

# THE DEPARTMENT OF EMPLOYMENT AND LABOUR

## SERVICE STANDARDS

### FOR THE FINANCIAL YEAR 2023/24

#### ADMINISTRATION (ADMIN)

##### We shall:

- Acknowledge 95% of written complaints, suggestions and compliments within 24 hours of receipt and the remainder within 36 hours of receipt
- Resolve 95% of complaints (with complete information) within 7 calendar days and the remainder within 14 calendar days
- All (100%) compliant invoices paid within 30 days of receipt
- All people with disabilities, elderly, nursing mothers with 1 month or less babies and pregnant women to front of queue upon arrival
- Screen all clients to determine their service needs and direct them to correct service area upon arrival.

#### INSPECTIONS AND ENFORCEMENT SERVICES (IES)

##### We shall:

- Resolve 90% of legitimate labour related complaints within 30 calendar days of registration and the remainder within 60 calendar days of registration
- Finalise 85% of reported incidents within 90 calendar days
- Issue a letter or certificate of registration approval within 5 calendar days of receiving a valid and complete application
- Issue a certificate of exemption on aspects of the OHS Act within 5 calendar days of receiving a valid and complete application
- Issue a letter responding to the appeal within 5 calendar days of receiving a valid and complete appeal
- Issue a letter to write the GCC exams (valid for 3 years) within 5 calendar days of receiving a valid and complete application
- Extend the validity period (3 years) to write the GCC exams on re-application within 5 calendar days of receiving a valid and complete re-application
- Issue a GCC certificate within 5 calendar days of receiving the successful results of the applicant from the Department of Higher Education and Training.

#### PUBLIC EMPLOYMENT SERVICES (PES)

##### We shall:

- Register 900 000 eligible work-seekers on the Employment Services of South Africa (ESSA) per year
- Process 100% of complete applications for foreign nationals corporate and individual work visas applications) within 14 working days of receipt
- Register 110 000 employment opportunities on the Employment Services of South Africa per year
- 60 000 registered employment opportunities are filled by registered work-seekers
- Provide employment counselling to 250 000 work-seekers per year who were matched to available opportunities within 3 calendar days of matching
- Process 100% of PEAs and TES applications (with valid and complete information) within 14 working days of receipt.

#### LABOUR POLICY AND INTERNATIONAL RELATIONS (LP & IR)

##### We shall:

- 100% of labour organisations registered or refused within 60 working days of receiving the application
- 100% of collective agreements extended within 60 working days of receipt, where there is no publication for comments
- 100% of collective agreements extended within 120 working days of receipt, where there is publication for comments before extension of collective agreement
- 100% of applications for deregistration from designated employers (with valid and complete information) finalised within 5 working days of receiving the application
- Accept or reject the Employment Equity reports within 24 hours of receipt.
- Conduct a review and adjust the NMW annually, based on the date in which the preceding year's adjustment became binding.
- Grant or reject the application for National Minimum Wage exemption immediately upon 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
- Approve or reject applications for BCEA variations within 60 calendar days of receiving a valid and complete application
- Labour market trend reports produced within 12 months after year end.

#### UNEMPLOYMENT INSURANCE FUND (UIF)

##### We shall:

- Finalise 92% of valid unemployment benefit claims with complete, accurate and verified information within 15 working days.
- Finalise 92% of valid in- service benefit claims (illness, maternity, parental, commissioning parental and adoption) with complete, accurate and verified information within 10 working days.
- Finalise 92% of valid deceased benefit claims with complete, accurate and verified information within 20 working days.
- Finalise 95% of complete, accurate and verified benefit payment documents within 3 working days
- Finalise 97% of new companies' registration with complete, accurate and verified information within 1 working day.
- Finalise 95% of employee declaration with complete, accurate and verified within 15 working days
- Issue compliance certificates, tender letters and non-compliance letters to 90% of applications with complete, accurate, and verified information within 1 working day
- Approve or reject 90% of TERS applications by the delegated authority within 20 working days.

#### COMPENSATION FUND (CF)

##### We shall:

- Adjudicate 90% of compensation claims (injuries - temporary or permanent disabilities) with valid and complete information within 25 working days of receipt
- Pay 90% of approved TTDs within 30 days of adjudication
- Pay 90% of approved compensation benefits (injuries - temporary or permanent disablements, pension funds) within 10 working days of approval
- 85% of valid medical invoices with complete information finalised within 30 working days of receipt
- 95% of requests for pre-authorisation of pre-openings finalised within 10 working days of receipt of accepted claims
- Finalise 90% of compliant requests for assistive devices within 15 working days of receipt
- 70% of identified severely injured workers enrolled into rehabilitation case management per annum
- Issue a tender letter on receipt of all required documentation within 1 day
- 90% of application for employer registration finalised (approved or rejected) within 21 working days of receipt of compliant documentation.

### THE UNEMPLOYMENT INSURANCE FUND AND COMPENSATION FUND COLLECT RETURNS AND PENALTY FEES ARE LEVIED ON LATE RETURNS.

#### 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.

#### 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.

#### 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)).

#### APPLICABILITY

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

## THE DEPARTMENT DOES NOT CHARGE SERVICE FEES.

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