



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 FY2024/25**

**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.

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## Table of Content

Item	Content	Page
	Sign-off	2
	Acronyms	4
1	Introduction	5
2	Service standards as a concept	5
3	Purpose of service standards	5
4	Key services	6
5	Service standards for the Department	8
5.1	Administration: Service standards	9
5.2	Inspection and Enforcement Services: Service standards	12
5.3	Public Employment Services Service: Service standards	16
5.4	Labour Policy and Industrial Relations: Service standards	21
5.5	Unemployment Insurance Fund: Service standards	26
5.6	Compensation Fund: Service standards	32
6	Your positive feedback is important	38
7	If a service standard is not met	38
8	If dissatisfied by the response	38
9	Implementation, monitoring and review	38
10	Change management and communication plan	39
11	Review	39
12	Applicability	39

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 Public Administration of South Africa is committed to modernising public service operations by streamlining the business processes and standard operating procedures for key services as well as setting the service standards that are consistent and accurate across the Departments. The service standards define what the clients can expect from the department and to remind management and officials of their obligations and commitments towards service delivery quantity, quality, equity, response time 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 and report on the performance against these standards. Further to this, the Departments utilize the standards to effectively and efficiently render the services thereby 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)	Customer care services Good and services Queue management
Inspections & Enforcement Services (IES)	Registration and resolution of labour related complaints: Employment Equity Act (EEA); <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> Registration of incidents relating to Occupational Health and Safety Act (OHSA) Exemption on any aspect of OHSA Registration of Entities

Branch/ Fund	Service
	<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>Work visa applications</p> <p>Registration of employment opportunities</p> <p>Placement of work seekers to registered employment opportunity or income generating programme.</p> <p>Work seekers provided with employment counselling</p> <p>Registration of Private Employment Agencies (PEA) and Temporary Employment Services (TES)</p>
Labour Policy and Industrial Relations (LP & IR)	<p>Registration of labour organisations</p> <p>Extension of collective agreements</p> <p>Deregistration of designated employers through the DG Notification process</p> <p>Employment Equity reporting</p> <p>National minimum wage</p> <p>National minimum wage exemption application</p> <p>Basic Conditions of Employment Act variation applications</p>
Unemployment Insurance Fund (UIF)	<p>Unemployment benefits</p> <p>In-service (Illness, maternity, parental, commissioning parental and adoption) benefits</p> <p>Deceased benefits</p> <p>Unemployment insurance payment</p> <p>Employer registration</p> <p>Employee declarations</p> <p>TERS applications</p>

Branch/ Fund	Service
Compensation Fund CF)	Compensation claims Compensation benefits Payment of compensation benefits Medical invoices Medical benefits Rehabilitation and re-integration Orthotics and Prosthetic Services Prosthesis and assistive devices Tender letter Employer Services

**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"> <li>• Customer care services</li> <li>• Goods and services</li> <li>• Queue management</li> </ul>

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			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 Email Telephone	We shall acknowledge 95% of written complaints, suggestions and compliments within 24 hours of receipt and the remainder within 36 hours of receipt

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Access	Full Statement
Complaints	Customer care services	All service beneficiaries who seek recourse	Resolve 95% of complaints (with complete information) within 7 calendar days and the remainder within 14 calendar days	Assess, refer/resolve, prevent reoccurrence and communicate the outcome to the complainant  Adhere to DEL Policy on Complaints, Compliments and Suggestions	All	Within 7 calendar days and the remainder within 14 calendar days	Walk in centres Email Telephone	We shall resolve 95% of complaints (with complete information) within 7 calendar days and the remainder within 14 calendar days
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
Supply chain management	Goods and services	Service providers (Goods and Services)	Procure 40% goods and services from women	Compliant bid documents  Adhere to PFM Act, TRs, SCM Practice Notes etc	Finance	As per bid deadline	Relevant DEL Office	We shall procure 40% goods and services from women owned businesses

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Access	Full Statement
			owned businesses					
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

## 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:               <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 the OHS Act</li> <li>• Exemptions on any aspect of the OHSA</li> <li>• Registration of entities</li> <li>• Registration of GCC examinations</li> <li>• Appeal 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> </ul>

Office	Services Offered
	<ul style="list-style-type: none"> <li>• Approvals relating to OHSA</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					
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
<b>PROGRAMME: INSPECTION AND ENFORCEMENT SERVICES</b>								
Labour related complaints	Registration of labour related complaints: EEA BCEA	Employees Trade Unions	Resolve 80% of legitimate labour related complaints	Record legitimate complaints correctly and accurately	IES	within 90 calendar days of registration	Walk-in centres  Email Postage	We shall resolve 80% of legitimate labour related complaints

