



**employment & labour**

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Department:  
Employment and Labour  
**REPUBLIC OF SOUTH AFRICA**

**SERVICE STANDARDS FOR THE DEPARTMENT  
OF EMPLOYMENT AND LABOUR FOR THE  
FY2023/24**

**SIGN OFF**

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

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

**SUPPORTED BY:**



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**DATE:31/05/2023**



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**DATE: 31/05/2023**

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**DATE: 31/05/2023**

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| Acronym         | Description   |
|-----------------|---|
| Admin           | Administration  |
| APP             | Annual Performance Plan                                 |
| BCEA            | Basic Conditions of Employment Act                      |
| CC              | Call Centre   |
| CCMA            | Commission for Conciliation, Mediation and Arbitration  |
| CF              | Compensation Fund                                       |
| COIDA           | Compensation for Occupational Injuries and Diseases Act |
| EEA             | Employment Equity Act                                   |
| ESA             | Employment Services Act                                 |
| ESSA            | Employment Services for South Africa                    |
| GCC             | Government Certificate of Competency                    |
| IES             | Inspection and Enforcement Services                     |
| LC              | Labour Centre   |
| LP&IR           | Labour Policy and Industrial Relations                  |
| LRA             | Labour Relations Act                                    |
| NEDLAC          | National Economic Development and Labour Council        |
| OHS             | Occupational Health and Safety                          |
| OHSA            | Occupational Health and Safety Act                      |
| PEA             | Private Employment Agencies                             |
| PES             | Public Employment Services                              |
| PFMA            | Public Finance Management Act                           |
| PO              | Provincial Office                                       |
| Productivity SA | Productivity South Africa                               |
| SCM             | Supply Chain Management                                 |
| SDA             | Skills Development Act                                  |
| SLA             | Service Level Agreement                                 |
| SO              | Satellite Office  |
| SOP             | Standard Operating Procedure                            |
| SP              | Strategic Plan  |
| TES             | Temporary Employment Services                           |
| TRs             | Treasury Regulations                                    |
| TSC             | Thusong Service Centre                                  |
| UIA             | Unemployment Insurance Act                              |
| 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)                   | <p>Customer care services</p> <p>Good and services</p> <p>Queue management</p>  |
| Inspections & Enforcement Services (IES) | <p>Registration and resolution of labour related complaints: Employment Equity Act (EEA);</p> <ul style="list-style-type: none"> <li>• Basic Condition of Employment Act ( BCEA);</li> <li>• Occupational Health and Safety Act (OHSA);</li> <li>• Unemployment Insurance Act (UIA)</li> <li>• Compensation for Occupational Injuries and Disease Act (COIDA)</li> <li>• Employments Services Act (ESA)</li> </ul> <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>   |

| Branch/ Fund                                     | Service   |
|--|---|
|  | Registration of Private Employment Agencies (PEA) and Temporary Employment Services (TES)   |
| Labour Policy and Industrial Relations (LP & IR) | Registration of labour organisations<br>Extension of collective agreements<br>Deregistration of designated employers through the DG Notification process<br>Annual EE reporting (manual and online services)<br>National minimum wage<br>National minimum wage exemptions<br>Basic Conditions of Employment Act variations applications |
| Unemployment Insurance Fund (UIF)                | Unemployment benefits<br>In-service (illness, maternity, parental, commissioning parental and adoption) benefits<br>Dependant benefits<br>Company registration<br>Employee declaration  |
| Compensation Fund (CF)                           | Compensation claims<br>Medical claims<br>Medical benefits<br>Rehabilitation and re-integration<br>Orthotics and Prosthetic Services<br>Vocational rehabilitation<br>Employer Services<br>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.AMINISTRATION: SERVICE STANDARDS

Administration provides the following services to the service beneficiaries:

| Office      | Services Offered   |
|-------------|--|
| All offices | <ul style="list-style-type: none"> <li>• Customer care services</li> <li>• Goods and services</li> <li>• Queue management</li> </ul> |

