



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

SOP File Number:	HRM-HRA-REC-01
SOP Version:	Final
Document Owner:	Chief Director: Corporate Services

**STANDARD OPERATING PROCEDURE: LEAVE RECONCILIATION PROCESS**

Approval Date	23 September 2020
Commencement Date	23 September 2020
Review Date	23 September 2021
Periodical Review	Annually
Resources	Staff, Stationary, ICT Equipment, PERSL, SDIMS
Intent of SOP	To document the standard operating procedure (SOP) for the Leave Management Process to assist the relevant HRA officials in rendering the service.
Scope	The SOP applies to the process of Leave Reconciliation in the Department of Social Development within the Eastern Cape Government.
Objective(s)	To provide integrated strategic direction and support to achieve good governance at all times
Definitions	<b>SDIMS:</b> Social Development Information Management System <b>Z1 Form:</b> Manual leave application form

<b>Key Performance Indicator</b>	Effective Human Capital Management & Development
<b>Principles</b>	<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>PARTICIPATION</b></p> <p>All line managers and employees are key to the successful implementation of effective and efficient leave Management.</p> <p><b>ACCOUNTABILITY</b></p> <p>All line managers and employees will be required to account for non-adherence to the provisions of leave Management. Non-compliance will be dealt with in terms of the Disciplinary Code and Procedures.</p> <p><b>Compliance Measures</b></p> <p>Determination on leave of absence in the Public Service</p> <p>Policy and procedure on incapacity leave and Ill-health retirement</p> <p>Z1 Leave application form must be completed when applying for leave, except for application of incapacity leave.</p> <p>Leave form must be recommended and approved.</p>

<b>Performance Measure</b>	Reduced discrepancies detected when leave reconciliation is performed.
<b>Desired Performance</b>	No discrepancies detected and accurate correspondence of leave records on PERSAL & SDIMS.
<b>Process Input</b>	Human capital, ICT equipment, stationery, PERSAL leave reports, SDIMS exception reports
<b>Process Output</b>	Reconciled leave reports and records.

**STEP BY STEP GUIDE  
BENEFIT – LEAVE RECONCILIATION PROCESS**

<b>No.</b>	<b>Task Name</b>	<b>Task Procedure</b>	<b>Responsibility</b>	<b>Supporting Documentation</b>	<b>Service Standard</b>
1.	Sign manual attendance register	<ul style="list-style-type: none"> <li>Sign the attendance register daily, except when a leave or outstation application has been lodged and approved in writing or electronically.</li> </ul>	Employees	Attendance register Signed attendance register	1day
2.	Monitor the signing of manual attendance registers	<ul style="list-style-type: none"> <li>Monitor the signing of attendance register and indicate remarks on the attendance register if the employee is on leave, outstation or if leave is rescheduled.</li> </ul>	Supervisor	Signed attendance register with comments	1day
3.	Scan attendance register onto SDIMS	<ul style="list-style-type: none"> <li>Scan the manual attendance register onto the SDIMS.</li> </ul>	Attendance clerk Personal Assistance	Scanned attendance register	1day
4.	Perform Reconciliation between manual attendance register, PERSAL and SDIMS	<ul style="list-style-type: none"> <li>Submit attendance registers to HRA</li> <li>Inspect manual register and reconcile against PERSAL leave records and captured attendance register on SDIMS.</li> <li>Indicate the outcome of the leave audit/reconciliation on the leave</li> </ul>	Responsibility Manager & Attendance Clerk HR Clerk	Attendance register Attendance register	1 day  3 days

