



DEPARTMENT OF EMPLOYMENT AND LABOUR
SERVICE STANDARD

FOR THE FINANCIAL YEAR 2023/24

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TABLE OF CONTENTS

Content		Page
	Acronyms	iv
1	Introduction	1
2	Service standards as a concept	1
3	Purpose of service standards	1
4	Key services	1
5	Service standards for the Department	3
5.1	Administration: Service standards	3
5.2	Inspection and Enforcement Services: Service standards	7
5.3	Public Employment Services Service: Service standards	12
5.4	Labour Policy and Industrial Relations: Service standards	19
5.5	Unemployment Insurance Fund: Service standards	25
5.6	Compensation Fund: Service standards	32
6	Your positive feedback is important	40
7	If a service standard is not met	40
8	If dissatisfied by the response	40
9	Implementation, monitoring and review	40
10	Change management and communication plan	40
11	Review	40
12	Applicability	40

ACRONYM

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

1. INTRODUCTION

The Government of South Africa is committed to modernising public service operations by streamlining the key services business processes and standard operating procedures and setting the service standards to be adhered to by the officials. The standards define what the clients can expect from the department and to remind management and officials of the obligations and commitment towards service delivery quality and access.

The Department of Public Service and Administration (DPSA) developed and published the Batho Pele White Paper in 1997 and Operations Management Framework (OMF), 2016. One of the key features and principle is that it requires the Departments to develop and implement service standards and to monitor performance against these standards. Further to this, departments utilise the standards to effectively and consistently render the services as a means to improving client satisfaction.

It is for this reason that the service standards are developed or reviewed and progressively raised, approved and published every financial year so that the citizen (service beneficiaries) are informed of service offerings and response time to receive a service and / or service cost, where applicable.

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 an urban, peri-urban and rural area.

2. SERVICE STANDARDS AS A CONCEPT

Service 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. The service standards as one of Batho Pele principles, inform citizens about what kind of service they can expect from a department. It is usually crafted in the form of a pledge or commitment statement that describes what level of service will be provided to citizens and by when.

The standards also serve as service delivery indicators which are used to measure or evaluate the performance on service delivery. In measuring the standards, not every service standard need to cover all five aspects, but would expect to find the following aspects covered (quantity, quality, response time, access or cost).

Periodic monitoring reports are produced and used to improve business processes, SOPs and feed into service delivery improvement plan and its strategies with a view to streamline or modernize.

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 • Good and services • Queue management
Inspections & Enforcement Services (IES)	<p>Registration and resolution of labour related complaints: Employment Equity Act (EEA);</p> <ul style="list-style-type: none"> • 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) <p>Registration of incidents relating to Occupational Health and Safety Act (OHSA)</p> <p>Registration of Entities</p> <p>Registration of GCC examinations</p> <p>Appeal on decision of an inspector</p>
Public Employment Services (PES)	<p>Registration of work-seekers</p> <p>Placement of work seekers</p> <p>Work visa applications</p> <p>Registration of employment opportunities</p> <p>Placement of work seekers to registered employment opportunity or income generating programme.</p> <p>Work seekers provided with employment counselling</p> <p>Registration of Private Employment Agencies (PEA) and Temporary Employment Services (TES)</p>
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>Annual EE reporting (manual and online services)</p> <p>National minimum wage</p> <p>National minimum wage exemptions</p> <p>Basic Conditions of Employment Act variations applications</p>

Branch/ Fund	Service
Unemployment Insurance Fund (UIF)	Unemployment benefits In-service (Illness, maternity, parental, commissioning parental and adoption) benefits Dependant benefits Company registration Employee declaration
Compensation Fund CF)	Compensation claims Medical claims Medical benefits Rehabilitation and re-integration Orthotics and Prosthetic Services Vocational rehabilitation Employer Services Customer Care

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	<ul style="list-style-type: none"> • Customer care services • Goods and services • Queue management