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



| SERVICE AREA            | KEY SERVICES           | Service Beneficiaries   | SERVICE STANDARDS  |   |                  |                           |                     |  |
|-------------------------|------------------------|---|--|---|------------------|---------------------------|---------------------|--|
|                         |                        |   | Quantity   | Quality   | Responsible Unit | Time frame                | Access              | Full Statement   |
|                         |                        |   | within 7 calendar days and the remainder within 14 calendar days   | outcome to the complainant<br>Adhere to DEL Policy on Complaints, Compliments and Suggestions                   |                  | within 14 calendar days   | Telephone           | calendar days and the remainder within 14 calendar days  |
| 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<br>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 |
| Queue                   | Customer care          | All service   | Screen all   | Adhere to Batho Pele  | All              | On arrival                | Walk in             |  |

| SERVICE AREA | KEY SERVICES | Service Beneficiaries | SERVICE STANDARDS   |           |                  |            |         |   |
|--------------|--------------|-----------------------|---|-----------|------------------|------------|---------|---|
|              |              |                       | Quantity  | Quality   | Responsible Unit | Time frame | Access  | Full Statement  |
| management   | services     | beneficiaries         | clients to determine their service needs and direct them to correct service area upon arrival | standards |                  |            | 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"> <li>● Registration and resolution of labour related complaints Exemptions on any aspect of the OHSA Registration of entities</li> <li>● Registration of GCC examinations Appeal applications on decision of an inspector</li> </ul>  |
| Provincial Office | <ul style="list-style-type: none"> <li>● Registration of labour related complaints relating to:               <ul style="list-style-type: none"> <li>○ Employment Equity Act (EEA);</li> <li>○ Basic Condition of Employment Act (BCEA);</li> <li>○ Occupational Health and Safety Act (OHSA);</li> <li>○ Unemployment Insurance Act (UIA)</li> <li>○ Compensation for Occupational Injuries and Disease Act (COIDA)</li> <li>○ Employments Services Act (ESA)</li> </ul> </li> <li>● Registration of incidents relating to Occupational Health and Safety Act (OHSA)</li> <li>● Registration of entities</li> <li>● Approvals relating to OHS Act</li> </ul> |
| Labour Centre     | <ul style="list-style-type: none"> <li>● Registration of labour related complaints relating to:               <ul style="list-style-type: none"> <li>○ Employment Equity Act (EEA)</li> <li>○ Basic Condition of Employment Act (BCEA)</li> <li>○ Occupational Health and Safety Act (OHSA)</li> <li>○ Unemployment Insurance Act (UIA)</li> <li>○ Compensation of Injured and Disease Act (COIDA)</li> <li>○ Employments Services Act (ESA)</li> </ul> </li> <li>● Registration of incidents relating to Occupational Health and Safety Act (OHSA)</li> </ul>  |

| SERVICE AREA  | KEY SERVICES   | Service Beneficiaries                             | SERVICE STANDARDS   |   |                  |   | Full Statement   |
|---|--|---|---|---|------------------|---|--|
|   |  |   | Quantity  | Quality   | Responsible Unit | Time frame  |  |
| <b>PROGRAMME: INSPECTION AND ENFORCEMENT SERVICES</b> |  |   |   |   |                  |   |  |
| Labour related complaints                             | Registration of labour related complaints:<br>EEA<br>BCEA<br>OHSA<br>UIA<br>COIDA<br>ESA | Employees<br>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<br><br>Adhere to EEA, BCEA, OHSA, UIA, COIDA, ESA and approved SOPs | IES              | within 30 calendar days of registration and the remainder within 60 calendar days of registration | We shall resolve 90% of legitimate labour related complaints within 30 calendar days of registration and the remainder within 60 calendar days of registration |
|   | 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<br><br>Adherence to the OHSA, regulations and SOP                    | IES              | Within 90 calendar days of reporting (depending on complexity of the incident)                    | We shall finalise 85% of reported incidents within 90 calendar days  |
|   | Registration of entities   | Qualifying applicants                             | Issue a letter or certificate of registration within 5 calendar days of receiving a   | Adherence to Occupational Health and Safety Act and Regulations as well as the relevant SOP                               | IES              | Within 5 calendar days of receiving the application   | We shall issue a letter or certificate of registration/ approval within 5 calendar days of   |

