



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

SOP File Number:

COS-HRA-COS-01

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Document Owner:

Chief Director : Corporate Services

STANDARD OPERATING PROCEDURE: HOUSING ALLOWANCE PROCESS

Approval Date	17 August 2018
Commencement Date	17 August 2018
Review Date	17 August 2019
Periodical Review	Annually
Resources	Staff, Stationary, ICT Equipment
Intent of SOP	To document the standard operating procedure (SOP) for the Housing Allowance Process to assist the relevant HRA officials in rendering the service.
Scope	The SOP applies to the process of Housing Allowance 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	GEHS: Government Employees Housing Scheme PTO Certificate: Permission to occupy certificate

	<p>Title deed: a legal document constituting evidence of a right to ownership of property.</p> <p>Deed of transfer: Document by which ownership of a registered property is conveyed from its seller to its buyer.</p> <p>Rental agreement: Means all written agreements and valid rules and regulations adopted embodying the terms and conditions concerning the use and occupancy of a dwelling unit and premises.</p>
Key Performance Indicator	Number of HR Practices implemented.
Principles	<p>Bathopele Principle:</p> <p>Consultation: 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>Service Standards: 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>Ensuring courtesy: Employees should be treated with courtesy and respect.</p> <p>Access: All employees should have equal access to the services to which they are entitled</p> <p>Information: Employees should be given full, accurate information about the public services they are entitled to, e.g. through induction training and workshops.</p> <p>Openness and transparency: Employees should be told about process implementation.</p> <p>Redress: The Employer should establish a mechanism for recording any public dissatisfaction by handling complaints fast and efficiently.</p>
Compliance Measures	Determination on Housing Resolution 7 of 2015.
Performance Measures	Timeous payment of Housing Allowance.

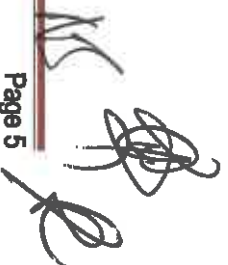
**STEP BY STEP GUIDE
BENEFIT – HOUSING ALLOWANCE**

No.	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Fill Application for Housing Allowance	<ul style="list-style-type: none"> Retrieve the application form from GEHS web site or HR Office. Complete the application form. Attach the relevant documents such as Title Deed, Deed of Transfer, PTO certificates, Affidavit confirming residence, rental agreement. Submit the application form to HRA. 	<ul style="list-style-type: none"> Applicant 	<ul style="list-style-type: none"> Completed Application form with attached relevant documents (Title Deed, Deed of Transfer, PTO certificates, Affidavit confirming residence, rental agreement) 	1 Day
2	Verify the Application	<ul style="list-style-type: none"> Check the validity of Application. Provide Applicant with Acknowledgement letter. Receive the Acknowledgement letter. 	<ul style="list-style-type: none"> HR Clerk Production Clerk Applicant 	<ul style="list-style-type: none"> Verified Application Acknowledgement letter 	1 Day
3	Capture the Information on PERSAL	<ul style="list-style-type: none"> Capture application information on Function #5.3.13. 	<ul style="list-style-type: none"> HR Clerk Production Clerk 	<ul style="list-style-type: none"> Captured PERSAL transaction on 	1 Day

4	Approve captured application	<ul style="list-style-type: none"> Approve the transaction on Function #6.8.20. 	<ul style="list-style-type: none"> HR Production Supervisor 	<ul style="list-style-type: none"> Approved Housing Allowance Record 	1 Day
5	Submit application to Salaries for Payment Authorization	<ul style="list-style-type: none"> Print the approved Housing Allowance application transaction. Attach to Application form. Submit application to Salaries. Sign Submission Register as an acknowledgement of receipt. 	<ul style="list-style-type: none"> HR Production Clerk State Accountant 	<ul style="list-style-type: none"> Submitted application Proof of Receipt 	1 Day
6	Verify and Submit to Pre-Audit	<ul style="list-style-type: none"> Verify and Submit to Pre-Audit. 	<ul style="list-style-type: none"> Salaries Section 	<ul style="list-style-type: none"> Verified Housing Allowance 	1 Day
7	Verify, Stamp and Submit to Salaries	<ul style="list-style-type: none"> Verify, Stamp and Submit to Salaries. 	<ul style="list-style-type: none"> Pre-Audit 	<ul style="list-style-type: none"> Verified and Stamped Housing Allowance Application. 	1 Day
8	Authorize Payment	<ul style="list-style-type: none"> Authorize Payment on function #6.8.30. 	<ul style="list-style-type: none"> Salaries Section 	<ul style="list-style-type: none"> Authorized Housing Allowance Application 	1 Day
9	Pay Housing Allowance	<ul style="list-style-type: none"> Pay Housing Allowance to the official's bank account. 	<ul style="list-style-type: none"> Payment Section 	<ul style="list-style-type: none"> Paid housing allowance 	2 Weeks

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

Document Name	Document Description	Effective Date (if applicable)
Determination on Housing	Determination on Housing	March 2005







HOUSING ALLOWANCE PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Budget deficiency	<ul style="list-style-type: none"> Leads to accruals and backlog. 	M	M	Proper budgeting for (COE) Compensation of employees	Manual
Implementation of Housing Allowance	<ul style="list-style-type: none"> Inaccurate implementation of the Housing allowance directive leads to payment being effected to non-deserving officials and also over and underpayments. 	M	M	Conducting workshops for implementers	System
Fraudulent payments	<ul style="list-style-type: none"> Payments made to non-deserving officials. 	M	M	Ensuring supporting documents are valid	System
Non-renewal of home ownership and lease agreement	<ul style="list-style-type: none"> Non-renewal of home ownership and lease agreement leads to payment being effected to non-deserving officials. 	H	H	Issuing of Circular annually urging employees to renew details	System & Manual



AUTHORISATIONS

Authorization:	Name:	Comments:	Signature:	Date:
Director : MIS	N.A.Mazizi			20/01/2018
Director: HRA	A.C.P Booi			2/5/18
Chief Director: Corporate Services	F.S. Myburgh			2/8/2018
Head of the Department	N.Baart	SUBJECT TO STRUCT ADVISANCE + MEMORANDUM		17/05/2018
Distribution and Use of SOP	District Directors, all Deputy Directors, Corporate Service Deputy Directors, Service Managers, Area Managers, Assistant Directors			

