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## DEPARTMENTAL MANUAL

# PROCEDURE MANUAL FOR INCAPACITY LEAVE AND ILL HEALTH RETIREMENT PROCESSES

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## 1. INTRODUCTION

This documents aims at outlining the practical operational procedures which must be followed within the incapacity leave and ill retirement processes (PILIR) in the Northern Cape Department of Education. More information will be available on the separate PILIR Policy Document.

## 2. SCOPE OF APPLICATION

This Procedure Manual applies to employees appointed under the Public Service Act, 1994, office and institution-based educators appointed under the Employment of Educators Act, 1998.

## 3. DEFINITIONS

- 3.1 **“Incapacity”** means an illness, injury or an emergency medical procedure.
- 3.2 **“Temporary Incapacity Leave”** is the additional sick leave to a maximum of **30** working days per occasion, granted conditionally at the employer’s discretion to an employee after his/her **36** days normal sick leave in a cycle have been exhausted.
- 3.3 **“Permanent Incapacity Leave”** is the additional sick leave which the employer may grant to the employee, which the employee shall not directly access or apply for. The employer may grant more than **30** working days to a maximum of **60** working days for permanent incapacity leave, once the condition of the employee after medical assessment is determined to be permanent.
- 3.4 **“Ill-Health Retirement”** means an early retirement granted by the employer to an employee due to an ill-health condition, which has been medically assessed and recommended by the Health Risk Manager.
- 3.5 **“Department”** means Northern Cape Department of Education.
- 3.6 **“Applicant”** means an employee who has submitted the application forms for Incapacity leave

#### 4. COMPLIANCE FRAMEWORK

- Employment of Educators Act, 76 of 1998
- Labour Relations Act, 6 of 1995
- Public Service Act, 1994 (as amended)

#### 5. RESPONSIBILITY MATRIX

A table below illustrates proper segregation of duties over the PILIR Process at the Schools, District Office and Head Office.

No	NAME	RANK	OFFICE	RESPONSIBILITY
1	Applicant	Employee	School/District/Head Office	Complete the application forms and attach required evidence.
2	Principal/Unit Supervisor	Management	School/District/Head Office	<ul style="list-style-type: none"> <li>• Checking to ensure that the application forms are duly completed, signed and accompanied by required information.</li> <li>• Complete, sign and date Part C on Annexure A and Part B - Comments by Supervisor/Manager</li> <li>• Principals must ensure that the application is registered in the School's PILIR Register.</li> <li>• Ensuring that application forms are forwarded to the PILIR Office at Head Office timeously.</li> </ul>
3	Official at District	Personnel Officer	District Office	<ul style="list-style-type: none"> <li>• Receiving the Application forms from Schools,</li> <li>• Checking to ensure that the application forms are duly completed, signed and accompanied by required information.</li> </ul>

				<ul style="list-style-type: none"> <li>Forwarding the received application forms to the PILIR Office at Head Office.</li> </ul>
4	Regional HR Director/Delegated Official	Management	District Office	<p>Check with the Personnel Officer on regular basis that all PILIR Application received through the District Office are forwarded to the PILIR Office at Head Office timeously (immediately upon receipt).</p>
5	Mr. C Gordon and the Team	Personnel Officers	Head Office	<ul style="list-style-type: none"> <li>Receiving the Application forms from the District Offices/ directly from applicants or Schools</li> <li>Checking to ensure that the application forms are duly completed, signed and accompanied by required information.</li> <li>Administering PILIR process at PILIR Office at the Head Office</li> <li>Ensure that the application forms are registered in the Head Office PILIR Register</li> <li>Ensure that notification letters are sent timeously to the applicants after the temporary approval by the HR Director/delegated official.</li> <li>Capture on PERSAL all application forms which have been conditionally/temporary approved.</li> <li>Ensure that application forms are forwarded to the</li> </ul>

				<p>Health Risk Manager timeously.</p> <ul style="list-style-type: none"> <li>Follow up with Health Risk Manager on long outstanding applications.</li> <li>Ensure that all applications are forwarded to the HOD/delegated official for final approval.</li> <li>Communicate the final outcome to the relevant applicant.</li> <li>Capture the final outcome onto PERSAL.</li> <li>Supervisor should review the Central PILIR Register on a regular basis to identify long outstanding documentation and assess progress.</li> <li>Supervisor should attend all grievances related to the declined applications.</li> </ul>
6	Mrs. V Phetlho	Deputy Director: Human Resources Management	Head Office	<ul style="list-style-type: none"> <li>Sign the application form to conditionally grant the temporary incapacity leave subject to the outcome of the investigation.</li> <li>Review the Central PILIR Register at least on a weekly basis.</li> <li>Follow up on all discrepancies noted on the PILIR Register.</li> <li>Check the following: <ul style="list-style-type: none"> <li>- Applicant was notified of the final outcome</li> </ul> </li> </ul>