| SERVICE AREA | KEY SERVICES  | Service Beneficiaries                         | SERVICE STANDARDS   |   |                  |                                      | Manual/<br>Automated   | Full Statement |
|--------------|---|---|---|---|------------------|--------------------------------------|--|----------------|
|              |   |   | Quantity  | Quality   | Responsible Unit | Time frame                           |  |                |
|              |   |   | valid and complete application  |   |                  |                                      | receiving a valid and complete application   |                |
|              | Exemptions on any aspects of OHS Act                                    | Employers<br>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              | Head Office<br>Postage<br>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<br>Employees<br>Users<br>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              | Head Office<br>Postage<br>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 |                |
|              | Registration of GCC examinations in order to qualify for the Government | Qualifying applicants                         | Issue a letter to write the GCC exams (valid for 3 years) within 5 calendar days                        | Adherence to Occupational Health and Safety Act and its Regulations | IES              | Walk-ins<br>(Head Office)<br>Postage | We shall issue a letter to write the GCC exams (valid for 3 years) within 5  |                |

| SERVICE STANDARDS |                                 |                       |  |  |                  |   |                   |  |
|-------------------|---------------------------------|-----------------------|--|--|------------------|---|-------------------|--|
| SERVICE AREA      | KEY SERVICES                    | Service Beneficiaries | Quantity   | Quality  | Responsible Unit | Time frame  | Manual/ Automated | Full Statement   |
|                   | Certificate of Competency (GCC) |                       | of receiving the application   | Standard Operating Procedures  |                  |   | Email             | 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<br>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 |
|                   |                                 |                       | 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<br>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"> <li>● Placement of work seekers</li> <li>● Registration of employment opportunities</li> <li>● Work seekers provided with employment counselling</li> <li>● Work visa applications</li> <li>● Registrations of PEAs and TEAs</li> </ul>   |
| Provincial Office           | <ul style="list-style-type: none"> <li>● Work visa applications</li> <li>● Registration of Private Employment Agencies (PEA)</li> <li>● Registration of Temporary Employment Services (TES)</li> </ul>   |
| Labour Centre (Processing ) | <ul style="list-style-type: none"> <li>● Registration of work-seekers</li> <li>● Work visa applications</li> <li>● Registration of employment opportunities</li> <li>● Placement of work-seekers in employment opportunities</li> <li>● Work-seekers provided with employment counselling</li> <li>● Registration of Private Employment Agencies (PEA)</li> <li>● Registration of Temporary Employment Services (TES)</li> </ul> |
| Satellite Office            | <ul style="list-style-type: none"> <li>● Registration of work-seekers</li> <li>● Work visa applications</li> <li>● Registration of employment opportunities</li> <li>● Placement of work -seekers in employment opportunities</li> <li>● Work -seekers provided with employment counselling</li> </ul>   |

| Office                 | Services Offered   |
|------------------------|--|
| Thusong Service Centre | <ul style="list-style-type: none"> <li>• Registration of Private Employment Agencies (PEA)</li> <li>• Registration of Temporary Employment Services (TES)</li> <li>• Registration of work-seekers</li> <li>• Work visa applications</li> <li>• Registration of employment opportunities</li> <li>• Placement of work-seekers in employment opportunities</li> <li>• Work-seekers provided with employment counselling</li> <li>• Registration of Private Employment Agencies (PEA)</li> <li>• Registration of Temporary Employment Services (TES)</li> </ul> |
| Visiting Point         | <ul style="list-style-type: none"> <li>• Registration of work-seekers</li> <li>• Work visa applications</li> <li>• Registration of employment opportunities</li> <li>• Placement of work-seekers in employment opportunities</li> <li>• Work-seekers provided with employment counselling</li> <li>• Registration of Private Employment Agencies (PEA)</li> <li>• Registration of Temporary Employment Services (TES)</li> </ul>   |