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/Automated	Full Statement
	OHSA UIA COIDA ESA		within 90 calendar days of registration	Adhere to EEA, BCEA, OHSA, UIA, COIDA, ESA and approved SOPs				within 90 calendar days of registration.
	Registration of incidents relating to OHS Act	Employees, Trade Unions and members of the public	Finalise 85% of reportable 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 <b>(depending on complexity of the incident)</b>	Walk-in centres  Email  Post Office	We shall finalise 85% of reportable incidents within 90 calendar days
	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 within 60 calendar days of receiving a valid and complete application
	Exemptions on any aspects of OHS Act	Employers Users	Issue a certificate of exemption (on aspects	Adherence to Occupational Health and Safety	IES	Within 60 calendar days of application	Head Office	We shall issue a certificate of exemption (on

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Time frame	Manual/ Automated	Full Statement
			of the OHS Act) within 60 calendar days of receiving a valid and complete application.	Act and Regulations		received	Postage Email	aspects of the OHS Act) within 60 calendar days of receiving a valid and complete application.
	Appeal on any decision of an Inspector	Employers Employees Users Any person	Issue a letter responding to the appeal within 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 receipt	Head Office Postage Email	We shall issue a letter responding to the appeal application (any decision of an Inspector) within 60 calendar days of receiving a valid and complete application

### 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 on registered employment opportunities</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>• Receive and process work visa applications</li> <li>• Registration of employment opportunities</li> <li>• Placement of work-seekers in learning &amp; employment opportunities</li> <li>• Provide work-seekers 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>• Receive and process work visa applications</li> <li>• Registration of employment opportunities</li> <li>• Placement of work -seekers in employment opportunities</li> </ul>



Office	Services Offered
	<ul style="list-style-type: none"> <li>• Provide work -seekers with employment counselling</li> <li>• Registration of Private Employment Agencies (PEA)</li> <li>• Registration of Temporary Employment Services (TES)</li> </ul>
Thusong Service Centre	<ul style="list-style-type: none"> <li>• Registration of work-seekers</li> <li>• Receive and process work visa applications</li> <li>• Registration of employment opportunities</li> <li>• Placement of work-seekers in employment opportunities</li> <li>• Provide work-seekers 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>• Receive and process work visa applications</li> <li>• Registration of employment opportunities</li> <li>• Placement of work-seekers in employment opportunities</li> <li>• Provide work-seekers 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					
			Quantity	Quality	Responsible Unit	Timeframe	Manual/Automated	Full Statement
<b>PROGRAMME: PUBLIC EMPLOYMENT SERVICES</b>								
Work-seekers services	Registration of work-seekers	Work-seekers: Unemployed Under employed	Register 950 000 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 950 000 eligible work-seekers on the Employment Services of South Africa (immediately) per year
Work-seekers services	Processing Work visa applications	Work-seekers: Unemployed Under employed	Adjudicate 80% of complete work visa applications 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	PES	Within 30 working days of receipt	Online Walk-in centres	We shall adjudicate 80% of complete work visa applications within 30 working days of receipt and make recommendations.

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Timeframe	Manual/Automated	Full Statement
				<p>Search for local labour to fill in the vacancy in response to work visa application</p> <p>Communicate the recommendations and outcome to Department of Home Affairs and applicant</p> <p>Adhere to Public Service Act, approved Business Process and SOP</p>				
	Registration of employment opportunities	Employers Unemployed Under employed	Register 115 000 employment opportunities on the Employment Services of South Africa per year within 12 hours of receipt	<p>Capture the opportunity on the Employment Services of South Africa, correctly and completely</p> <p>Adhere to Public Service Act,</p>	PES	Within 12 hours of receipt	Walk-in centres Online	We shall register 115 000 employment opportunities on the Employment Services of South Africa per year within 12 hours of receipt

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Timeframe	Manual/ Automated	Full Statement
				approved Business Process and SOP				
	Placement on registered employment opportunities	Unemployed Under employed Employers	65 000 registered employment opportunities are filled by registered work-seekers within 20 working days of receiving the opportunity	Match the work-seekers' qualifications with available opportunities  Adhere to Public Service Act and its Regulations, approved Business Process and SOP  Follow up with employers to confirm placement, if any.	PES	within 20 working days of receiving the opportunity	Walk-in centres Online	We shall ensure that 65 000 registered employment opportunities are filled by registered work-seekers per year within 20 working days of receiving the opportunity
	Provide work-seekers with employment counselling	Unemployed Under employed	Provide employment counselling to 260 000 work-seekers per year who were matched to available	Provide job preparation programmes to work-seekers who have been matched and those who can	PES	within 3 calendar days of matching	Walk-in centres Outreach programmes  Both	We shall provide employment counselling to 260 000 work-seekers per year who were matched to

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Timeframe	Manual/Automated	Full Statement
			opportunities within 3 working days of matching	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			manual and automated.	available opportunities within 3 working days of matching
	Registration of Private Employment Agencies (PEAs and TES)	Work-seekers: Unemployed Under employed Employers Private Employment Agencies Temporary	Finalise 80% of complete PEAs and TES applications within 30 working days of receipt	Verify applications for completeness  Manage the registration, certification, cancellation of registration and	PES	within 30 working days of receipt.	Online Walk-in centres	We shall finalise 80% of complete PEAs and TEAs applications within 30 working days of receipt.