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
Complaints, suggestions and compliments	Customer care services	All service beneficiaries who seek recourse	Acknowledge 95% of written complaints, suggestions and compliments within 24 hours of receipt and the remainder within 36 hours of receipt	Adhere to Policy on Complaints, Compliments and Suggestions	All	Within 24 hours of receipt and the remainder within 36 hours of receipt	Walk in centres Email Telephone	Acknowledge 95% of written complaints, suggestions and compliments within 24 hours of receipt and the remainder within 36 hours of receipt
	Complaints	All service beneficiaries who seek recourse	Resolve 95% of complaints (with complete information) within 7 calendar days and the remainder within 14 calendar days	Assess, refer/ resolve, prevent reoccurrence and communicate the outcome to the complainant Adhere to DEL Policy on Complaints, Compliments and Suggestions	All	Within 7 calendar days and the remainder within 14 calendar days	Walk in centres Email Telephone	We shall resolve 95% of complaints (with complete information) within 7 calendar days and the remainder within 14 calendar days

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
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 DEL Office	We shall pay 100% of compliant invoices within 30 days of receipt
Queue management	Customer care services	All service beneficiaries who are living with disabilities, elderly, nursing mothers with 1 month old or less babies and pregnant women	All people with disabilities, elderly, nursing mothers with 1 month or less babies and pregnant women to front of queue upon arrival	Adhere to Batho Pele standards	All	On arrival	Walk in centres	We shall prioritise People with disabilities, elderly, nursing mothers with 1 month old or less babies and pregnant women to front of queue upon arrival

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
Queue management	Customer care services	All service beneficiaries	Screen all clients to determine their service needs and direct them to correct service area upon arrival	Adhere to Batho Pele standards	All	On arrival	Walk in centres	We shall screen clients to determine their service needs and direct them to correct service area upon arrival

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 and resolution of labour related complaints Exemptions on any aspect of the OHSA Registration of entities • Registration of GCC examinations Appeal applications on decision of an inspector
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 • Approvals relating to OHS Act
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		Access
PROGRAMME: INSPECTION AND ENFORCEMENT SERVICES								
Labour related complaints	Registration of labour related complaints:	Employees Trade Unions	Resolve 90% of legitimate labour related complaints within 30 calendar days of registration and the remainder within 60 calendar days of registration	Record legitimate complaints correctly and accurately	IES	within 30 calendar days of registration and the remainder within 60 calendar days of registration	Walk-in centres Email Postage	We shall resolve 90% of legitimate labour related complaints within 30 calendar days of registration and the remainder within 60 calendar days of registration
	EEA							
	BCEA							
	OHSA		Adhere to EEA, BCEA, OHSA, UIA, COIDA, ESA and approved SOPs					
	UIA							
	COIDA							
	ESA							
Registration of incidents relating to OHS Act	Employees, Trade Unions and members of the public	Finalise 85% 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 Email Post Office	We shall finalise 85% of reported incidents within 90 calendar days	

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
	Registration of entities	Qualifying applicants	Issue a letter or certificate of registration within 5 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 5 calendar days of receiving the application	Walk-ins (Head Office) Postage Email	We shall issue a letter or certificate of registration/ approval within 5 calendar days of receiving a valid and complete application
	Exemptions on any aspects of OHS Act	Employers Users	Issue a certificate of exemption within 5 calendar days of receiving a valid and complete application	Adherence to Occupational Health and Safety Act and Regulations	IES	Within 5 calendar days of application received	Head Office Postage Email	We shall issue a certificate of exemption (on aspects of the OHS Act) within 5 calendar days of receiving a valid and complete application.
	Appeal on any decision of an Inspector	Employers Employees Users Any person	Issue a letter responding to the appeal within 5 calendar days of receiving a valid and complete appeal	Adherence to Occupational Health and Safety Act and Regulations	IES	Within 5 calendar days of receiving a valid and complete appeal	Head Office Postage Email	We shall 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

