



**IN THE PUBLIC SERVICE CO-ORDINATING BARGAINING COUNCIL
HELD AT BLOEMFONTEIN**

CASE NO: PSCB 290-16/17

PSA obo Van Rooyen, S

APPLICANT

and

Department of Health

RESPONDENT

AWARD

DATE OF ARBITRATION : 23 January 2017
DATE OF AWARD : 25 January 2017
ARBITRATOR : I de Vlieger-Seynhaeve

1. DETAILS OF HEARING AND REPRESENTATION

1.1 Ms Els from the PSA, represented the Applicant. The Respondent was represented by Mr Molokoane.

1.2 The proceedings were recorded digitally.

2. ISSUE TO BE DECIDED

2.1 The issue to be determined is whether the respondent was in breach with Resolution 14 of 2002 when it did not deal with the applicant's grievance.

3. SURVEY OF ARGUMENT

3.1 The applicant's rep made the following submissions:

3.1.1. **Ms Els** stated that the applicant had lodged a grievance concerning salary adjustments and housing allowance. The grievance was submitted on 12/05/2016. Up to this date, no reply has been received from the respondent.

3.2 The respondent's rep made the following submissions:

3.2.1 **Mr Molokoane** committed to provide feedback to the applicant within seven working days.

4. ANALYSIS OF EVIDENCE AND ARGUMENT

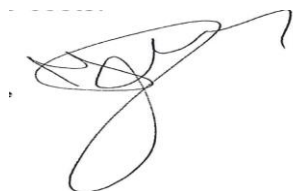
4.1 Resolution 14 of 2002 contains the grievance rules for the public service. The purpose of this Resolution was the need for brief and user-friendly grievance rules, a need for employment justice and efficient operation of the Public Service and the need to protect employees from arbitrary actions. The Resolution refers to the grievance rules which are part of schedule 1. In terms of F: Departmental Stages to Address a Grievance, it states under 8. that the Department has 30 days to deal with the grievance. The period may be extended by mutual agreement in writing.

- 4.2 The applicant had submitted a grievance on 12/05/2016 and no feedback has been received as yet. Therefore, the respondent is in breach with Resolution 14 of 2002 as it did not give feedback within the required 30-day period.
- 4.3 It is crucial, in terms of effective dispute resolution that the respondent abides by the Resolution. If the employee is dissatisfied with the outcome of the grievance, that employee is entitled to take the matter further to the Council for dispute resolution. But because of the delay in dealing with grievances, the disputes that come before the Council date back several months and sometimes years. This is contrary to the purpose of the Resolution as mentioned in 4.1.

5. AWARD

- 5.1 The respondent breached PSCB Resolution 14 of 2002;
- 5.2 The respondent must deal with the applicant's grievance on or before 1 February 2017;
- 5.3 Failure to do so will result in the applicant being allowed to refer the matter to the Council for arbitration in terms of the relevant Resolution;
- 5.4 There is no order as to costs.

Signed at Bloemfontein on this 25th day of January 2017



I De Vlieger-Seynhaeve
PSCB Panellist