				<ul style="list-style-type: none"> <li>- Final outcome was captured on PERSAL accordingly.</li> <li>- Salary overpayment recovered, where it is necessary.</li> <li>• Sign the last page of the application form (Annexure A/B) as an evidence of having performed the above mentioned checks.</li> <li>• Enforce the compliance with the PILIR Policies and Procedures.</li> <li>• Ensure that the timelines stipulated in the PILIR Policies and Procedures are complied with and where there are delays the management and the applicant are notified.</li> </ul>
7	Mr. P Masuabi	Director: Human Resources – Senior Management	Head Office	<ul style="list-style-type: none"> <li>• Monitor the entire PILIR process and follow up on all discrepancies identified.</li> <li>• Enforce compliance with the PILIR Policies and Procedures</li> <li>• Attend to challenges identified on the process</li> </ul>
8	Health Manager Risk	Health Manager Risk	Proactive Health Services	<ul style="list-style-type: none"> <li>• Conduct the assessment processes and produce a report on the outcome of their investigation.</li> <li>• Comply with the timelines agreed to with the department.</li> </ul>
9	Mr. Z Albanie	Chief Director: Human Resources –	Head Office	<ul style="list-style-type: none"> <li>• Review of the PILIR monthly management</li> </ul>

		Senior Management		reports. <ul style="list-style-type: none"> <li>Final approval of PILIR applications (delegated function)</li> </ul>
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## 6. PROCESS BACKGROUND

- 6.1 An employee, who has exhausted his /her **36** working days normal sick leave in a three year sick leave cycle, may apply for temporary incapacity leave. The objective of the incapacity leave is to retain the skills of employees for as long as possible by granting of *additional paid* sick leave in order to recover from an illness
- 6.2 Incapacity leave is not unlimited amount of additional sick leave days at an employee's disposal. Incapacity leave is additional leave sick leave granted conditionally at the Employer's discretion, as provided for in the *Leave Determination* and *PILIR Policy*.
- 6.3 Employees do not automatically qualify for incapacity leave; they need to apply for the approval by the Department's Senior Management
- 6.4 The incapacity leave approval process includes investigation by the Department's Management, seeking advice from the Health Risk Manager (External Independent Advice) and Final Approval by the Head of Department or Delegated Official.
- 6.5 Temporary Incapacity leave for management purposes is divided into 2 categories, i.e. Short and Long Period temporary incapacity leave:
- 6.5.1 **Short Period** – maximum of 29 consecutive days. An employee is required to submit the Short term temporary incapacity leave application form and doctor's medical certificate in application for temporary incapacity leave. An employee is not required to submit a detailed doctor's report.
- 6.5.2 **Long Period** – 30 consecutive days/more. An employee is required to submit the Long term temporary incapacity leave application form, doctor's medical certificate and detailed doctor's report in application for temporary incapacity leave.



## 7. PILIR DOCUMENTS

A table below illustrates the documents which are used in the PILIR Process. These documents must not be modified. Modified documents must not be considered and the Applicant must be notified as such.

#	Document Name	Use of the Document
1	Annexure A	Short periods of incapacity leave application forms.
2	Annexure B	Long periods of incapacity leave application forms.
3	Annexure C	Used to notify the Applicant that his/her application has been conditionally granted pending the outcome of the investigation.
4	Annexure D	Used to notify the Applicant of the final outcome of his/her application.
5	Annexure E	ILL-Health retirement application form.
6	Annexure F	Used only in cases where the HOD/Delegated Official, following a full assessment of an employee for the purposes of long temporary incapacity leave, decides that such an employee must be retired on the grounds of ill-health in terms of the PILIR Policy.
7	Annexure G	Guidelines for Incapacity Assessment.
8	Annexure H	Pledge of Confidentiality.
9	Register A	School PILIR Register
10	Register B	Head Office PILIR Register
11	Register C	PILIR Grievances and Declined Applications Register
12	Z1a Form	Leave Application Form

## 8. SUPPORTING DOCUMENTS

The supporting evidence must be attached to the PILIR Application Forms. Detailed below is the information required as evidence in the PILIR Policy. The application shall not be considered if the required evidence is not attached.