| SERVICE AREA                                 | KEY SERVICES                 | Service Beneficiaries                         | SERVICE STANDARDS   |  |                  |                                     |  | Full Statement   |
|--|------------------------------|---|---|--|------------------|-------------------------------------|--|--|
|  |                              |   | Quantity  | Quality  | Responsible Unit | Timeframe                           | Manual/Automated                         |  |
| <b>PROGRAMME: PUBLIC EMPLOYMENT SERVICES</b> |                              |   |   |  |                  |                                     |  |  |
| Work-seekers services                        | Registration of work-seekers | Work-seekers:<br>Unemployed<br>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<br><br>Match skills and qualifications correctly<br><br>Adhere to Public Service Act, approved Business Process and SOP etc                               | PES              | Real-time registration (on receipt) | Walk-in centres<br>Online<br>Call centre | We shall register 900 000 eligible work-seekers on the Employment Services of South Africa (immediately) per year  |
|  | Work visa applications       | Employers<br>Unemployed<br>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<br><br>IES to conduct work place inspections to ensure compliance with labour laws<br><br>Search for local labour to fill in the vacancy in response to work visa application | PES              | Within 14 working days              | Online<br>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 STANDARDS |  |   |   |   |                  |  |                           |  |
|-------------------|--|---|---|---|------------------|--|---------------------------|--|
| SERVICE AREA      | KEY SERVICES                                     | Service Beneficiaries                     | Quantity  | Quality   | Responsible Unit | Timeframe  | Manual/ Automated         | Full Statement   |
|                   |  |   |   | Communicate the recommendations and outcome to Department of Home Affairs and applicant<br>Adhere to Public Service Act, approved Business Process and SOP      |                  |  |                           |  |
|                   | Registration of employment opportunities         | Unemployed<br>Under employed<br>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<br>Adhere to Public Service Act, approved Business Process and SOP | PES              | Within 12 hours of receipt                           | Walk-in centres<br>Online | We shall register 110 000 employment opportunities on the Employment Services of South Africa per year |
|                   | Placement on registered employment opportunities | Unemployed<br>Under employed<br>Employers | 60 000 registered employment opportunities are filled by registered work-seekers              | Match the work-seekers' qualifications with available opportunities   | PES              | within 5 calendar days of receipt of the opportunity | Walk-in centres<br>Online | We shall ensure that 60 000 registered employment opportunities are                                    |

| SERVICE STANDARDS |   |                              |  |  |                  |                                    |  |   |
|-------------------|---|------------------------------|--|--|------------------|------------------------------------|--|---|
| SERVICE AREA      | KEY SERVICES                                      | Service Beneficiaries        | Quantity   | Quality  | Responsible Unit | Timeframe                          | Manual/<br>Automated   | Full Statement  |
|                   |   |                              |  |  |                  |                                    |  |   |
|                   |   |                              |  | Adhere to Public Service Act and its Regulations, approved Business Process and SOP<br><br>Follow up with employers to confirm placement, if any.  |                  |                                    |  | filled by registered work-seekers   |
|                   | Work-seekers provided with employment counselling | Unemployed<br>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<br><br>Provide employment counselling programmes to unemployed and underemployed work-seekers<br>Adhere to Health Professions Act, 1974, ethical regulations, Business Process, | PES              | within 3 calendar days of matching | Walk-in centres<br>Outreach programmes<br><br>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   |   |                  |                 |                           |   |
|--------------|--|--|---|---|------------------|-----------------|---------------------------|---|
|              |  |  | Quantity  | Quality   | Responsible Unit | Timeframe       | Manual/ Automated         | Full Statement  |
|              | Registration of Private Employment Agencies (PEAs and TES) | Work-seekers:<br>Unemployed<br>Under employed<br>Employers<br>Private<br>Employment<br>Agencies<br>Temporary<br>Employment<br>Services | Process 100% of PEAs and TES applications (with valid and complete information) within 14 working days of receipt | SOP etc<br>Verify applications for completeness<br>Manage the registration, certification, cancellation of registration and the general regulations of PEAs and TES<br>Adhere to Public Service Act, approved Business Process and SOP. | PES              | 14 working days | Online<br>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>Deregistration of designated employers through the DG Notification process Annual EE reporting (manual and online services)</li> <li>Registration of labour organisations</li> </ul> |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Extension of collective agreements</li> <li>• NMW exemptions</li> </ul> |
|--|--|

| SERVICE AREA  |                                      | KEY SERVICES                              | Service Beneficiaries  | SERVICE STANDARDS   |           |   |                            | Full Statement  |
|---|--------------------------------------|---|--|---|-----------|---|----------------------------|---|
|   |                                      |   |  | Quantity  | Quality   | Responsible Unit  | Time frame                 | Manual/ Automated   |
| <b>PROGRAMME: LABOUR POLICY AND INTERNATIONAL RELATIONS</b> |                                      |   |  |   |           |   |                            |   |
| 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<br><br>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 |
|   |                                      |   | 100% of collective agreements extended within 120 working days   | Verify the completeness of application and source documents   | LP and IR | Within 120 working days of receipt, where there is a                          | Manual                     | 100% of collective agreements extended within 120 working days  |

