



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

SOP File Number:

COS-HRA-COS-04

SOP Version:

v.001

Document Owner:

Chief Director : Corporate Services

**STANDARD OPERATING PROCEDURE: LONG SERVICE RECOGNITION**

<b>Approval Date</b>	17 August 2018
<b>Commencement Date</b>	17 August 2018
<b>Review Date</b>	17 August 2019
<b>Periodical Review</b>	Annually at the beginning of the financial year (April).
<b>Resources</b>	Staff, ICT Equipment.
<b>Intent of SOP</b>	To provide all role players with specific measures/directives in order to ensure uniformity, effectiveness and efficiency in management of Long Service Award process within the Department.
<b>Scope</b>	This SOP applies to the Department of Social Development inclusive of all Districts.
<b>Objective(s)</b>	To provide integrated strategic direction and support to achieve good governance at all times.
<b>Definitions</b>	<b>Long service award:</b> An accolade of recognition for an employee's long and continuous service through the payment of a lump sum amount determined by the DPSA.
<b>Key Performance Indicator</b>	Number of HR Practices implemented.

<p><b>Principles</b></p>	<p><b>Bathopele Principle:</b></p> <p><b>Consultation:</b> Employees should be consulted on the nature, quantity and quality of services to be provided in order to determine the needs and expectations of the end users.</p> <p><b>Service Standards:</b> Employees should be told what level and quality of public services they will receive so that they are aware of what to expect.</p> <p><b>Ensuring courtesy:</b> Employees should be treated with courtesy and respect.</p> <p><b>Access:</b> All employees should have equal access to the services to which they are entitled.</p> <p><b>Information:</b> Employees should be given full, accurate information about the public services they are entitled to, e.g. through induction training and workshops.</p> <p><b>Openness and transparency:</b> Employees should be told about process implementation.</p> <p><b>Redress:</b> The Employer should establish a mechanism for recording any public dissatisfaction by handling complaints fast and efficiently.</p>
<p><b>Compliance Measures</b></p>	<p>An employee must have completed the full 20, 30 and 40 years continuous service in order to be eligible for the LS Award.</p>
<p><b>Performance Measure</b></p>	<p>Timeous payment of Long Service Award to the relevant official.</p>

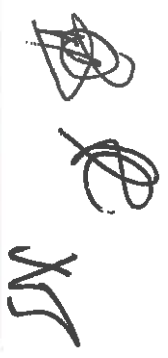


**STEP BY STEP GUIDE  
BENEFIT – LONG SERVICE RECOGNITION**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Prepare memorandum for approval of Long Service Award	<ul style="list-style-type: none"> <li>Receive List of officials qualifying for Long Service Award.</li> <li>Prepare memo requesting approval of payment and attach certificate for Superintendent General to append his/her signature.</li> </ul>	<ul style="list-style-type: none"> <li>HR Production Clerk</li> </ul>	<ul style="list-style-type: none"> <li>List of officials qualifying for Long Service Award</li> <li>Drafted Memorandum</li> </ul>	1 Day
2	Recommend the Memorandum	<ul style="list-style-type: none"> <li>Memo must be recommended by the relevant signatories, as indicated in the next column.</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director: HRA/ District Director, Director: HRA, Chief Director: Corporate Services, Director: Financial Planning Services and CFO</li> </ul>	<ul style="list-style-type: none"> <li>Recommended Memo</li> </ul>	5 Days
3	Approve the Memorandum	<ul style="list-style-type: none"> <li>Grant approval for payment</li> </ul>	<ul style="list-style-type: none"> <li>Superintendent General</li> </ul>	<ul style="list-style-type: none"> <li>Approved Memo</li> </ul>	3 Days
4	Capture on PERSAL	<ul style="list-style-type: none"> <li>Capture payment on function #5.3.1.</li> </ul>	<ul style="list-style-type: none"> <li>HR Production Clerk</li> </ul>	<ul style="list-style-type: none"> <li>Captured Long Service Award Transaction</li> </ul>	1 Day



5	Approve payment on PERSAL	<ul style="list-style-type: none"> <li>Approve transaction on function #6.8.20.</li> </ul>	<ul style="list-style-type: none"> <li>HR Production Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Approved Long Service Award Transaction</li> </ul>	1 Day
6	Submit approved memo to Salaries	<ul style="list-style-type: none"> <li>Submit approved memorandum or payment to Salaries section or unit with outgoing register.</li> </ul>	<ul style="list-style-type: none"> <li>HR Production Clerk</li> </ul>	<ul style="list-style-type: none"> <li>Signed outgoing register</li> </ul>	1 Day
7	Verify and Submit to Pre-Audit section or unit	<ul style="list-style-type: none"> <li>Verify validity of payment and Submit to Pre-Audit section or unit.</li> </ul>	<ul style="list-style-type: none"> <li>Salaries Section</li> </ul>	<ul style="list-style-type: none"> <li>Verified Long Service Award Documents</li> </ul>	1 Day
8	Verify, Stamp and Submit to Salaries section or unit	<ul style="list-style-type: none"> <li>Verify Append approval Stamp and Submit to Salaries section or unit.</li> </ul>	<ul style="list-style-type: none"> <li>Pre-Audit section</li> </ul>	<ul style="list-style-type: none"> <li>Verified Long Service Award Documents</li> </ul>	2 Days
9	Authorize Payment	<ul style="list-style-type: none"> <li>Authorize Payment.</li> </ul>	<ul style="list-style-type: none"> <li>Salaries section</li> </ul>	<ul style="list-style-type: none"> <li>Authorized Long Service Award</li> </ul>	1 Day
10	Pay Long Service Award	<ul style="list-style-type: none"> <li>Pay Long Service Award to qualifying officials (employees who have served 20, 30 and 40 continuous service in the Public Service).</li> </ul>	<ul style="list-style-type: none"> <li>Payment Section</li> </ul>	<ul style="list-style-type: none"> <li>Paid Long Service Award Record</li> </ul>	2 Weeks



Handwritten initials and signature, possibly 'JR' and 'KJ'.

**LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)**





Document Name		Effective Date (if applicable)
Determination on long service recognition in the Public Service	Determination on long service recognition in the Public Service.	April 2005
DPSA tariff circulars	DPSA tariff circulars.	April 2005 (reviewed annually)




**LONG SERVICE AWARD PROCESS RISKS**

Risk Name	Risk Description	Prob-ability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Budgetary constraints	<ul style="list-style-type: none"> <li>Budgetary constraints lead to unnecessary accruals and backlogs.</li> </ul>	M	M	Each Director to ensure Proper budget provisions on EC's (Compensation of Employees)	Manual

**AUTHORISATIONS**

Authorization:	Name:	Comments:	Signature:	Date:
Director : MIS	N.A. Mazizi			20/07/2018
Director: HRA	A.C.P. Boo			2/8/18
Chief Director: Corporate Services	F.S. Myburgh			02/8/2018
Head of the Department	N.Baart	SUBJECT TO STRUCTURE & MANUAGS		17/08/2018
Distribution and Use of SOP	District Directors, all Deputy Directors, Corporate Service Deputy Directors, Service Managers, Area Managers, Assistant Directors			

