence to Occupational Health and Safety Act and its Regulations Standard Operating Procedures	IES	Within 60 calendar days of receiving the valid application	Walk-ins (Head Office) Postage E-mail	We shall issue a letter to write the GCC exams (valid for 3 years) within 60 calendar days of receiving a valid and complete application

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS				Full Statement
			Quantity	Quality	Responsible Unit	Time frame	

PROGRAMME: INSPECTION AND ENFORCEMENT SERVICES

			Extend the validity period (3 years) to write the GCC exams on re-application within 60 calendar days				We shall extend the validity period (another 3 years) to write the GCC exams within 60 calendar days of receiving a valid and complete re-application
			Issue a GCC certificate within 60 calendar days of receiving the successful results of the applicant from the Department of Higher Education			Within 60 calendar days of receiving the successful results	We shall issue the GCC within 60 calendar days of receiving the applicant's results from the Department of Higher Education

5.3 Public Employment Services: Service Standards

PES provides the following services to the service beneficiaries:

Office	Services Offered
Head Office	<ul style="list-style-type: none"> • Online services: Work seekers registration, registration of employment and learning opportunities
Provincial Office	<ul style="list-style-type: none"> • Work visa applications • Registration of Private Employment Agencies (PEA) • Registration of Temporary Employment Services (TES)
Labour Centre (Processing)	<ul style="list-style-type: none"> • Registration of work-seekers • Work visa applications • Registration of employment opportunities • Placement of work-seekers in employment opportunities • Work-seekers provided with employment counselling • Registration of Private Employment Agencies (PEA) • Registration of Temporary Employment Services (TES)
Satellite Office	<ul style="list-style-type: none"> • Registration of work-seekers • Work visa applications • Registration of employment opportunities • Placement of work -seekers in employment opportunities • Work -seekers provided with employment counselling • Registration of Private Employment Agencies (PEA) • Registration of Temporary Employment Services (TES)
Thusong Service Centre	<ul style="list-style-type: none"> • Registration of work-seekers • Work visa applications • Registration of employment opportunities • Placement of work-seekers in employment opportunities • Work-seekers provided with employment counselling • Registration of Private Employment Agencies (PEA) • Registration of Temporary Employment Services (TES)
Visiting Point	<ul style="list-style-type: none"> • Registration of work-seekers • Work visa applications • Registration of employment opportunities • Placement of work-seekers in employment opportunities • Work-seekers provided with employment counselling • Registration of Private Employment Agencies (PEA) • Registration of Temporary Employment Services (TES)

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/ Automated	Full Statement
PROGRAMME: PUBLIC EMPLOYMENT SERVICES								
Work-seekers services	Registration of work-seekers	Work-seekers: Unemployed Under employed	Register 800 000 eligible work-seekers on the Employment Services of South Africa (ESSA) per year	Capture CVs on the ESSA system, correctly and completely Match skills and qualifications correctly Adhere to Public Service Act, approved Business Process and SOP etc	PES	Real-time registration (on receipt)	Walk-in centres Online Call centre	We shall register 800 000 eligible work-seekers on the Employment Services of South Africa (immediately) per year

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
	Work visa applications	Employers Unemployed Under employed Department of Home Affairs	Adjudicate 70% of work visa applications (with complete information) within 30 working days of receipt and make recommendations	Verify applications for completeness IES to conduct work place inspections to ensure compliance with labour laws	PES	Within 30 working days	Online Walk-in centres	We shall adjudicate 70% of work visa applications (with complete information) within 30 working days of receipt and make recommendations
				Search for local labour to fill in the vacancy in response to work visa application Communicate the recommendations and outcome to Department of Home Affairs and applicant Adhere to Public Service Act, approved Business Process and SOP				

SERVICE STANDARDS								
SERVICE AREA	KEY SERVICES	Service Beneficiaries	Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
	Registration of employment opportunities	Unemployed Under employed Employers Retrenched People with disabilities	Register 100 000 employment opportunities on the Employment Services of South Africa per year	Capture the opportunity on the Employment Services of South Africa, correctly and completely Adhere to Public Service Act, approved Business Process and SOP	PES	Immediately	Walk-in centres Online	We shall register 100 000 employment opportunities on the Employment Services of South Africa per year
	Placement on registered employment opportunities	Unemployed Under employed Employers Retrenched People with disabilities	50 000 of registered employment opportunities filled by registered work-seekers per year	Match the work-seekers' qualifications with available opportunities Adhere to Public Service Act and its Regulations, approved Business Process and SOP Follow up with employers to confirm placement, if any.	PES	Ongoing	Walk-in centres Online	We shall ensure that 50 000 registered employment opportunities are filled by registered work-seekers