| SERVICE STANDARDS         |  |   |  |  |                  |   |                  |  |
|---------------------------|--|---|--|--|------------------|---|------------------|--|
| SERVICE AREA              | KEY SERVICES   | Service Beneficiaries   | Quantity   | Quality  | Responsible Unit | Time frame  | Manual/Automated | Full Statement   |
|                           |  |   | of receipt, where there is publication for comments before extension of collective agreement   | Verify the completeness of application and source documentsDeregister designated employers in terms of requirements of section 21 of the EEA (EEA14) | LP and IR        | publication for comments                                  | Automated        | 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 |  | LP and IR        | Within 5 working days of receiving the application        | Automated        | We shall deregister 100% of designated employers (with valid and complete information) within5 working days of receiving the application |
| 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  | Quality check the review report to ensure it reflects any  | LP and IR        | Annually, based on the date in which the preceding year's | Manual           | We shall review and adjust the National Minimum  |

| SERVICE STANDARDS |  |                         |   |  |                  |   |  |   |
|-------------------|--|-------------------------|---|--|------------------|---|--|---|
| SERVICE AREA      | KEY SERVICES                                 | Service Beneficiaries   | Quantity  | Quality  | Responsible Unit | Time frame  | Manual/<br>Automated                                 | Full Statement  |
|                   |  |                         |   |  |                  | in which the preceding year's adjustment became binding.              | alternative views including the views of the public. |   |
|                   | 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 |  |                  | Within 17 days from date of application, if it is selected for audit. |  | If the application is selected for audit, a decision to grant or reject the exemption shall be finalised within 17 calendar days of receiving valid and complete supporting documents |
|                   | Basic Conditions of                          | Employers and           | Approve or reject   | Verify the   | LP and IR        | Within 60   | Manual   | We shall approve  |

| SERVICE STANDARDS                        |  |                         |  |  |                  |   |                   |  |
|--|--|-------------------------|--|--|------------------|---|-------------------|--|
| SERVICE AREA                             | KEY SERVICES                             | Service Beneficiaries   | Quantity   | Quality  | Responsible Unit | Time frame  | Manual/ Automated | Full Statement   |
|  | Employment Act Variations application    | Employees               | applications for BCEA variations within 60 calendar days of receiving a valid and complete application | completeness of application and supporting documents as required by the Act      |                  | calendar days of receiving a valid and complete application |                   | 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"> <li>• Inbound Call Centre and Help desk on all Unemployment Insurance services</li> <li>• Customer care services – call centre functionality, complaints and enquiries resolutions on all UIF benefits: (unemployment, illness, maternity, adoption and deceased)</li> <li>• Employer registration</li> <li>• Employee declaration</li> <li>• Payment of contributions (penalties and interest included)</li> <li>• Unemployment Insurance payments</li> <li>• Issue letters of good standing</li> <li>• Issue certificate of compliance</li> <li>• Audit and Risk Oversight</li> <li>• Compliance Management</li> <li>• Provincial Support</li> <li>• Special Projects e.g. TERS and WABU</li> <li>• System Administration e.g. Siyaya, Virtual Office, Ufiling</li> </ul> |
| Provincial Office | <ul style="list-style-type: none"> <li>• Customer care services – call centre functionality, complaints and enquiries resolutions on all UIF benefits: (unemployment, illness, maternity, adoption and</li> </ul>  |

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

| Office                 | Services Offered  |
|------------------------|---|
|                        | <ul style="list-style-type: none"> <li>● Employee declarations</li> <li>● Unemployment insurance payments</li> </ul>  |
| Satellite Office       | <ul style="list-style-type: none"> <li>● Application for unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and death)</li> <li>● Employer registration</li> <li>● Employee declarations</li> <li>● Unemployment insurance payments</li> </ul> |
| Thusong Service Centre | <ul style="list-style-type: none"> <li>● Application for unemployment insurance benefits (unemployment; in-service: illness, maternity, parental, commissioning parental adoption; and death)</li> <li>● Employer registration</li> <li>● Employee declarations</li> <li>● Unemployment insurance payments</li> </ul> |