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
	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 5 calendar days of receiving the application	Adherence to Occupational Health and Safety Act and its Regulations Standard Operating Procedures	IES	Within 5 calendar days of receiving the valid application	Walk-ins (Head Office) Postage Email	We shall 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 (3 years) to write the GCC exams on re-application within 5 calendar days of receiving a valid and complete re-application	Adherence to Occupational Health and Safety Act and its Regulations Standard Operating Procedures	IES	within 5 calendar days of receiving a valid and complete re-application		We shall extend the validity period (another 3 years) to write the GCC exams within 5 calendar days of receiving a valid and complete re-application

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
			Issue a GCC certificate within 5 calendar days of receiving the successful results of the applicant from the Department of Higher Education and Training	Adherence to Occupational Health and Safety Act and its Regulations Standard Operating Procedures	IES	Within 5 calendar days of receiving the successful results		We shall issue the GCC within 5 calendar days of receiving the applicant's results from the Department of Higher Education and Training.

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"> • Placement of work seekers • Registration of employment opportunities • Work seekers provided with employment counselling • Work visa applications • Registrations of PEAs and TEAs
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)

Office	Services Offered
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				Full Statement
			Quantity	Quality	Responsible Unit	Time frame	

PROGRAMME: PUBLIC EMPLOYMENT SERVICES

Work-seekers services	Registration of work-seekers	Work-seekers: Unemployed Under employed	Register 900 000 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 900 000 eligible work-seekers on the Employment Services of South Africa (immediately) per year
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SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
	Work visa applications	Employers Unemployed Under employed	Process 100% of complete applications for foreign nationals corporate and individual work visas applications) within 14 working days of receipt	Verify applications for completeness IES to conduct work place inspections to ensure compliance with labour laws 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	PES	Within 14 working days	Online Walk-in centres	We shall process 100% of complete applications for foreign nationals corporate and individual work visas applications) within 14 working days of receipt

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
	Registration of employment opportunities	Unemployed Under employed Employers	Register 110 000 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	Within 12 hours of receipt	Walk-in centres Online	We shall register 110 000 employment opportunities on the Employment Services of South Africa per year
	Placement on registered employment opportunities	Unemployed Under employed Employers	60 000 registered employment opportunities are filled by registered work-seekers	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	within 5 calendar days of receipt of the opportunity	Walk-in centres Online	We shall ensure that 60 000 registered employment opportunities are filled by registered work-seekers

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
	Work-seekers provided with employment counselling	Unemployed Under employed	Provide employment counselling to 250 000 work-seekers per year who were matched to available opportunities within 3 calendar days of matching	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	within 3 calendar days of matching	Walk-in centres Outreach programmes Both manual and automated.	We shall provide employment counselling to 250 000 work-seekers per year who were matched to available opportunities within 3 calendar days of matching

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
	Registration of Private Employment Agencies (PEAs and TES)	Work-seekers: Unemployed Under employed Employers Private Employment Agencies Temporary Employment Services	Process 100% of PEAs and TES applications (with valid information) and complete within 14 working 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	14 working days	Online Walk-in centres	We shall process 100% of complete (verified) Private Employment Agencies and Temporary Employment Services applications within 14 working days of receipt

5.4 LABOUR POLICY AND INDUSTRIAL 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"><li data-bbox="351 296 986 352">• Deregistration of designated employers through the DG Notification process Annual EE reporting (manual and online services)<li data-bbox="351 363 664 389">• Registration of labour organisations<li data-bbox="351 400 656 426">• Extension of collective agreements<li data-bbox="351 437 519 462">• NMW exemptions

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS				Full Statement
			Quantity	Quality	Responsible Unit	Time frame	
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 60 working days of receiving the application	Check completeness and accuracy of applications Adhere to LR Act, approved Business Process and SOPs	LP and IR	Within 60 working days of receiving the application	Both manual and automated. We shall register 100% of labour organisations or refuse to register within 60 working days of receiving the application
Collective Bargaining	Extension of Collective Agreements		100% of collective agreements extended within 60 working days of receipt, where there is no publication for comments	Verify the completeness of application and source documents	LP and IR	Within 60 working days of receipt, where there is no publication for comments	Manual We shall extend 100% of collective agreements within 60 working days of receipt, where there is no publication for comments

