



Office of the Premier

North West Provincial Government
REPUBLIC OF SOUTH AFRICA



1st Floor, Ga-Rona Building
Private Bag X129,
MABATHO
05

Tel: +27 (18) 388 - 3741

E-mail: pletebejana@nwpg.gov.za

HUMAN RESOURCE ADMINISTRATION

Title of SOP	
SOP Number	Termination of service
Purpose	The aim of the procedure manual is to document a set of explicit procedures to successfully accomplish the outputs of Human Resource Administration processes. This procedure manual is intended to be followed without deviation and provides all the required details and decisions required to perform the Human Resource Administration processes. This document also provides for the uniform execution of processes, ensuring that every individual who performs the task does it in the same manner every time it is performed. The procedure manual also outlines the following: • Time frames • Individual who are responsible for executing the Human Resource Administration processes • Step by step guidance to the process The benefit of this manual is that it shall ensure consistent performance of processes which

	will be followed with a minimal amount of expertise, knowledge or training and can be used to measure employee performance.
Scope	The study covers Functions namely: Termination of service
Responsibility	
Premier	Approval
Director General	Sign off:
Deputy Director General: administration	Oversee the overall management of processes
Chief Director:	Oversee the management of processes
Director:	Oversees and endorses the management of processes
Deputy Director:	Manages the implementation of processes
Assistant Director	Supervise Implementation of processes
Senior/ Personnel Practitioners/ Registry clerk	Implementation of processes
Personnel/Directorates responsible for complying with SOP	

Procedure				
Functions	Process	Procedure	Responsibility	Time frame
Administer conditions of service, remuneration and employee benefits.	Administer Service Terminations	Pension claims are processed electronically through PCM GPAA system. HR Practitioner must register with GPAA to access the system Retirement -Early retirement: 55 to 59 years -Normal retirement: 60 to 65 years - Notification is received by HR (Employee serves one month notice) - HR prepares the submission for approval to the delegated authority with a completed exit interview form by the employee	Employee Personnel Practitioner	Standard; Within 2 days of receipt

		▪ PERSAL function #4.7.1 is used to terminate the employee and submitted to the PERSAL Reviser for approval on #6.8.20. ▪ Circulation of assets and state liabilities for recovery of debts. (Finance, Human Resource Development; Asset and Line Manager) ▪ Complete removal from e-mail form ▪ Issue request letter for completion of pension claim forms to the employee. ▪ The following must be completed/ submitted for processing:		
		(a) ID copy	ICT Support Service sub-directorate Personnel Practitioner Employee	Last day of service During the notice period

		(b) Z894 (Bank particulars form). The Bank stamp should be clearly visible. The employee must affix thumb print on the applicable space (c) Z864 (Personal particulars form is completed by employees with more than 10 years of pensionable service. The form notifies the pension administration of any changes to the particulars of the employee) (d) Choice form: To be completed by employees with more than 10 years of pensionable service. The employee makes an irrevocable choice between: STANDARD OPTION 1: The spouse of the deceased member will receive 50% of the pension payable, OR		

			- An employee with more than fifteen (15) years actual government service and elect not to continue with the subsidised medical subsidy does not qualify for once-off gratuity payment of state contributions. - An employee with less than ten (10) years actual government service qualify for a once-off gratuity payment of state contributions only (X12 state contribution) - Copies of the medical aid card must be attached if continued state subsidised membership is elected. (g) Z583 (Medical aid membership): The form enables GEPP to process the application for continued medical assistance and the original copy is submitted to the medical aid by the employee.		
--	--	--	--	--	--

		(h) WP1002 (Nomination of beneficiaries) if completed by the member (i) Exit interview questionnaire form issued to employee for completion after obtaining the notice of retirement from the employee. <u>Processing of the application</u> ▪ Z102: Withdrawal from Fund form is completed online. ▪ Average salary for the last 3 years is completed on the Z102 form. ▪ Z125: Proof of pension contribution start date form is completed. Supporting documents indicating appointment date and pension contribution start date, (e.g pay slips are attached)	Personnel Practitioner	

