



FOR PSA MEMBERS: **DEPARTMENT OF EMPLOYMENT AND LABOUR (DEL) - EASTERN CAPE**

06-08-2025

## Feedback: Department of Employment and Labour (DEL) - Labour Forum Meeting

The PSA held bi-lateral meetings with the DEL on 21 and 29 July 2025. Below are points that were discussed.

### **Decentralisation of Unemployment Insurance (UI) claims processing functions**

As part of the implementation of the new organisational structure, approved by the Department in 2021, it was reported that significant efforts have been made to decentralise the UI Claims Processing Services from Provincial Offices and Processing Centres to Labour Centres across the Department. The primary objective is to empower Labour Centres with the necessary resources and functions to improve service delivery, reduce claim processing turnaround times, and reduction of queues. This process reportedly involves phasing out UI Claims functions in Provincial Offices and Processing Centres, specifically the roles of Employer Services, Assessors, and Paymasters.

The PSA has, however, observed reluctance by the employer to facilitate meaningful consultation with affected employees in the East London and Gqeberha offices, hindering employees' ability to make informed decisions. In response, the PSA led a bilateral meeting with the employer on 21 July 2025. During this meeting, clarification was provided regarding the positions that were set to be advertised, and the challenges faced by officials in affected Processing offices were discussed. During these engagements, organised labour highlighted the frustrations of employees in the two Eastern Cape provincial offices. It was also noted that the employer's approach appeared to evade responsibility and shift burdens onto employees, largely owing to an oversight by the employer, which led to a lack of proper consultation. The employer committed to engaging directly with employees in East London and Gqeberha to clarify the process and address these concerns.

### **Implementation: Approved organisational structure in Eastern Cape**

A meeting involving Provincial Labour, the Acting Chief Director Provincial Operations, Director UIF, and Acting Deputy Director HRM was held on 29 July to discuss the implementation process. It was resolved that a memo would be drafted to inform interested Client Service officers and/or officials who are already

placed, of the opportunity to apply for transfers to positions that were advertised as of 25 July 2025, with a deadline for applications set for **8 August 2025**.

Members who are affected are encouraged to approach the PSA's Office in Gqeberha for assistance at (041) 5012500 / [Phumela.Qilingele@psa.co.za](mailto:Phumela.Qilingele@psa.co.za) / [Zingisile.mgxaji@psa.co.za](mailto:Zingisile.mgxaji@psa.co.za).

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