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
			100% of collective agreements extended within 120 working days of receipt, where there is publication for comments before extension of collective agreement	Verify the completeness of application and source documents	LP and IR	Within 120 working days of receipt, where there is a publication for comments	Manual	100% of collective agreements extended within 120 working days of receipt, where there is publication for comments before extension of collective agreement
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 5 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 5 workings days of receiving the application	Automated	We shall deregister 100% of designated employers (with valid and complete information) within 5 working days of receiving the application

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

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
	National Minimum Wage Exemptions application	Employers and Employees	Grant or reject the application for National Minimum Wage exemption immediately upon application.	Verify the completeness of application and supporting documents as required by the Act	LP and IR	Immediately upon receiving the application	Automated	We shall grant or reject the application for National Minimum Wage exemption immediately upon receiving the application If the application is selected for audit, a decision to grant or reject the exemption shall be finalised within 17 calendar days of receiving valid and complete supporting documents
			If the application is selected for audit, a decision to grant or reject the exemption shall be finalised within 17 calendar days of receiving valid and complete supporting documents			Within 17 days from date of application, if it is selected for audit.		

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
	Basic Conditions of Employment Act Variations application	Employers and Employees	Approve or reject applications for BCEA variations within 60 calendar days of receiving a valid and complete application	Verify the completeness of application and supporting documents as required by the Act	LP and IR	Within 60 calendar days of receiving a valid and complete application	Manual	We shall approve or reject applications for BCEA variation within 60 calendar days of receiving a valid and complete application
Labour Market and Information Statistics	Labour Market and Information Statistics	Employers and Employees	Labour market trend reports produced within 12 months after year end.	Verify and validate the collected data on economic and labour market performance	LP and IR	within 12 months after year end	Manual	We shall 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

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"> • Inbound Call Centre and Help desk on all Unemployment Insurance services • Customer care services – call centre functionality, complaints and enquiries resolutions on all UIF benefits: (unemployment, illness, maternity, adoption and deceased) • Employer registration • Employee declaration • Payment of contributions (penalties and interest included) • Unemployment Insurance payments • Issue letters of good standing • Issue certificate of compliance • Audit and Risk Oversight • Compliance Management • Provincial Support • Special Projects e.g. TERS and WABU • System Administration e.g. Siyaya, Virtual Office, Ufiling
Provincial Office	<ul style="list-style-type: none"> • Customer care services – call centre functionality, complaints and enquiries resolutions on all UIF benefits: (unemployment, illness, maternity, adoption and deceased) • Online application for benefits (unemployment, illness, maternity, parental, adoption and deceased benefits). • Employer registration • Employee declarations • Processing of claims and payments of Unemployment Insurance benefits • Update of banking details • Overpayment debt management • Appeals management • Customer care services – complaint and enquiries resolutions

Office	Services Offered
Labour Centre (Processing)	<ul style="list-style-type: none"> • Application for benefits (unemployment, illness, maternity, adoption and death) • Employer registration • Employee declarations • Processing of claims and payments of Unemployment Insurance • Update of banking details • Overpayment debt management • Customer care services – complaint and enquiries resolutions
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 death) • Employer registration • Employee declarations • Unemployment insurance payments
Satellite Office	<ul style="list-style-type: none"> • Application for unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and death) • Employer registration • Employee declarations • Unemployment insurance payments
Thusong Service Centre	<ul style="list-style-type: none"> • Application for unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and death) • Employer registration • Employee declarations • Unemployment insurance payments

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS				Full Statement	
			Quantity	Quality	Responsible Unit	Time frame		Access
SUB-PROGRAMME: OPERATIONS								
Unemployment Benefits	Unemployment insurance benefit	Unemployed contributors: <ul style="list-style-type: none"> • Retrenched • Dismissed • Retired employees • Employees whose contract had expired • Employees who worked at businesses that closed or liquidated 	Finalise 92% of valid unemployment benefit claims with complete, accurate and verified information within 15 working days.	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	UIF Head Office On –line claims process Provincial Offices; Labour Centres; Satellite Offices Visiting Points;	We shall finalise 92% of valid unemployment benefit claims with complete, accurate and verified information within 15 working days.

