



DEPARTMENT OF EMPLOYMENT AND LABOUR
SERVICE STANDARD

FOR THE FINANCIAL YEAR 2022/23

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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 Industrial 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 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 • Goods and services
Inspections & Enforcement Services (IES)	<p>Labour related complaints:</p> <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) <p>Labour market inspections</p> <p>Registration of incidents relating to Occupational Health and Safety Act (OHSA)</p> <p>Registration of Entities</p> <p>Government Certificates of Competence</p> <p>Certificate of exemptions</p> <p>Appeal applications</p>
Public Employment Services (PES)	<ul style="list-style-type: none"> • Registration of work-seekers • Work visa applications • Registration of employment opportunities • Placement of work seekers to registered employment opportunity or income generating programme. • Employment/career 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 Conditions of Employment Act variations applications • Labour Market Research and Statistics
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 • Compliance letter/Tender letter

Branch/ Fund	Service
Compensation Fund CF)	<ul style="list-style-type: none"> • 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 measureable 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

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 93% 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	Acknowledge 93% of written complaints, suggestions and compliments within 24 hours of receipt
	Complaints	All service beneficiaries who seek recourse	Resolve 93% 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 DEL Policy on Complaints, Compliments and Suggestions	All	Within 14 working days of receipt (point of origin and up to Branch or Fund level)	Walk in centres Email Telephone	We shall resolve 93% of complaints (with complete information) within 14 working days of receipt
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

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 • Approvals relating to OHSA
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			
			Quantity	Quality	Responsible Unit	Time frame

PROGRAMME: INSPECTION AND ENFORCEMENT SERVICES

Labour related complaints	Registration of labour related complaints: EEA, BCEA, OHSA, UIA, COIDA, ESA Register work seekers who avail themselves on ESSA system immediately. If the system is off line, we will register manually and capture on system within 20 days	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, UIA, COIDA , ESA and approved SOPs	IES	Within 90 calendar days of registration	Walk-in centres Email Postage	We shall resolve 80% of legitimate labour related complaints within 90 calendar days of registration
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Labour related complaints	Registration of incidents relating to OHS Act	Employees, Trade Unions and members of the public	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 Email Post Office	We shall finalise 70% of reported incidents within 90 calendar days
Labour related complaints	Registration of entities	Qualifying applicants	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 Email	We shall issue a letter or certificate of registration/ approval within 60 calendar days of receiving a valid and complete application
Labour related complaints	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 Email	We shall issue a certificate of exemption (on aspects of the OHS Act) within 60 calendar days of receiving a valid and complete application.
Labour related complaints	Appeal on any decision of an Inspector	Employers Employees Users Any person	Issue a letter responding to 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 Email	We shall issue a letter responding to the appeal application (on any decision of an Inspector) within 60 calendar days of receiving a valid and complete application

Labour related complaints	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 Email	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
Labour related complaints	Registration of GCC examinations in order to qualify for the Government Certificate of Competency (GCC)	Qualifying applicants	Extend the validity period (3 years) to write the GCC exams on re-application within 60 calendar days	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 Email	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
Labour related complaints	Registration of GCC examinations in order to qualify for the Government Certificate of Competency (GCC)	Qualifying applicants	Issue a GCC certificate within 60 calendar days of receiving the successful results of the applicant from the Department of Higher Education	Adherence to Occupational Health and Safety Act and its Regulations Standard Operating Procedures	IES	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				Full Statement	
			Quantity	Quality	Responsible Unit	Time frame		Manual/Automated
PROGRAMME: PUBLIC EMPLOYMENT SERVICES								
Work-seekers services	Registration of work-seekers Register work seekers who avail themselves on ESSA system immediately If the system is off line, we will register manually and capture on system within 20 days	Work-seekers: Unemployed Under employed	Register 850 000 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 850 000 eligible work-seekers on the Employment Services of South Africa (immediately) per year

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	
	Work visa applications	Employers Unemployed Under employed	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 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 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 Adjudicate 70% of?? work visa applications (with complete information) within 30 working days of receipt and make recommendation adjudicate 70% of work visa applications (with complete information) within 30 working days of receipt and make recommendations

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	Register 105 000 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 105 000 employment opportunities on the Employment Services of South Africa per year
	Placement on registered employment opportunities	Unemployed Under employed Employers	55 000 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 55 000 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	Provide employment counselling to 240 000 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 240 000 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	Full Statement
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 working days of receiving the application	Check completeness and accuracy of applications Adhere to LR Act, approved Business Process and SOP's	LP and IR	Within 90 working days	Both manual and automated.	We shall register 100% of labour organisations or refuse to register within 90 working days of receiving the application
Collective Bargaining	Extension of Collective Agreements		100% of collective agreements extended within 180 working days of receipt	Verify the completeness of application and source documents	LP and IR	Within 180 working days of receipt	Manual	We shall extend 100% of collective agreements within 180 working 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 working 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					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	
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
	National Minimum Wage Exemptions	Employers and Employees	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	Verify the completeness of application and supporting documents as required by the Act	LP and IR	Immediately upon receiving the application Within 30 days from date of application, if it is selected for audit	Automated	We shall grant or reject the National Minimum Wage exemption upon receiving the 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

SERVICE STANDARDS								
SERVICE AREA	KEY SERVICES	Service Beneficiaries	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 reflecting the sectors and employees affected, annually
	Basic Conditions of Employment Act Variations	Employers and Employees	Approve or reject application for BCEA variations within 90 days of 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 of receipt
Labour Market and Information Statistics	Labour Market and Information Statistics	Employers and Employees	Labour market trend reports	Verify and validate the collected data on economic and labour market performance	LP and IR	Quarterly Annually	Manual	We shall produce labour market trend reports to inform all interested clients on the performance of the economy and labour market

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

Office	Services Offered
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
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		Manual/ Automated
SUB-PROGRAMME: OPERATIONS								
Unemployment Benefits	Unemployment insurance benefit: Unemployment	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
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 • Employees 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.

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

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					Full Statement
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	
Employee declarations	Employee declarations	Employees Employees	Finalise 95% of employee declaration with complete, accurate and verified within 15 working days	Duly completed form (UI-19) Adhere to UIAct; Business process, Standard Operating Guides Operations Circulars	Business Operations	Within 15 working days	UIF 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
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
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 • 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

Office	Services Offered
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 COID cases

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 90% 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 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 30 working days of receipt
Financial control	Payment of compensation benefits	Employees Beneficiaries Employers Medical service providers	Pay 90% of approved compensation benefits (injuries - temporary or permanent disabilities, pension funds) within 5 working days of approval	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 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 disabilities, pension funds) within 5 working days of approval

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			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 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 80% 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-authorization of Specialized Medical Interventions 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 centres Online services Call centre Processing and non-processing Labour Centres Provincial Offices	We shall finalise 95% of requests for pre-authorization of Specialized Medical Interventions within 10 working days of receipt
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

SERVICE STANDARDS								
SERVICE AREA	KEY SERVICES	Service Beneficiaries	Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
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
Orthotics and Rehabilitation Services	Persons with Disabilities funded	Injured and diseased employees	200 Persons with Disabilities enrolled and funded in Vocational Rehabilitation Programme through Post-School Education and Training institutions 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 and fund 200 Persons with Disabilities in Vocational Rehabilitation Programme through Post-School Education and Training institutions per annum

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
Employer Services	Tender Letter	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
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 Commission for Conciliation, Mediation and Arbitration (CCMA)	We shall finalise 90% of TERS applications by the delegated authority within 20 working days

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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