| SERVICE AREA  | KEY SERVICES   | Service Beneficiaries   | SERVICE STANDARDS   |  |                  |                        | Full Statement  |   |
|---|--|---|---|--|------------------|------------------------|---|---|
|   |  |   | Quantity  | Quality  | Responsible Unit | Timeframe              |   | Access  |
| <b>SUB-PROGRAMME: OPERATIONS</b>                      |  |   |   |  |                  |                        |   |   |
| Unemployment Benefits                                 | Unemployment insurance benefit<br>Unemployment   | Unemployed contributors: <ul style="list-style-type: none"> <li>Retrenched</li> <li>Dismissed</li> <li>Retired employees</li> <li>Employees whose contract had expired</li> <li>Employees who worked at businesses that closed or liquidated</li> </ul> | 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<br>On –line claims process<br>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"> <li>Female contributors going on maternity leave</li> <li>Parent adopting a child under the age of 2 years</li> <li>Employers terminated due to illness / medical boarding</li> </ul>                                | Finalise 92% of valid in- service benefit claims (illness, maternity, parental, commissioning parental and adoption) with complete, accurate and verified information within 10 | Accept complete applications Adherence to UI Act; business process, Standard Operating Guides Operations Circulars   | Operations       | Within 10 working days | UIF Head Office<br>on – line claims process<br>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       | Timeframe               | Access  | Full Statement  |
| Deceased benefit  | Unemployment insurance benefit deceased             | <ul style="list-style-type: none"> <li>Deceased (Spouse, Life Partner, Dependent children under the age of 21/ under the age of 25 provided they can produce proof of schooling)</li> </ul> | working days.<br>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<br>Validation of bank account<br>Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars | Operations and Finance | Within 3 working days   | UIF Head Office<br>Online claims process<br>Provincial Offices; Labour Centres; Satellite Offices<br>Visiting Points; | We shall finalise 95% of complete, accurate and verified benefit payment documents within 3 working days                        |

| SERVICE STANDARDS     |  |                        |  |  |                     |  |  |   |
|-----------------------|--|------------------------|--|--|---------------------|--|--|---|
| SERVICE AREA          | KEY SERVICES                               | Service Beneficiaries  | Quantity   | Quality  | Responsible Unit    | Timeframe  | Access   | Full Statement  |
| 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<br>Online process<br>Provincial Offices;<br>Labour Centres;<br>Satellite Offices<br>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<br>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   | UIF Head Office<br>On line process<br>Provincial Offices;<br>Labour Centres;<br>Satellite Offices<br>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 | 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,     |

| SERVICE STANDARDS           |  |   |   |   |                             |                 |   |   |
|-----------------------------|--|---|---|---|-----------------------------|-----------------|---|---|
| SERVICE AREA                | KEY SERVICES                                     | Service Beneficiaries                             | Quantity  | Quality                                   | Responsible Unit            | Timeframe       | Access  | Full Statement  |
| Labour Activation Programme | Temporary Employer/Employee Relief Scheme (TERS) | Employers for the benefit of qualifying employees | verified information within 1 working day<br>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) | accurate, and verified information within 1 working day<br>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"> <li>• Compensation claims:               <ul style="list-style-type: none"> <li>○ injuries- temporary or permanent disabilities</li> <li>○ death on duty</li> <li>○ diseases acquired on duty</li> </ul> </li> <li>• Return of Earnings (ROE)</li> <li>• Revision of employer assessment</li> <li>• Employer registrations</li> <li>• Letter of good standing &amp; tender letter</li> <li>• Rehabilitation and orthotics</li> <li>• Medical claims</li> <li>• Legal objections/appeals applications</li> <li>• Online customer support services</li> </ul> |
| Provincial Office | <ul style="list-style-type: none"> <li>• Compensation claims:               <ul style="list-style-type: none"> <li>○ injuries- temporary or permanent disabilities</li> <li>○ death on duty</li> <li>○ diseases acquired on duty</li> </ul> </li> <li>• Medical claims</li> <li>• Appeal applications</li> <li>• Pre-authorisation (previously finalised cases) - chronic medication and assistive devices</li> <li>• Referral of hospitalised clients for case management</li> <li>• Rehabilitation and orthotics</li> <li>• Employer services</li> </ul>                                     |