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
In-service benefits (illness, maternity and adoption)	Unemployment insurance benefits: In-service benefits (illness, maternity, parental, commissioning parental and adoption)	<ul style="list-style-type: none"> Female contributors going on maternity leave Parent adopting a child under the age of 2 years Employers terminated due to illness / medical boarding 	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	Accept complete applications Adherence to UI Act; business process, Standard Operating Guides Operations Circulars	Operations	Within 10 working days	UIF Head Office on – line claims process Provincial Offices; Labour Centres; Satellite Offices Visiting Points;	We shall 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.
Deceased benefit	Unemployment insurance benefit: deceased	<ul style="list-style-type: none"> Deceased (Spouse, Life Partner, Dependent children under the age of 21/ under the age of 25 provided they can produce proof of schooling) 	Finalise 92% of valid deceased benefit claims with complete, accurate and verified information within 20 working days	Accept complete applications Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars	Business Operations	Within 20 working days.	Provincial Offices; Labour Centres; Satellite Offices Visiting Points	We shall finalise 92% of valid deceased benefit claims with complete, accurate and verified information within 20 working days.

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
UI Claim payment	Payment of approved Unemployment Insurance benefits	Unemployed contributors and employees	Finalise 95% of complete, accurate and verified benefit payment documents within 3 working days	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 3 working days	UIF Head Office Online claims process Provincial Offices; Labour Centres; Satellite Offices Visiting Points;	We shall finalise 95% of complete, accurate and verified benefit payment documents within 3 working days

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
Employer registration	Unemployment Insurance registration number	Employers	Finalise 97% of new companies' registration with complete, accurate and verified information within 1 working day.	Accept completed registration forms for processing (UI-54 and UI-8) Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars	Operations	Within 1 working day of receipt of completed registration document	UJF Head Office Online process Provincial Offices; Labour Centres; Satellite Offices Visiting Points	We shall finalise 97% of new companies' registration with complete, accurate and verified information within 1 working day.
Employee declarations	Employee declarations	Employers Employees	Finalise 95% of employee declaration with complete, accurate and verified within 15 working days	Duly completed form (UI-19) Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars	Business Operations	Within 15 working days	UJF Head Office On line process Provincial Offices; Labour Centres; Satellite Offices Visiting Points	We shall finalise 95% of employee declarations with complete, accurate and verified within 15 working days

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Access	Full Statement
Compliance	Compliance certificate/letter	Compliant employers	Issue compliance certificates, tender letters and non-compliance letters to 90% of applications with complete, accurate, and verified information within 1 working day	Accept request with complete information	Operations	Within 10 working days.	Online	We shall issue compliance certificates, tender letters and non-compliance letters to 90% of applications with complete, accurate, and verified information within 1 working day
Labour Activation Programme	Temporary Employer/Employee Relief Scheme (TERS)	Employers for the benefit of qualifying employees	Approve or reject 90% of TERS applications by the delegated authority within 20 working days	Valid, accurate and verified applications	Labour Activation Programme	20 working days	Manual applications via the Commission for Conciliation, Mediation and Arbitration (CCMA)	We shall finalise 90% of TERS applications by the delegated authority within 20 working days

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 • Return of Earnings (ROE) • Revision of employer assessment • Employer registrations • Letter of good standing & tender letter • Rehabilitation and orthotics • Medical claims • Legal objections/appeals applications • 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 • Medical claims • Appeal applications • Pre-authorisation (previously finalised cases) - chronic medication and assistive devices • Referral of hospitalised clients for case management • Rehabilitation and orthotics • Employer services

