



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

**SERVICE CHARTER FOR THE DEPARTMENT
OF EMPLOYMENT AND LABOUR (BOOKLET)**

FY 2023/24

SIGN OFF

It is hereby certified that the Service Charter for the Department:

- Was developed In consultation with the Executive Management, Provincial Heads, Service Delivery Champions and other officials responsible for operations.
- Takes into account all legislation, policies, process and procedures, systems for which the Department is responsible.

SUPPORTED BY:



MR TM LAMATI
DIRECTOR-GENERAL: EMPLOYMENT AND LABOUR

DATE:31/05/2023



MS BE MOLOI, MP
DEPUTY MINISTER: EMPLOYMENT AND LABOUR

DATE: 31/05/2023

APPROVED BY:



MR TW NXESI, MP
MINISTER: EMPLOYMENT AND LABOUR

DATE: 31/05/2023

Table of Content

Item	Content	Page
	Sign-off	2
	Acroynms	4
1	Who are we	5
2	Who benefits from the Department's services	5
3	Our vision	5
4	Our mission	5
5	Our values	5-6
6	Batho Pele principles	6
7	Our mandate	6-8
8	Our services standards	8-12
9	Our commitment on customer service	12
10	Access to our services	13
11	Help us, help you	13
12	Your postive feedback Is important	14
13	If dissatisfied with our service	14
14	If dissatisfied with our response	14
15	Our contact details	15-16
16	Review	16
17	Applicability	16

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

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: (a) To give effect to and regulate the right to fair labour practices conferred by section 23(1) of the Constitution by: (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 (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
8	Employment Services Act 4 of 2014 Skills Development Act 97 of 1998 subsections 22 - 24	To provide for public employment services, their governance and functioning, including the registration of private employment agencies To provide for transitional arrangements with regard to regulation of private employment agencies

Serial No	LEGISLATION	PURPOSE
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	The National Minimum Wage Act 9 of 2018 aims: <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 • To provide for matters connected therewith

8. Services Standards

Branch/ Fund	Service	Service Standards
Administration (Admin)	<p>Customer care services</p> <p>Goods and services</p> <p>Queue management</p>	<p>We shall:</p> <ul style="list-style-type: none"> • Acknowledge 95% of written complaints, suggestions and compliments within 24 hours of receipt and the remainder within 36 hours of receipt • Resolve 95% of complaints (with complete information) within 7 calendar days and the remainder within 14 calendar days • Pay 100% of compliant Invoices within 30 days of receipt • Prioritise people with disabilities, elderly, nursing mothers with 1 month old or less babies and pregnant women to front of queue upon arrival • Screen clients to determine their service needs and direct them to correct service area upon arrival
Inspection & Enforcement Services (IES)	<p>Registration and resolution of labour related complaints</p> <p>Registration of incidents relating to the OHS act</p>	<p>We shall:</p> <ul style="list-style-type: none"> • Resolve 90% of legitimate labour related complaints within 30 calendar days of registration and the remainder within 60 calendar days of registration • Finalise 85% of reported incidents within 90 calendar days

Branch/ Fund	Service	Service Standards
	<p>Registration of Entities</p> <p>Exemptions on any aspect of the OHS Act</p> <p>Appeal on decision of an Inspector</p> <p>Registration of GCC examinations</p>	<ul style="list-style-type: none"> • Issue a letter or certificate of registration/ approval within 5 calendar days of receiving a valid and complete application • Issue a certificate of exemption (on aspects of the OHS Act) within 5 calendar days of receiving a valid and complete application <p>Issue a letter responding to the appeal application (on any decision of an Inspector) within 5 calendar days of receiving a valid and complete appeal</p> <ul style="list-style-type: none"> • Issue a letter to write the GCC exams (valid for 3 years) within 5 calendar days of receiving a valid and complete application. • Extend the validity period (another 3 years) to write the GCC exams within 5 calendar days of receiving a valid and complete re-application. • Issue the GCC within 5 calendar days of receiving the applicant's results from the Department of Higher Education and Training
Public Employment Services (PES)	<p>Registration of work-seekers</p> <p>Work visa applications</p> <p>Registration of employment opportunities</p> <p>Placement on registered employment opportunities</p> <p>Work-seekers provided with employment counselling</p> <p>Registration of Private Employment Agencies (PEAs and TES)</p>	<p>We shall:</p> <p>Register 900 000 eligible work-seekers on the Employment Services of South Africa (immediately) per year</p> <p>Process 100% of complete applications for foreign nationals corporate and individual work visas within 14 working days of receipt.</p> <p>Register 110 000 employment opportunities on the Employment Services of South Africa per year.</p> <p>Ensure that 60 000 registered employment opportunities are filled by registered work-seekers.</p> <p>Provide employment counselling to 250 000 work-seekers per year who were matched to available opportunities within 3 calendar days of matching</p> <p>Process 100% of complete (verified) Private Employment Agencies and Temporary Employment Services applications within 14 working days of receipt</p>

