

# THE DEPARTMENT OF EMPLOYMENT AND LABOUR SERVICE STANDARDS FOR THE FINANCIAL YEAR 2021/22

THE DEPARTMENT COMMITS TO PROVIDE SERVICES THAT ARE MEASUREABLE IN TERMS OF QUALITY, QUANTITY, EQUITY, TIME AND ACCESS.

## ADMINISTRATION (ADMIN)

### We shall:

- 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
- Pay 100% of compliant invoices within 30 days of receipt.

## INSPECTIONS AND ENFORCEMENT SERVICES (IES)

### We shall:

- Resolve 80% of legitimate labour related complaints within 90 calendar days of registration
- Finalise 70% of reported incidents within 90 calendar days
- 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 (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 (another 3 years) to write the GCC exams within 60 calendar days of receiving a valid and complete re-application
- Issue the GCC within 60 calendar days of receiving the applicant's results from the Department of Higher Education.

## PUBLIC EMPLOYMENT SERVICES (PES)

### We shall:

- Register 800 000 eligible 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 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 to available opportunities) per year
- Finalise 70% of Private Employment Agencies and Temporary Employment Services applications (with valid and complete information) within 60 calendar days of receipt.

## LABOUR POLICY AND INTERNATIONAL RELATIONS (LP & IR)

### We shall:

- Register 100% of labour organisations or refuse to register within 90 days of receiving the application.
- Extend 100% of collective agreements within 90 calendar days of receipt
- Deregister 100% of designated employers (with valid and complete information) within 7 working days of receiving the application
- Accept or reject the Employment Equity reports within 24 hours of receipt
- Review and adjust the National Minimum Wage annually, based on the date in which the preceding year's adjustment became binding
- 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.
- Publish a report on the Department's website on the number of applications received, granted or refused, withdrawn, sectors and employees affected annually.
- Approve or reject application for BCEA variation within 90 days after receipt

## UNEMPLOYMENT INSURANCE FUND (UIF)

### We shall:

- Finalise 92% of valid claims (unemployment) with complete information within 15 working days of receipt
- Finalise 92% of valid claims (illness, maternity, parental, commissioning parental and adoption) with complete information within 10 working days of receipt
- Finalise 92% of valid claims (dependants) with complete information within 20 working days of receipt
- Finalise 95% of payment documents within 5 working days of approval
- Finalise 95% of new company registrations with complete information within 1 working day of receipt
- Finalise 95% of employee declarations within 15 working days of receipt
- Finalise 100% of appeal cases with complete information within 20 working days of receipt
- Process the outcome of the committee within 5 working days after the meeting
- Finalise 90% of applications (with complete information) for compliance certificate/ letter for good within 10 working days of receipt

## COMPENSATION FUND (CF)

### We shall:

- Adjudicate 85% of compensation claims (injuries - temporary or permanent disabilities) with valid and complete information within 30 working days of receipt
- Pay 90% of compensation benefits (injuries - temporary or permanent disablements, pension funds) within 5 working days of approval
- Finalise 80% of valid medical invoices with complete information within 40 working days of receipt
- Finalise 90% of requests for pre-authorization of Specialised Medical Interventions within 10 working days of receipt
- Finalise 85% of compliant requests for assistive devices within 15 working days of receipt
- Enrol 779 students at post school Education and Training (PSET) institutions in priority qualifications per annum
- Enrol 200 Persons with Disabilities in Vocational Rehabilitation Programme through Post-School Education and Training institutions funded per annum
- Issue a tender letter to registered employers on receipt of all required documentation within 1 day

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.

### 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.

### 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](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.

### 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)).

### APPLICABILITY

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

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DOES NOT CHARGE  
SERVICE FEES.

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



employment & labour

Department:  
Employment and Labour  
REPUBLIC OF SOUTH AFRICA