

MEDIA RELEASE	Department of Employment and Labour in North West is incapacitated with few personnel to serve communities
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The Public Servants Association (PSA) is disappointed with the failure by the Department of Employment and Labour in North West to fulfil its constitutional mandate of providing social relief to vulnerable communities through the Unemployment Insurance Fund (UIF) and the Compensation Fund.

Despite repeated engagements with the Department, no meaningful action has been taken to address severe and chronic staff shortage as it continues to cripple operations, leaving communities without access to essential services. At the Mogwase Labour Centre, responsible for serving approximately 107 villages, only one Client Service Officer is available, significantly delaying claim processing. Labour Centres in Vryburg, Potchefstroom, and Christiana face ongoing delays in the full implementation of their new establishment, preventing the effective processing of claims.

Adding to the crisis, the Klerksdorp Labour Office has been closed more than a year, forcing employees to work from a single-room office in the City Hall that does not meet occupational health and safety standards. It is unacceptable that the Department continues to neglect its duty to assist unemployed citizens who rely on these services whilst seeking work. The PSA warns that failure to address these issues urgently could lead to a repeat of last year's incident at the Lichtenburg pay point, where frustrated citizens took officials of the Department hostage.

The PSA urges the Department to act immediately to resolve these service delivery failures and ensure that communities receive the support they are entitled to.

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