Branch/ Fund	Service	Service Standards
Labour Policy and Industrial Relations (LP & IR)	<p>Registration of Labour Organisations</p> <p>Extension of collective agreements</p> <p>Deregistration of designated employers through the DG Notification process</p> <p>Employment equity reporting</p> <p>Employment Standards (ES)</p> <p>National Minimum Wage Exemptions application</p> <p>Basic Conditions of Employment Act Variations application</p> <p>Labour Market and Information Statistics</p>	<p>We shall:</p> <ul style="list-style-type: none"> • Register 100% of labour organisations or refuse to register within 60 working days of receiving the application • Extend 100% of collective agreements within 60 working days of receipt, where there is no publication for comments • 100% of collective agreements extended within 120 working days of receipt, where there is publication for comments before extension of collective agreement • Deregister 100% of designated employers (with valid and complete information) within 5 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 application for National Minimum Wage exemption immediately upon receiving the application • Approve or reject applications for BCEA variation within 60 calendar days of receiving a valid and complete application • Produce labour market trend reports to inform all interested clients on the performance of the economy and labour market within 12 months after year end.
Unemployment Insurance Fund (UIF)	<p>Unemployment benefits</p> <p>In-service (illness, maternity, parental,</p>	<p>We shall:</p> <ul style="list-style-type: none"> • Finalise 92% of valid unemployment benefit claims with complete, accurate and verified information within 15 working days. • Finalise 92% of valid in-service benefit claims (illness, maternity, parental, commissioning parental and adoption) with complete, accurate and verified information within 10 working days.

Branch/ Fund	Service	Service Standards
	<p>commissioning parental and adoption) benefits</p> <p>Deceased benefits</p> <p>Unemployment Insurance Claim payment</p> <p>Employer registration</p> <p>Employee declarations</p> <p>Compliance</p> <p>Labour Activation Programme</p>	<ul style="list-style-type: none"> • Finalise 92% of valid deceased benefit claims with complete, accurate and verified information within 20 working days. • Finalise 95% of complete, accurate and verified benefit payment documents within 3 working days • Finalise 97% of new companies' registration with complete, accurate and verified information within 1 working day. • Finalise 95% of employee declarations with complete, accurate and verified within 15 working days. • Issue compliance certificates, tender letters and non-compliance letters to 90% of applications with complete, accurate, and verified information within 1 working day • Finalise 90% of TERS applications by the delegated authority within 20 working days.
<p>Compensation Fund CF)</p>	<p>Compensation claims</p> <p>Compensation Benefits (TTD's)</p> <p>Payment of compensation benefits</p> <p>Medical invoices</p> <p>Medical benefits</p> <p>Prosthesis and assistive devices</p> <p>Rehabilitation and reintegration</p>	<p>We shall:</p> <ul style="list-style-type: none"> • Adjudicate 90% of compensation claims (Injuries - temporary or permanent disabilities) with valid and complete information within 25 working days of receipt • Pay 90% of approved TTD's within 30 days of adjudication • Pay 90% of approved compensation benefits (Injuries - temporary or permanent disablements, pension funds) paid within 10 working days of approval • Finalise 85% of valid medical invoices with complete information within 30 working days of receipt • Finalise 95% of requests for pre-authorisation of pre-openings finalized within 10 working days of receipt of accepted claims • Finalise 90% of compliant requests for assistive devices within 15 working days of receipt • Enrol 70% of identified severely injured workers into rehabilitation case management per annum