		▪ PERSAL print-out of service termination is attached from PERSAL function #4.3.1 choice 8 or #6.8.10 when the service termination is awaiting updating. ▪ Pension claim captured is referred to Reviser for verification and submission to GPAA for payment online.		
		Payment of Service Benefits ▪ Leave gratuity: Payment of the capped, current and previous leave cycle credits only. ▪ Capped day, if any, are calculated without addition of 37% service benefits ▪ Leave audit should be conducted before payment is processed.	Personnel Practitioner	

			▪ PERSAL #4.5.4 is used to capture leave gratuity and submitted to Reviser for approval ▪ Submit advice to Salary unit for calculation and payment of pro-rata service bonus, if any. ▪ Departmental debt should be recovered from any benefits payable to the employee. Resignations ▪ Notification is received by HR (Employee serves one month notice) ▪ Issue exit interview form to employee for completion		
--	--	--	---	--	--

		▪ PERSAL function #4.7.1 is used to terminate the employee on PERSAL and submitted to the Reviser for approval on #6.8.20. ▪ Circulation of assets and state liabilities for recovery of debts. (Finance, Human Resource Development; Asset and Line Manager) ▪ Complete removal from e-mail form ▪ Issue request letter for completion of pension claim forms to the employee. ▪ The following must be completed/ submitted for processing: (i) ID copy (ii) Z894 (Bank particulars form). The Bank	Employee		
			ICT Call Centre		Last date of service
			Personnel Practitioner		

			stamp should be clearly visible. The employee must affix thumb print on the applicable space (iii) Z864 (Personal particulars form is completed by employees with more than 10 years of pensionable service. The form notifies the pension administration of any changes to the particulars of the employee) (iv) Choice form: The employee makes an irrevocable choice between: OPTION 1: Receiving a once-off gratuity payment, OR OPTION 2: Transfer of benefits to an approved external pension fund.		
--	--	--	--	--	--

		(i) If Option 2 is made, Z1525 form for transfer to external fund is issued for completion by the employee and financial advisor. (ii) Exit interview questionnaire form issued to employee for completion. <u>Processing of the application</u> ▪ Z102: Withdrawal from Fund form is completed online. ▪ Average salary for the last 3 years is completed on the Z102 form. ▪ Z125: Proof of pension contribution start date form is completed. Supporting documents indicating appointment date and pension contribution start date, (e.g pay slips are attached)	Personnel Practitioner

			▪ PERSAL print-out of service termination is attached from PERSAL function #4.3.1 choice 8 or #6.8.10 when the service termination is awaiting updating. ▪ Ensure that the pension claim is not submitted for payment until departmental debts are recovered, if any. ▪ Pension claim captured is referred to Reviser for verification and submission for payment online. Payment of Service Benefits ▪ Leave discounting: Payment of the current and previous leave cycle credits only.		
--	--	--	--	--	--

		▪ Capped days if any are forfeited ▪ 37% service benefits are added to the payment of leave discounting. ▪ Leave audit should be conducted before payment is processed.	Personnel Practitioner
		▪ PERSAL #4.5.4 is used to capture leave gratuity and submitted to Reviser for approval on #6.8.20 ▪ Departmental debt should be recovered from any benefits payable to the employee. ▪ Submit advice for payment to salary unit. Death ▪ Notification of death is submitted	Personnel Practitioner

		▪ PERSAL function #4.7.1 is used to terminate the employee and submitted to the PERSAL Reviser for approval. ▪ Circulation of assets and state liabilities for recovery of debts. (Finance, Human Resource Development; Asset and Line Manager) ▪ Complete removal from e-mail form ▪ Establish contact with dependents/ Beneficiaries/Spouse for completion of pension claim forms ▪ The following must be submitted by dependents/beneficiaries/spouses/ life partner: (a) Death certificate		
--	--	---	--	--