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/ Automated	Full Statement
	Work-seekers provided with employment counselling	Unemployed Under employed Retrenched People with disabilities	Provide employment counselling to 230 000 work-seekers (who were matched to available opportunities) per year	Provide job preparation programmes to work-seekers who have been matched and those who can possibly be matched in the future Provide employment counselling programmes to unemployed and underemployed work-seekers Adhere to Health Professions Act, 1974, ethical regulations, Business Process, SOP etc	PES	Once a week	Walk-in centres Outreach programmes Both manual and automated	We shall provide employment counselling to 230 000 work-seekers (who were matched to available opportunities) per year

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/ Automated	Full Statement
	Registration of Private Employment Agencies (PEAs and TES)	Work-seekers: Unemployed Under employed Employers Private Employment Agencies Temporary Employment Services	Finalise 70% of PEAs and TES applications (with valid and complete information) within 60 calendar days of receipt	Verify applications for completeness Manage the registration, certification, cancellation of registration and the general regulations of PEAs and TES Adhere to Public Service Act, approved Business Process and SOP	PES	60 calendar days	Online Walk-in centres	We shall finalise 70% of Private Employment Agencies and Temporary Employment Services applications (with valid and complete information) within 60 calendar days of receipt

5.4 Labour Policy and International Relations: Service Standards

LP and IR provides the following services to the service beneficiaries:

Office	Services Offered
Head Office	<ul style="list-style-type: none">• Registration/deregistration of designated employers (Director-General notifications-EEA14)• Employment equity reporting- (EEA2 & EEA4)• Registration of labour organisations• Collective agreements• Variation Applications (BCEA)• Exemption Applications (NMWA)

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS				
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated

PROGRAMME: LABOUR POLICY AND INTERNATIONAL RELATIONS

Collective Bargaining	Registration of labour organisations	Trade Unions and Employers' Organisations	100% of labour organisations registered or refused within 90 days of receiving the application (excluding weekends and public holidays)	Check completeness and accuracy of applications Adhere to LR Act, approved Business Process and SOPs	LP and IR	Within 90 days of receipt (excluding weekends and public holidays)	Both manual and automated.	We shall register 100% of labour organisations or refuse to register within 90 days of receiving the application
Collective Bargaining	Extension of Collective Agreements		100% of collective agreements extended within 90 calendar days of receipt	Verify the completeness of application and source documents	LP and IR	Within 90 calendar days of receipt	Manual	We shall extend 100% of collective agreements within 90 calendar days of receipt
Employment Equity (EE)	Deregistration of designated employers through the DG Notification (EEA14) process	Designated employers in terms of Chapter III of the Employment Equity Act (EEA)	100% of applications for deregistration from designated employers (with valid and complete information) finalised within 7 working days of receiving the application	Verify the completeness of application and source documents Deregister designated employers in terms of requirements of section 21 of the EEA (EEA14)	LP and IR	Within 7 workings days of receipt	Automated	We shall deregister 100% of designated employers (with valid and complete information) within 7 working days of receiving the application

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
Employment Equity	Annual Employment Equity reporting (manual and online services)	Designated Employers in terms of Chapter III of the EEA	Accept or reject the Employment Equity reports (manual and online) within 24 hours of receipt	Quality check both manual and online EE report for completeness and accuracy	LP and IR	Within 24 hours of receipt	Automated	We shall accept or reject the Employment Equity reports within 24 hours of receipt
Employment Standards (ES)	National Minimum Wage (NMW)	Employers and Employees	Conduct a review and adjust the NMW annually, based on the date in which the preceding year's adjustment became binding	Quality check the review report to ensure it reflects any alternative views including the views of the public	LP and IR	Annually, based on the date in which the preceding year's adjustment became binding	Manual	We shall review and adjust the National Minimum Wage annually, based on the date in which the preceding year's adjustment became binding
	National Minimum Wage Exemptions	Employers and Employees	Grant or reject the National Minimum Wage exemption immediately on application.	Verify the completeness of application and supporting documents as required by the Act	LP and IR	Immediately on application	Automated	We shall 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			Within 30 days from date of application, if it is selected for audit		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