Branch/ Fund	Service	Service Standards
	Tender letter Employer Registration	<ul style="list-style-type: none"> • Issue a tender letter to registered employers on receipt of all required documentation within 1 day • Finalise 90% of application for employer registration (approved or rejected) within 21 working days of receipt of compliant documentation

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, courteousness 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 labour 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:**
 - New Employer registration
 - Return of earnings submissions
 - Claim submissions and Medical benefits
 - Letter of good standing
- **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 if a South African citizen. A valid work permit if a foreigner is working in South Africa.
- 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:

Head Offices

Office	Email address	Postal Address	Physical Address	Telephone/Fax
HQ	DoL.CustomerCare@labour.gov.za	Department of Employment and Labour Private Bag X117 Pretoria 0001	215 Francis Baard street Pretoria 0001	Telephone:(012) 309 4000/4944 Fax : (012) 320 2059
UIF HQ	Uifcomplaints@labour.gov.za	Unemployment Insurance Fund Private Bag X117 Pretoria 0001	230 Lillian 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: Call centre 086 010 5350 Toll free: 0800 321 322

Provincial offices CHECK WITH PROVINCIAL CHAMPIONS IF THE ADDRESS ARE STILL CORRECT

<p>EC Telephone: (043) 701 3000 Fax: (043) 722 1012/743 9719 Physical Address: 3 Hill Street East London 5201</p> <p>Postal Address: Private Bag X9005 East London 5201</p> <p>Email: ec.customercare@labour.gov.za</p>	<p>FS Telephone: 051 505 6200 Fax: 051 447 9353 Physical Address: 43 Charlotte Maxeke, Bloemfontein, 9301</p> <p>Postal Address: PO Box 522 Bloemfontein 9300</p> <p>Email: fs.customercare@labour.gov.za</p>
<p>GP Telephone: (011) 853 0300 Fax : (011) 853 0470 Physical Address: 7 de Korte Street Braamfontein Johannesburg 2000</p> <p>Postal Address: PO Box 4560 Johannesburg 2000</p> <p>Email: gp.customercare@labour.gov.za</p>	<p>KZN Telephone: (031) 366 2000 Fax : (031) 366 2300 Physical Address: 267 Anton Lembede (Smith Street) Royal Building, 11th Floor Durban 4000</p> <p>Postal Address: PO Box 940 Durban 4000</p> <p>Email: kzn.customercare@labour.gov.za</p>
<p>LP Telephone: (015) 290 1670 Fax : N/A Physical Address: 42A Schoeman Street Polokwane</p>	<p>MP Telephone: (013) 655 8700 Fax: (013) 690 2622 Physical Address: Cnr Hofmeyer Street and Beatty Avenue Witbank</p>

<p style="text-align: center;">0700</p> <p>Postal Address: Private Bag X9368 Polokwane 0700</p> <p>Email: lp.customercare@labour.gov.za</p>	<p style="text-align: center;">1035</p> <p>Postal Address: Private Bag X7263 Witbank 1035</p> <p>Email: mp.customercare@labour.gov.za</p>
<p>NC</p> <p>Telephone: (053) 838 1500 Fax: (053) 832 4798 Physical Address: Cnr Compound and Pniel Road Kimberley 8300</p> <p>Postal Address: Private Bag X 5012 Kimberley 8300</p> <p>Email: nc.customercare@labour.gov.za</p>	<p>NW</p> <p>Telephone: (018) 387 8100 Fax: (018) 384 2745 Physical Address: Provident House University Drive Mmabatho 2735</p> <p>Postal Address: Private Bag X2040 Mmabatho 2735</p> <p>Email: nw.customercare@labour.gov.za</p>
<p>WC</p> <p>Telephone: (021) 441 8000 Fax: (021) 441 8135 Physical Address: West Bank Building Cnr Riebeeck and Long Streets Cape Town 8000</p> <p>Postal Address: PO Box 872 Cape Town 8000</p> <p>Email: wc.customercare@labour.gov.za</p>	

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).

Other contact platforms:

Facebook: Department of Labour

Twitter: @deptoflabour

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

www.uffiling.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.