



FOR PSA MEMBERS: **MPUMALANGA, NORTH WEST, AND NORTHERN CAPE**

27-08-2025

Feedback on services from PSA Provincial Offices and FTSS – Mpumalanga, North West, Northern Cape

The PSA is committed to delivering efficient, transparent, and member-focused services. To strengthen accountability and improve service delivery, members and shop stewards are encouraged to provide feedback on the quality of services received from PSA Provincial Office staff and Full-time Shop Stewards (FTSS). Members' input helps the PSA to identify gaps, recognise excellence, and continuously raise standards.

The PSA's work is guided by the following values: Loyalty, transparency, respect, ethical conduct, consistency, and service excellence.

Norms and standards: Action time limit

- Acknowledgement of receipt (electronic) - one working day
- Acknowledgement of receipt (written) – two working days
- Informing members of next steps (way forward) - within five working days
- Issuing of newsletters (*Informus*) - within three working days
- Acknowledging internal PSA correspondence - within three working days
- Monitoring cases and providing feedback - monthly

All PSA employees are expected to uphold these standards. Without strict compliance and enforcement, the purpose is lost.

Feedback reporting

Members and shop stewards are encouraged to:

- Submit compliments where service is excellent.
- Report complaints where service does not meet expectations.
- Share suggestions to strengthen PSA services.
- If you are not receiving monthly progress reports or updates on your case, you are encouraged to escalate the matter directly to the relevant PSA Provincial Manager for your province. Provincial

Managers are mandated to ensure that members' matters are tracked and that service standards are upheld.

PSA Provincial Managers and Offices Contact Details

- Mpumalanga Provincial Office: Phumzile Zulu - **082 880 8940** / phumzile.zulu@psa.co.za.
- North West Provincial Office: Zhulfa Graaff - **082 880 8976** / zhulfa.graaff@psa.co.za.
- Northern Cape Provincial Office: Steve Ledibane - **082 886 3504** / steve.ledibane@psa.co.za.

The PSA is the largest politically independent Union in the public service, dedicated to protecting and advancing the rights of members. If you are not yet a member, now is the time to join. PSA membership offers:

- Professional representation in labour disputes.
- Access to legal and workplace advice.
- A strong, independent voice in bargaining chambers.
- Protection and support in enforcing workplace rights.
- Participation in a Union that holds both employers and its own structures accountable.
- Joining the PSA strengthens your protection and contributes to the collective power of workers, ensuring fair treatment, decent working conditions, and quality public service delivery for all.

Your feedback drives accountability and helps the PSA to maintain service excellence. If you do not receive regular updates or progress reports on your matters, contact the relevant PSA Provincial Manager immediately. All public servants who are not yet members are urged to join the PSA and be part of a Union that delivers results.

PSA - Your Workplace. Your Union. Your Voice.

Reuben Maleka
GENERAL MANAGER