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
	National Minimum Wage Exemption Report	Employers and Employees	Publish an annual report on the Department's website on the number of applications received, granted or refused, withdrawn, sectors and employees affected annually	Quality checks the report for completeness and accuracy.	LP and IR	Annually	Automated	We shall publish a report on the Department's website on the number of applications received, granted or refused, withdrawn, sectors and employees affected annually
	Basic Conditions of Employment Act Variations	Employers and Employees	Approve or reject application for BCEA variations within 90 days after receipt	Verify the completeness of application and supporting documents as required by the Act	LP and IR	Within 90 calendar days of receipt	Manual	We shall approve or reject application for BCEA variation within 90 days after receipt

5.5. Unemployment Insurance Fund: Service Standards

UIF provides the following services to the service beneficiaries:

Office	Services Offered
Head Office	<ul style="list-style-type: none"> • Employer registration • Employee declarations • Contributions (penalties and interest included) payments • Unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and dependant)-Online applications • Appeal applications • Letters of good standing/compliance certificate
Provincial Office	<ul style="list-style-type: none"> • Application for unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and dependant) • Employer registration • Employee declarations • Unemployment insurance payments • Update of banking details • Appeal applications
Labour Centre (Processing)	<ul style="list-style-type: none"> • Application for unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and dependant) • Employer registration • Employee declarations • Unemployment insurance payments • Appeal applications
Labour Centre (Non-Processing)	<ul style="list-style-type: none"> • Application for unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and dependant) • Employer registration • Employee declarations • Unemployment insurance payments • Appeal applications
Satellite Office	<ul style="list-style-type: none"> • Application for unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and dependant) • Employer registration • Employee declarations • Unemployment insurance payments • Appeal applications

Office	Services Offered
Thusong Service Centre	<ul style="list-style-type: none"><li data-bbox="365 140 1020 217">• Application for unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and dependant)<li data-bbox="365 228 580 252">• Employer registration<li data-bbox="365 263 586 287">• Employee declarations<li data-bbox="365 298 692 322">• Unemployment insurance payments<li data-bbox="365 333 561 357">• Appeal applications

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Manual/ Automated	
SUB-PROGRAMME: OPERATIONS								
Unemployment Benefits	Unemployment insurance benefit: Unemployment	Unemployed contributors: Retrenched Dismissed Retired employees Employees whose contract had expired Employees who worked at businesses that closed or liquidated	Finalise 92% of valid claims (unemployment with complete information) within 15 working days of receipt	Accept complete applications Capture, assess, and approve or reject Adherence to UI Acts, Business process, Standard Operating Guides Operations Circulars	Operations	Within 15 working days of receipt of the application with complete information	UIJ Head Office On – line claims process Provincial Offices; Labour Centres; Satellite Offices Visiting Points;	We shall finalise 92% of valid claims (unemployment) with complete information within 15 working days of receipt
In-service benefits (illness, maternity and adoption)	Unemployment insurance benefits: In- service benefits (illness, maternity, parental, commissioning parental and adoption)	Female contributors going on maternity leave Parent adopting a child under the age of 2 years Employees terminated due to illness /medical boarding	Finalise 92% of valid claims (illness, maternity, parental, commissioning parental and adoption) with complete information within 10 working days of receipt	Accept complete applications Capture, assess, and approve or reject Adherence to UI Act; business process, Standard Operating Guides Operations Circulars	Operations	Within 10 working days of receipt of the application	UIJ Head Office on – line claims process Provincial Offices; Labour Centres; Satellite Offices Visiting Points;	We shall finalise 92% of valid claims (illness, maternity, parental, commissioning parental and adoption) with complete information within 10 working days of receipt