<p><b>attendance records</b></p>	<p>reconciliation form, even if there are no discrepancies discovered.</p> <ul style="list-style-type: none"> <li>• Sign the form before forwarding it to the relevant Units.</li> <li>• Communicate the outcome to the relevant unit (the affected employee and supervisor), by submitting the leave reconciliation form.</li> <li>• Sign the form as acknowledgement of receipt and resubmits to HR if discrepancies were detected.</li> <li>• Keep a copy of the form for record purposes.</li> <li>• Confirm if the discrepancies were attended to accordingly.</li> <li>• Request PERSAL report on monthly and quarterly basis from HRA for all the approved Leave taken transactions.</li> <li>• Request PERSAL report by extracting data from the system.</li> <li>• Analyze the extracted data before submitting to BIU</li> <li>• Conduct PERSAL report analysis session and produce summary report.</li> </ul>	<p>Employee &amp; Supervisor</p> <p>HR Clerk</p> <p>BIU Manager</p> <p>AD: PERSAL or PERSAL Controller</p> <p>BIU and HRA</p>	<p>Leave reconciliation form</p> <p>Signed Leave reconciliation form</p> <p>Leave reconciliation form</p> <p>Acknowledgement receipt</p> <p>Leave reconciliation form</p> <p>E-mail request</p> <p>Leave taken and leave with monetary value report</p>	<p>1 day</p> <p>1 day</p> <p>1 day</p> <p>1 day</p> <p>1 day</p>
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		<ul style="list-style-type: none"> <li>• Upload and create PERSAL Leave Taken SQL database</li> <li>• Extract SDIMS report of all approved Leaves taken from the system</li> <li>• Merge PERSAL and SDIMS Leaves Taken Databases and create a single Reconciled Report.</li> <li>• Produce different transactional reports and summary analysis for HRA and CIO attention.</li> </ul>	Data Analyst	<p>PERSAL Analysis report</p> <p>PERSALSQL Database</p> <p>SDIMS leave application transaction report</p> <p>Reconciled Leave Taken report</p> <p>Transactional reports</p>	<p>1 day</p> <p>2 days</p> <p>1 day</p>
5.	Confirm attendance	<p><b>DISTRICT</b></p> <ul style="list-style-type: none"> <li>• Must monitor, and sign attendance register as verification of attendance and submit confirmation to the District Director.</li> <li>• Submit confirmation of the whole district to Chief Directors: ISS North and South.</li> <li>• Must submit to Director: HRA</li> </ul> <p><b>PROVINCIAL OFFICE</b></p> <ul style="list-style-type: none"> <li>• Must submit confirmation of attendance verification to the respective Chief Directors.</li> <li>• Must submit to Director: HRA</li> </ul>	<p>Area and Service Office Managers</p> <p>District Directors</p> <p>Chief Directors ISS North &amp; South</p> <p>Directors</p> <p>Chief Directors</p>	<p>Leave recon Confirmation</p>	<p>By the last day of the month</p> <p>By the 5<sup>th</sup> of each month</p> <p>By the 7<sup>th</sup> of each month</p> <p>By the 5<sup>th</sup> of each month</p> <p>By 7<sup>th</sup> of each month</p>

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







Document Name	Document Description	Effective Date (if applicable)
Determination On Leave of Absence in the Public Service	Determination On Leave of Absence in the Public Service	June 2015
The Basic Conditions of Employment Act 75 of 1997, as amended	The Basic Conditions of Employment Act 75 of 1997, as amended	December 1997
Policy & Procedure on Incapacity leave and ill-health retirement	Policy & Procedure on Incapacity leave and ill-health retirement	December 2005

**LEAVE MANAGEMENT PROCESS RISKS**

<b>Risk Name</b>	<b>Risk Description</b>	<b>Probability (H/M/L)</b>	<b>Impact (H/M/L)</b>	<b>Control Description</b>	<b>System / Manual</b>
Leave taken with insufficient leave	Leave taken with insufficient / no leave credit result to unpaid leave.	M	M	Officials must get Leave credit report before leave application submission.	System (PERSAL)
Non recording of hourly leave taken	Non recording of hourly leave taken lead to misuse of leave credits	M	M	Proper recording of leave taken on attendance register	System



# AUTHORISATIONS

Authorization:	Name:	Signature:	Comment:	Date:
Quality Checked By Director: Management Information Services	N. A. Mazzi		Quality checked. SOP + Process to be reviewed one year after approval	
Recommended by Acting Chief Information Officer	M. Gazi			21/08/20
Director: HRA	A. Boo			7/5/20
Recommended by Acting Chief Director: Corporate Services	V. Langa			8/9/2020
Deputy Director General - Welfare Services	N. Z. G. Yokwana			
Approved by HOD	N. Baart			
Distribution and Use of SOP	District Managers, Corporate Service Managers, Service Managers, Area Managers, Assistant Managers and all staff.			

END USER BE ADVISED 23/09/2020  
 SIGNATURES BE CHECKED  
 BEFORE PUT IN PLACE

 23/09/2020