



FOR PSA MEMBERS: **LIMPOPO**

25-06-2026

Victory for PSA member: National Health Laboratory Service (NHLS)

The PSA successfully assisted a member in a matter relating to the payment of call-out kilometers. The member was regularly required to be on standby after normal working hours to attend to emergencies. When called out, the member would travel and submit claims for call-out kilometers in line with duties. However, the employer informed the member that officials in Limpopo/Mpumalanga in the NHLS were not permitted to claim call-out kilometers. Unsatisfied with this prejudicial position, the member approached the PSA for assistance. The PSA lodged a formal grievance on behalf of the member and provided representation during grievance proceedings. At the grievance meeting, the PSA argued that the Standard Operating Procedures of the NHLS clearly permit employees to claim call-out kilometers when required to perform duties after hours. Following the grievance process, the employer corrected its position, and the member started receiving payment for call-out kilometers going forward.

The PSA further demanded that the employer compensate the member for outstanding claims over a period of 14 months, as the non-payment resulted from the employer's failure to correctly apply its own policy. The matter was escalated to the Head Office of the NHLS after initial resistance to these retrospective payments. After continued engagement by the PSA, the employer agreed to settle the matter, and the member was fully compensated for the outstanding 14 months of call-out kilometer claims. Payments remain ongoing in accordance with the policy. The member expressed appreciation for the intervention and support provided by the PSA in achieving a fair and just outcome.

The PSA is committed to ensuring that employers comply with policies and that members receive all benefits due to them. Members needing assistance with their cases can contact the PSA Provincial Manager - andry.mnisi@psa.co.za.

Employees who wish to join the PSA can contact Lawrence Muvhango on 082 880 8995 / lawrence.muvhango@psa.co.za or Paulina Moloto on 082 880 8957 / paulina.moloto@psa.co.za.

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