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Manual/ Automated	
Dependent benefits	Unemployment insurance benefit: Dependents	Dependents (Spouse, Life Partner, Dependent child/ren under the age of 21/ under the age of 25 provided they can produce proof of schooling)	Finalise 92% of valid claims with complete information (Dependants) within 20 working days of receipt	Accept complete applications capture, assess, and approve or reject Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars	Operations	Within 20 working days of receipt of the application	UJF Head Office On – line claims process e Provincial Offices; Labour Centres; Satellite Offices; Visiting Points;	We shall finalise 92% of valid claims (Dependants) with complete information within 20 working days of receipt
UI Claim payment	Payment of approved Unemployment Insurance benefits	Unemployed contributors and employees (in -service)	Finalise 95% of payment documents for payments within 5 working days of approval	Accept completed payment continuation forms for processing Validation of bank account Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars	Operations and Finance	Within 6 working days of approval	UJF Head Office Online claims process Provincial Offices; Labour Centres; Satellite Offices Visiting Points;	We shall finalise 95% of payment documents within 5 working days of approval

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	
Employer registration	Application of Unemployment Insurance registration number	Employers	Finalise 95% of new company registrations with complete information within 1 working day of receipt	Accept completed registration forms for processing (UI8) Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars	Operations	Within 1 working day of receipt of completed registration document	UIF Head Office Online process Provincial Offices; Labour Centres; Satellite Offices Visiting Points	We shall finalise 95% of new company registrations with complete information within 1 working day of receipt
Employee declarations	Employee declarations	Employers Employees	Finalise 95% of employee declaration within 15 working days of receipt	Duly completed form (UI19) Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars	Operations	Within 15 working days of receipt of completed registration document	UIF Head Office On line process Provincial Offices; Labour Centres; Satellite Offices Visiting Points	We shall finalise 95% of employee declarations within 15 working days of receipt

SERVICE STANDARDS								
SERVICE AREA	KEY SERVICES	Service Beneficiaries	Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
Appeals	Appeal applications	Unemployed contributors Employees (in-service) Beneficiaries of deceased	Finalise 100% of appeal cases with complete information within 20 working days of receipt	Accept completed appeals application forms for processing	Operations	Within 20 working days of receipts of completed appeal application Within 5 working days of Regional appeals committee	UJF Head Office Provincial Offices; Labour Centres; Satellite Offices Visiting Points	We shall finalise 100% of appeal cases with complete information within 20 working days of receipt We shall process the outcome of the committee within 5 working days after the meeting
Employee declarations	Letters of good standing/compliance certificate	Employers	Finalise 90% of applications (with complete information) for compliance certificate/ letter for good standing within 10 working days of receipt	Accept request with complete information	Operations	Within 10 working days of receipt.	On-line	We shall finalise 90% of applications (with complete information) for compliance certificate/ letter for good within 10 working days of receipt

5.6. Compensation Fund: Service Standards

CF provides the following services to the service beneficiaries:

Office	Services Offered
Head Office	<ul style="list-style-type: none"> • Compensation claims: <ul style="list-style-type: none"> • injuries- temporary or permanent disabilities • death on duty • diseases acquired on duty • Employer services (Return of Earnings (ROE), Revision of employer assessment, Employer registrations, Letter of good standing & Tender letter) • Revision of employer assessment • Legal services • Rehabilitation and Orthotics • Online services support • Policy review • Medical services • Receive banking details • Employer registrations • Online customer support services
Provincial Office	<ul style="list-style-type: none"> • Compensation claims: <ul style="list-style-type: none"> • injuries- temporary or permanent disabilities • death on duty • diseases acquired on duty • Payment of medical invoices • Receive Appeal applications • Pre-authorisation (previously finalised cases) - chronic medication and assistive devices • Referral of hospitalised clients for case management • Rehabilitation and Orthotics • Employer services • Online services support • Receive and capture banking details

Office	Services Offered
Labour Centre (Processing)	<ul style="list-style-type: none"> • Compensation claims: <ul style="list-style-type: none"> • injuries- temporary or permanent disabilities • death on duty • diseases acquired on duty • Payment of medical invoices • Appeal applications • Receive pre-authorisation (previously finalised cases) - chronic medication and assistive devices • Receive referral of severely injured workers for case management • Receive company registrations forms, documents for audits and revision of assessment • Receive and capture banking details • Rehabilitation and Orthotics • Online services support • Legal services
Thusong Service Centre	<ul style="list-style-type: none"> • Receive Compensation claims : injuries- temporary or permanent disabilities, death on duty, diseases acquired on duty • Receive company registrations forms, documents for audits and revision of assessment • Receive appeals applications • Receive referral of severely injured workers for case management • Receive banking details • Receive requests for assistive devices