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Timeframe	Manual/Automated	Full Statement
		Employment Services		<p>the general regulations of PEAs and TES</p> <p>Adhere to Public Service Act, approved Business Process and SOP.</p>				

#### 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 iro annual EE reporting</li> <li>• Registration of labour organisations</li> <li>• Extension of collective agreements</li> <li>• NMW exemptions</li> </ul>

SERVICE	KEY	Service	SERVICE STANDARDS
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AREA	SERVICES	Beneficiaries	Quantity	Quality	Responsible Unit	Time frame	Manual/ Automated	Full Statement
<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  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	Verify the completeness of application and source documents	LP and IR	Within 120 working days of receipt, where there is a publication	Manual	We shall extend 100% of collective agreements within 120

			working days of receipt, where there is publication for comments before extension of collective agreement			for comments		working days of receipt, where there is publication for comments before extension of collective agreement
Employment Equity (EE)	Deregistration of designated employers through the DG Notification (EEA14) process	Designated employers in terms of Chapter III of the Employment Equity Act (EEA)	100% of applications for deregistration from designated employers (with valid and complete information) finalised within 5 working days of receiving the application	Verify the completeness of application and source documents Deregister designated employers in terms of requirements of section 21 of the EEA (EEA14)	LP and IR	Within 5 working days of receiving the application	Automated	We shall deregister 100% of designated employers (with valid and complete information) within 5 working days of receiving the application
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
National	Review of	Employers and	Conduct a review and	Quality check the	LP and IR	Annually, based on the	Manual	We shall



Minimum Wage	national minimum wage (NMW)	Employees	adjust the NMW annually, based on the date in which the preceding year's adjustment became binding.	review report to ensure it reflects any alternative views including the views of the public.		date in which the preceding year's adjustment became binding.		review and adjust the National Minimum Wage annually, based on the date in which the preceding year's adjustment became binding.
	National Minimum Wage Exemption applications	Employers and Employees	Grant or reject the application for National Minimum Wage exemption immediately upon application.  If the application is selected for audit, a decision to grant or reject	Verify the completeness of application and supporting documents as required by the Act	LP and IR	Immediately upon receiving the application  Within 17 days from date of application, if it is selected for audit.	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

			the exemption shall be finalised within 17 calendar days of receiving valid and complete supporting documents					finalised within 17 calendar days of receiving valid and complete supporting documents
	Basic Conditions of Employment Act Variation applications	Employers and Employees	Approve or reject applications for BCEA variations within 60 calendar days of receiving a valid and complete application	Verify the completeness of application and supporting documents as required by the Act	LP and IR	Within 60 calendar days of receiving a valid and complete application	Manual	We shall approve or reject applications for BCEA variation within 60 calendar days of receiving a valid and complete application
Labour Market and Information Statistics	Labour Market and Information Statistics	Employers and Employees	Labour market trend reports produced within 12 months after year end.	Verify and validate the collected data on economic and labour market performance	LP and IR	within 12 months after year end	Manual	We shall produce labour market trend reports to inform all interested clients on the performance of the economy and labour market

								within 12 months after year end.
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## 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,</li> </ul>

Office	Services Offered
	<p>maternity, adoption and 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;</li> </ul>

Office	Services Offered
	<p>and death)</p> <ul style="list-style-type: none"> <li>• Employer registration</li> <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					
			Quantity	Quality	Responsible Unit	Timeframe	Access	Full Statement
<b>SUB-PROGRAMME: OPERATIONS</b>								
Unemployment Benefits	Unemployment insurance benefit: 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 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	<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> </ul>	Finalise 92% of valid in-service benefit claims (illness, maternity, parental, commissioning parental and	Accept complete applications  Adherence to UI Act; business process,	Operations	Within 10 working days	UIF Head Office on – line claims process Provincial Offices; Labour Centres;	We shall finalise 92% of valid in-service benefit claims (illness, maternity, parental, commissioning parental and adoption) with

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Timeframe	Access	Full Statement
	parental and adoption)	<ul style="list-style-type: none"> <li>Employers terminated due to illness / medical boarding</li> </ul>	adoption) with complete, accurate and verified information within 10 working days.	Standard Operating Guides Operations Circulars			Satellite Offices Visiting Points;	complete, accurate and verified information within 10 working days.
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>	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	Accept completed payment continuation forms for	Operations and Finance	Within 5 working days	UIF Head Office Online claims process Provincial	We shall finalise 95% of complete, accurate and verified benefit



SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Timeframe	Access	Full Statement
			documents within 5 working days	processing Validation of bank account  Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars			Offices; Labour Centres; Satellite Offices Visiting Points;	payment documents within 5 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	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					
			Quantity	Quality	Responsible Unit	Timeframe	Access	Full Statement
				Circulars				
Employee declarations	Employee declarations	Employers Employees	Finalise 95% of employee declaration with complete, accurate and verified within 15 working days	Duly completed form (UI-19) Adhere to UI Act; Business process, Standard Operating Guides Operations Circulars	Business Operations	Within 15 working days	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
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"> <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					
			Quantity	Quality	Responsible Unit	Timeframe	Access	Full Statement
<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  Adhere to COID Act, approved Business Process and SOP etc.	COID services	Within 25 working days of receipt	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial Offices	We shall adjudicate 90% of compensation claims (injuries - temporary or permanent disabilities) with valid and complete information within 25 working days of receipt
Financial control	Payment of compensation benefits	Employees Beneficiaries Employers Medical service providers	Pay 95% of approved compensation benefits (injuries - temporary or permanent disablements , pension funds) within	Validate customer Validate customer ID number for approved claims benefits Adhere to COID Act,	Financial control	Within 10 working days of approval	Walk-in centres Online services Call centre Processing and non-processing Labour	We shall pay 95% of approved compensation benefits (injuries - temporary or permanent disablements, pension funds)

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Timeframe	Access	Full Statement
			10 working days of approval	approved Business Process and SOP etc.			Centres Provincial Offices  Walk in centre Contact centre Labour Centre	within 10 working days of approval
Medical claims	Medical invoices	Medical Service Providers	85% of valid medical invoices with complete information finalised within 25 working days of receipt	Adhere to COID ACT, Approved business processes and SOP's	Medical payments	Within 25 working days of receiving a valid invoice	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial Offices	We shall finalise 85% of valid medical invoices with complete information within 25 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	Adhere to COID 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	We shall finalise 95% of requests for pre- authorisation of pre- openings finalized within 10 working days of receipt of accepted claims

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS						
			Quantity	Quality	Responsible Unit	Timeframe	Access	Full Statement	
			claims					Centres Provincial Offices	
Orthotics and Rehabilitation Services	Prosthesis and assistive devices	Injured and diseased employees	Finalise 95% of compliant requests for assistive devices within 15 working days of receipt	Adhere to COID 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 95% of compliant requests for assistive devices within 15 working days of receipt
Orthotic and rehabilitation services	Rehabilitation and reintegration	Learners	1 040 learners funded annually at Post School Education and training institutions.	Adhere to COID ACT, Approved business processes and SOP's	Orthotic and rehabilitation services	per quarter		Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial	We shall fund 1040 learners annually at Post School Education and training

SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Timeframe	Access	Full Statement
Orthotic and rehabilitation services	Rehabilitation and reintegration	Persons with disabilities	80 Persons with Disabilities funded annually for Vocational Rehabilitation Programme.	Adhere to COID ACT, Approved business processes and SOP's	Orthotic and rehabilitation services	per quarter	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial	We shall fund 80 persons with disabilities annually for Vocational Rehabilitation Programme
Employer Services	Tender Letter	Unregistered employers	Issue 90% of tender letters on receipt of all required documentation within 1 day	Adhere to COID Act, approved Business Process and SOP etc.	Employer Services	Within 1 day	Walk -in Centre Contact Centre Processing Labour Centre	We shall issue 90% of tender letters to registered employers on receipt of all required documentation within 1 day
Employer Services	Employer Registration	Registered Employers	90% of application for change nature of business finalised (approved or rejected) within 30 working days	Adhere to COID Act, approved Business Process and SOP etc.	Employer Services	30 working days of receipt of compliant documentation	Walk-in centres Online services Call centre Processing and non-processing Labour	We shall finalise 90% of Application for Change Nature of Business (approved or rejected) within 30 working days of receipt of compliant



SERVICE AREA	KEY SERVICES	Service Beneficiaries	SERVICE STANDARDS					
			Quantity	Quality	Responsible Unit	Timeframe	Access	Full Statement
			of receipt of compliant documentation				Centres Provincial.	documentation
Employer Services	Employer Assessment	Registered Employers	90% of application for revision of assessment finalised (approved or rejected) within 30 working days of receipt of compliant documentation	Adhere to COID Act, approved Business Process and SOP etc.	Employer Services	30 working days of receipt of compliant documentation	Walk-in centres Online services Call centre Processing and non-processing Labour Centres Provincial.	We shall finalise 90% of application for revision of assessment (approved or rejected) within 30 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 for the applicable year.

#### **12. APPLICABILITY**

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