

FOR PSA MEMBERS: SOUTH AFRICAN REVENUE SERVICE (SARS)

18-07-2019

Feedback: National Consultative Forum meeting

Direct Channels: Working hours change

The employer provided further clarity regarding the presentation made at the previous NCF meeting. The Conditions of Service Policy states that employees must work nine hours per day. The presentation confirmed working hours as a 15-minute tea break and 45-minute lunch break that keep the working hours within the prescribed nine hours. The 24-minutes personal time remains as per the presentation.

Employee Services: Organisational Structure – HC&D Contact Centre

The employer made an updated presentation on the new organisational structure in HC&D following the bi-lateral meeting on 20 May 2019.

Progress update

Contact Centre will only deal with Human Resource-related matters. There is no plan to incorporate it into the SARS Contact Centre.

The impact on all Regional HR Administrators was discussed and it was noted that:

- Job titles were changed to Agent: HCD Contact Centre;
- Reporting lines were changed;
- No fundamental changes were made to the job profile;
- Grades remained unchanged;
- The process of identifying two of the four Ops Managers to move into the Contact Centre was discussed and agreed upon:

Back office queries will not be affecting the HC&D Contact Centre roll-out. However, the concerns raised will be addressed.

Customs and Excise job optimisation and grade anomalies

The employer provided an update on the C&E Job Optimisation process. Owing to the re-evaluation of 24 job profiles in Customs & Excise, 1 166 employees were impacted and migrated to new job titles and grades. After finalisation of this process, line management identified additional employees who were not included. A business case was compiled and is being approved for implementation that will ensure these members are included.

The PSA raised that a list of members who were excluded was provided to the employer. The PSA requested the employer to provide its list for a comparison can be done to ensure that all affected members were identified. The employer indicated that the exercise was already done, and it was found that its list included all members who were identified and presented to it for action. The employer indicated that implementation will be backdated to 1 May 2018.

Finance Evaluation

In the previous Job Optimisation/Evaluation Progress Report it was confirmed that Finance finalised the job evaluation process and was awaiting migration/conversion as per the outcome. However, labour since learned that Finance is currently re-doing the evaluation without following correct processes. Labour demanded to be provided with reasons for the re-evaluation and an explanation is required why management has signed off Job Validation Templates without prior consultation with employees and labour. The employer will follow up and report back at the next NBF meeting.

Long-outstanding Hay Grade dispute

A discussion regarding the next step in the process was held between labour and the employer to establish who was responsible to fund the cost of the upcoming arbitration process. The PSA maintained that there is a collective agreement between parties in terms of which the arbitration costs need to be covered by the NBF fund. Despite this agreement, the employer remains obstructive in the honouring of and adherence to the arbitration agreement and High Court judgment. This continued and persistent obstruction by the employer clearly was the major cause to the fact that this matter has still not been arbitrated after the extensive period of 16 years has lapsed. The employer seems to persist not to honour its legal obligations. The PSA will advise affected members of all developments, and also wishes to assure members that the long-overdue arbitration process will be pursued until it has been finalised.

Other matters discussed during the meeting are listed below:

- Service Agents vs Consultants in LBC
- Illicit Economy Unit, Interim Large Business Centre (LBC) and Insourcing of outsourced services
- SOP adherence
- Job Evaluation of Legal Debt and Customs Debt
- Capacity vs EVAC or Capacity Plan
- TPS grade evaluation
- Leave Policy update (10 days Parental leave, FRL Cycle, Prenatal & Vaccination)
- Grade 7 Bargaining Forum
- Excise Audit and Audit Family

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