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Manual/ Automated	
SUB-PROGRAMME: OPERATIONS								
Compensation claims	Compensation claims (injuries- temporary or permanent disabilities)	Injured employees/ Beneficiaries	Adjudicate 85% of compensation claims (injuries - temporary or permanent disabilities) with valid and complete information within 30 working days of receipt	Accept complete application, assess, validate and approve applications Adhere to COVID Act, approved Business Process and SOP etc.	Operations	Within 30 working days of receipt	Walk-in centres Online services Call centre Labour Centres Provincial Offices	We shall adjudicate 85% of compensation claims (injuries - temporary or permanent disabilities) with valid and complete information within 30 working days of receipt
Financial control	Payment of compensation benefits	Employees Beneficiaries Employers Medical service providers	Pay 90% of compensation benefits (injuries - temporary or permanent disabilities, pension funds) within 5 working days of approval	Validate customer Validate customer ID number for approved claims benefits Adhere to COVID Act, approved Business Process and SOP etc.	Financial control	Within 5 working days of approval	Walk In Centre Contact centre Labour Centre	We shall pay 90% of compensation benefits (injuries - temporary or permanent disabilities, pension funds) within 5 working days of approval

SERVICE STANDARDS								
SERVICE AREA	KEY SERVICES	Service Beneficiaries	Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
Medical claims	Medical invoices	Medical Service Providers	80% of valid medical invoices with complete information finalised within 40 working days of receipt	Adhere to COVID ACT, Approved business processes and SOP's	Medical payments	Within 40 working days of receiving a valid invoice	Switching houses Processing Labour Centres	We shall finalise 80% of valid medical invoices with complete information within 40 working days of receipt
Medical claims	Medical benefits	Injured and diseased employees	90% of requests for pre-authorisation of Specialized Medical Interventions finalised within 10 working days of receipt	Adhere to COVID ACT, Approved business processes and SOP's	Medical claims	Within 10 working days of receiving a request	Walk In Centre Contact Centre Labour Centre	We shall finalise 90% of requests for pre-authorisation of Specialised Medical Interventions within 10 working days of receipt
Orthotics and Rehabilitation Services	Prosthesis and assistive devices	Injured and diseased employees	Finalise 85% of compliant requests for assistive devices within 15 working days of receipt	Adhere to COVID ACT, Approved business processes and SOP's Medical Health standards	Orthotics and Rehabilitation services	Within 15 working days of receiving a request	Walk In Centre Contact Centre Processing Labour Centre	We shall finalise 85% of compliant requests for assistive devices within 15 working days of receipt

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
Orthotics and Rehabilitation Services	Persons with Disabilities funded for Vocational Rehabilitation Programme	Injured and diseased employees	200 Persons with Disabilities enrolled in Vocational Rehabilitation Programme through Post-School Education and Training institutions funded per annum	Adhere to COVID Act, Approved business processes and SOP's Medical Health standards	Orthotic and rehabilitation services	per quarter	Walk In Centre Contact Centre Processing Labour Centre	We shall enrol 200 Persons with Disabilities in Vocational Rehabilitation Programme through Post-School Education and Training institutions funded per annum
Employer Services	Tender Letter	Employers	Issue tender letter on receipt of all required documentation within 1 day	Adhere to COVID Act, approved Business Process and SOP etc.	Employer Services	Within 1 day	Walk In Centre Contact Centre Processing Labour Centre	We shall issue tender letter to registered employers on receipt of all required documentation within 1 day

6. YOUR POSITIVE FEEDBACK IS IMPORTANT

Please provide us with comments, suggestions or compliments to be considered when reviewing the policies, business processes, service standards 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/help desk or sent it 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.

7. IF A SERVICE STANDARD IS NOT MET

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.

8. 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).

9. IMPLEMENTATION, MONITORING AND REVIEW

The Branches, Funds and Provinces are responsible to implement the service standards and to produce periodic performance reports (actual performance against the pre-determined standards).

The standards 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 emerging operational issues.

10. CHANGE MANAGEMENT AND COMMUNICATION PLAN

The Branches and Funds shall be responsible to develop and implement their change management and communication plan in this regard.

11. REVIEW

The standards 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.

12. APPLICABILITY

The standards shall be applicable to all officials within the Department of Employment and Labour.



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