Office	Services Offered
Labour Centre (Processing and non-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 • Medical claims • Appeal applications • Pre-authorisation (previously finalised cases) - chronic medication and assistive devices • Referral of hospitalised clients for case management • Rehabilitation and orthotics • Employer services • Collection of outstanding documentation/information related to COVID cases
Thusong Service Centre	<ul style="list-style-type: none"> • Receive Compensation claims: <ul style="list-style-type: none"> • 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 requests for assistive devices • Collect outstanding documentation/information related to COVID cases

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS				Full Statement	
			Quantity	Quality	Responsible Unit	Time frame		Access
SUB-PROGRAMME: OPERATIONS								
Compensation claims	Compensation claims (injuries- temporary or permanent disablement)	Injured employees/ Beneficiaries	Adjudicate 90% of compensation claims (injuries - temporary or permanent disabilities) with valid and complete information within 25 working days of receipt	Accept complete application, assess, validate and approve applications Adhere to COVID Act, approved Business Process and SOP etc	COVID services	Within 25 working days of receipt	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial Offices	We shall adjudicate 90% of compensation claims (injuries - temporary or permanent disabilities) with valid and complete information within 25 working days of receipt

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
Compensation Benefits	Compensation Benefits: Temporary Total Disablement (TTD)	Injured and diseased employees	Pay 90% of approved TTDs within 30 days of adjudication	Accept complete application, assess, validate and approve applications Adhere to COVID Act, approved Business Process and SOP etc	Financial control	within 30 days of adjudication	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial Offices	We shall pay 90% of approved TTD's within 30 days of adjudication

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
Financial control	Payment of compensation benefits	Employees Beneficiaries Employers Medical service providers	Pay 90% of approved compensation benefits (injuries - temporary or permanent disablements, pension funds) within 10 working days of approval	Validate customer ID Validate customer ID number for approved claims benefits Adhere to COVID Act, approved Business Process and SOP etc.	Financial control	Within 10 working days of approval	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial Offices Walk in centre Contact centre Labour Centre	We shall pay 90% of approved compensation benefits (injuries - temporary or permanent disablements, pension funds) within 10 working days of approval

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
Medical claims	Medical invoices	Medical Service Providers	85% of valid medical invoices with complete information finalized within 30 working days of receipt	Adhere to COVID ACT, Approved business processes and SOP's	Medical payments	Within 30 working days of receiving a valid invoice	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial Offices	We shall finalise 85% of valid medical invoices with complete information within 30 working days of receipt
Medical claims	Medical benefits	Injured and diseased employees	95% of requests for pre-authorisation of pre-openings finalized within 10 working days of receipt of accepted claims	Adhere to COVID ACT, Approved business processes and SOP's	Medical claims	Within 10 working days of receiving a request	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial Offices	We shall finalise 95% of requests for pre-authorisation of pre-openings finalized within 10 working days of receipt of accepted claims

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
Orthotics and Rehabilitation Services	Prosthesis and assistive devices	Injured and diseased employees	Finalise 90% 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 centres Online services Call centre Processing and non-processing Labour Centres Provincial Offices	We shall finalise 90% of compliant requests for assistive devices within 15 working days of receipt
Orthotic and rehabilitation services	Rehabilitation and reintegration	Rehabilitated injured workers	70% of identified severely injured workers enrolled into rehabilitation case management per annum	Adhere to COVID ACT, Approved business processes and SOP's Medical Health standards	Orthotic and rehabilitation services	per quarter	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial	We shall enrol 70% of identified severely injured workers into rehabilitation case management per annum

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Access	
Employer Services	Tender Letter	Unregistered employers	Issue a 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 a tender letter to registered employers on receipt of all required documentation within 1 day
Employer Services	Employer Registration	Employer	90% of application for employer registration finalised (approved or rejected) within 21 working days of receipt of compliant documentation	Adhere to COVID Act, approved Business Process and SOP etc	Employer Services	21 working days of receipt of compliant documentation	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial.	We shall finalise 90% of application for employer registration (approved or rejected) within 21 working days of receipt of compliant documentation

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 7 calendar days and the remainder within 14 calendar days. 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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