| Office  | Services Offered  |
|---|---|
| Labour Centre (Processing and non-processing) | <ul style="list-style-type: none"> <li>• Compensation claims:               <ul style="list-style-type: none"> <li>○ injuries- temporary or permanent disabilities</li> <li>○ death on duty</li> <li>○ diseases acquired on duty</li> </ul> </li> <li>• Medical claims</li> <li>• Appeal applications</li> <li>• Pre-authorisation (previously finalised cases) - chronic medication and assistive devices</li> <li>• Referral of hospitalised clients for case management</li> <li>• Rehabilitation and orthotics</li> <li>• Employer services</li> <li>• Collection of outstanding documentation/information related to COID cases</li> </ul> |
| Thusong Service Centre                        | <ul style="list-style-type: none"> <li>• Receive Compensation claims:               <ul style="list-style-type: none"> <li>○ Injuries- temporary or permanent disabilities</li> <li>○ death on duty</li> <li>○ diseases acquired on duty</li> </ul> </li> <li>• Receive company registrations forms, documents for audits and revision of assessment</li> <li>• Receive appeals applications</li> <li>• Receive referral of severely injured workers for case management</li> <li>• Receive requests for assistive devices</li> <li>• Collect outstanding documentation/information related to COID cases</li> </ul>                            |

| SERVICE AREA                     | KEY SERVICES   | Service Beneficiaries                             | SERVICE STANDARDS  |  |                   |                                    | Full Statement   |   |
|----------------------------------|--|---|--|--|-------------------|------------------------------------|--|---|
|                                  |  |   | Quantity   | Quality  | Responsible Unit  | Timeframe                          |  | Access  |
| <b>SUB-PROGRAMME: OPERATIONS</b> |  |   |  |  |                   |                                    |  |   |
| 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<br><br>Adhere to COID Act, approved Business Process and SOP etc. | COID services     | Within 25 working days of receipt  | Walk-in centres<br>Online services<br>Call centre<br>Processing and non-processing<br>Labour Centres<br>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 |
| 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<br><br>Adhere to COID Act, approved Business Process and SOP etc. | Financial control | within 30 days of adjudication     | Walk-in centres<br>Online services<br>Call centre<br>Processing and non-processing<br>Labour Centres<br>Provincial Offices | We shall pay 90% of approved TTD's within 30 days of adjudication   |
| Financial control                | Payment of compensation benefits                                   | Employees Beneficiaries Employers Medical service | Pay 90% of approved compensation benefits (injuries  | Validate customer<br>Validate customer ID number for approved claims   | Financial control | Within 10 working days of approval | Walk-in centres<br>Online services<br>Call centre<br>Processing and  | We shall pay 90% of approved compensation benefits (injuries -  |

| SERVICE STANDARDS                     |                                  |                                |  |  |                                       |   |  |  |
|---------------------------------------|----------------------------------|--------------------------------|--|--|---------------------------------------|---|--|--|
| SERVICE AREA                          | KEY SERVICES                     | Service Beneficiaries          | Quantity   | Quality  | Responsible Unit                      | Timeframe   | Access   | Full Statement   |
|                                       |                                  | providers                      | - temporary or permanent disablements, pension funds) within 10 working days of approval                             | benefits<br>Adhere to COVID Act, approved Business Process and SOP etc.      |                                       |   | non-processing Labour Centres Provincial Offices<br><br>Walk in centre<br>Contact centre<br>Labour Centre            | temporary or permanent disablements, pension funds) within 10 working days of approval   |
| Medical claims                        | Medical invoices                 | Medical Service Providers      | 85% 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<br>Online services<br>Call centre<br>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<br>Online services<br>Call centre<br>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 |
| 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<br>Medical Health | Orthotics and Rehabilitation services | Within 15 working days of receiving a request       | Walk-in centres<br>Online services<br>Call centre<br>Processing and non-processing Labour Centres                    | 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                     | Timeframe   | Access   | 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   | Provincial Offices<br>Walk-in centres<br>Online services<br>Call centre<br>Processing and non-processing<br>Labour Centres<br>Provincial | We shall enrol 70% of identified severely injured workers into rehabilitation case management per annum  |
| 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<br>Contact Centre<br>Processing<br>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<br>Online services<br>Call centre<br>Processing and non-processing<br>Labour Centres<br>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](http://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](http://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.