			(b) ID copy of the deceased (with Home affairs deceased stamp) (c) Z300 (Funeral benefit): To enable GEPF to process payment of funeral benefits immediately after death. (d) Subsidised medical subsidy form (e) Z894 (Bank particulars form). The Bank stamp should be clearly visible. The dependents/ beneficiaries/spouse/s/life partner must affix thumb print on the applicable space: The form should be completed by the following: - Spouse/s and - Dependents over the age of 18, with affidavit confirming financial dependency. (f) ID copy of guardian (for dependents under	

		contribution: - An employee must have been a member of medical aid for the past twelve (12) continuous months - An employee with more than ten (10) but less than fifteen (15) years of actual government service qualify for a gratuity (X36 state contribution) - An employee with more than fifteen (15) years actual government service and elect not to continue with the subsidised medical subsidy does not qualify for once-off gratuity payment of state contributions. - An employee with less than ten (10) years actual government service qualify for a once-off gratuity payment of state contributions only (X12 state contribution)		
--	--	---	--	--

			- Copies of the medical aid card must be attached if continued state subsidised membership is elected. (l) Z583 (Medical aid membership): The form enables GEPF to process the application for continued medical assistance and the original copy is submitted to the medical aid by the employee. <u>Processing of the application</u> ▪ Z102: Withdrawal from Fund form is completed online. ▪ Average salary for the last 3 years is completed on the Z102 form. ▪ Z125: Proof of pension contribution start date form is completed. Supporting documents		
--	--	--	---	--	--

		indicating appointment date and pension contribution start date, e.g pay slips are attached. ▪ PERSAL print-out of service termination is attached from PERSAL function #4.3.1 choice 8 or #6.8.10 when the service termination is awaiting updating. ▪ Ensure that the pension claim is not submitted for payment until departmental debts are recovered, if any. ▪ Verification and submission pension claim for payment online. Payment of Service Benefits ▪ Leave gratuity: Payment of the capped, current and previous leave cycle credits.		
--	--	--	--	--

			▪ Capped day, if any, are calculated without addition of 37% service benefits ▪ Leave audit should be conducted before payment is processed. ▪ PERSAL #4.5.4 is used to capture leave gratuity and submitted to Reviser for approval ▪ Capture #4.8.9 is used to capture the beneficiary for payment of benefits. ▪ Calculate pro-rata service bonus due the employee, if any for payment ▪ Departmental debt should be recovered from any benefits payable to the employee.		
--	--	--	---	--	--

		▪ Submit advice for payment to salary unit together with Z894 (bank details of the beneficiary).		
Review		After five years and/ or as the need arise		
Contingencies		• Director		
Reference		• Public Service Act • Public Service Regulations, 2001 as amended • Employment Equity Act, 1998 • Skills Development Act, 1998 • Labour Relations Act, 1995 • Public Finance Management Act, 1999		
Definitions (Define words or acronyms)	AP	Action plan		
	DG	Director General		
	DDG	Deputy Director General		
	DIR	Director		
	DD	Deputy Director		
Attachments	Applicable pension withdrawal forms			
History of Change	No changes			

DIRECTOR: HUMAN RESOURCES MANAGEMENT

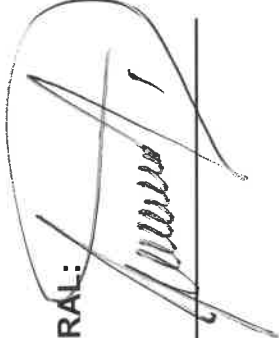
SIGNATURE  _____
DATE 21/11/2024

RECOMMENDED:

CHIEF DIRECTOR: CORPORATE MANAGEMENT

SIGNATURE  _____
DATE 22/11/2024

APPROVED:

DIRECTOR-GENERAL: 
SIGNATURE _____
DATE _____