#	Type of Leave	Compulsory Evidence	Optional Evidence	Notes
1	Short Period Incapacity Leave	<ul style="list-style-type: none"> <li>• Authorised (Z1a) Leave Form,</li> <li>• Annexure A Duly Completed and signed.</li> <li>• Medical Certificate from the Registered Medical Practitioner.</li> <li>• Employees leave records (sick, annual and other leave)</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Reports,</li> <li>• Blood Tests, X-ray results, can results, etc,</li> <li>• Additional written motivation provided by the employee.</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Certificate must certify the employees condition as temporary incapacity and if the employee consented, the nature and extent of the incapacity.</li> <li>• Leave record can be downloaded from PERSAL (function: <b>4.5.11</b> – Enquiry : Leave/Leave Credits)</li> </ul>
2	Long Period Incapacity Leave	<ul style="list-style-type: none"> <li>• Authorised (Z1a) Leave Form,</li> <li>• Annexure B Duly Completed and signed.</li> <li>• Medical Certificate from the Registered Medical Practitioner.</li> <li>• Part C of Annexure B duly completed and signed by the Registered Medical Practitioner.</li> <li>• Employees leave records (sick, annual and other leave)</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Reports,</li> <li>• Blood Tests, X-ray results, can results, etc,</li> <li>• Additional written motivation provided by the employee.</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Certificate must certify the employees condition as temporary incapacity and if the employee consented, the nature and extent of the incapacity.</li> <li>• Leave record can be downloaded from PERSAL (function: <b>4.5.11</b> – Enquiry : Leave/Leave Credits)</li> </ul>
3	ILL Health Retirement	<ul style="list-style-type: none"> <li>• Annexure E Duly Completed and signed.</li> <li>• Part D of Annexure B duly completed and signed by the Registered Medical Specialist.</li> <li>• Certified ID Copy,</li> <li>• Medical Reports,</li> <li>• Blood Tests, X-ray results, scan results, etc,</li> <li>• Additional written motivation provided by the employee.</li> </ul>		<ul style="list-style-type: none"> <li>• If a general practitioner completes the form, an additional report from a medical specialist specializing in the medical field related to the employee's condition, must obtained and also submitted.</li> </ul>

## 9. PROCEDURES

To manage the PILIR Process effectively, the procedures need to be divided into three categories:

- School Procedures,
- District Office Procedures and
- Head Office Offices

### 9.1 School Procedures

#### 9.1.1 The Principal must be the process owner at the school level.

9.1.2 The Principal must monitor the leave for each and every teacher/employee at the school and ensure that PILIR Application forms are completed where it is necessary and are timeously sent **directly** to the PILIR Office at Head Office.

9.1.3 **Long Period of Incapacity Leave Application** – the copy of the approved Z1(a) form and the Medical Certificate must be forwarded to the District Offices for the appointment of the **substitute** teacher/employee.

9.1.4 As substitute teacher/employee will be appointed in terms of Employment of Educators Act.

9.1.5 The Principal must review the Application Forms to ensure that they are duly completed and signed; and all the Supporting Evidence as per the PILIR Policy is attached.

9.1.6 The Principal must complete, sign and date Part C on Annexure A and Part D on Annexure B – “Comments by Supervisor/Manager”.

9.1.7 The Principal must assist the teachers/employees who are struggling to obtain the Medical Reports from the Doctors. This will ensure that the Application forms are sent to the District Office timeously.

9.1.8 Copies must be made of all PILIR Applications which have been sent to the District Offices. Copies must be filed properly at the school for future references.

- 9.1.9 All PILIR Applications must be registered on the school PILIR Application's Register. See **Register A** for the Template Example.
- 9.1.10 The Principal must sign the register as evidence of having checked the application forms. Notes must be made on register where the application form has not been accepted. The Principal must ensure that these are followed up and re-submitted within **5 days** as per the PILIR Policy requirements.
- 9.1.11 The PILIR Application forms must be submitted to the PILIR Office at Head Office within the following timelines:
- Short Term – within **5 working days** from date of leave,
  - Long Term – within **10 working days** from date of leave.
  - Where it is possible, employees are advised to submit the Application Forms in advance.
- 9.1.12 If the employee fails to submit an application within the specified period, the Principal/Unit Supervisor must immediately notify the employee that the sick leave will be deemed to be unpaid leave. The employee has **2 working days** after receiving the notification, to submit the application forms or valid reasons for not submitting the application forms.
- 9.1.13 If no application form or valid reason is submitted after **2 working days**, the Principal/Unit Supervisor must notify the District Office in writing that the relevant absence must be covered by annual leave/unpaid leave. An employee will have to make a choice whether the days are converted to annual leave or unpaid. If an employee fails to notify the employer of his/her choice the days will be converted into unpaid leave.
- 9.1.14 A letter will then be issued to the particular employee notifying him/her of the unpaid leave.
- 9.1.15 A written instruction must be issued to an applicant that he/she must return to work within **5 working days** when the application is declined.

- 9.1.16 If an employee does not report to work within **5 working days** and no valid reason is provided, disciplinary measures may be instituted and unpaid leave may be granted.

## **9.2 District Office Procedures**

- 9.2.1 The PILIR application forms must be submitted **directly** to the PILIR Office at Head Office. In cases where the application forms are submitted to the District Office, the following procedures must be followed:
- 9.2.2 District Office must have a **designated** PILIR Office. All PILIR applications must be received and stored in this Office. This will eliminate the risk of misplacing/losing the applications forms. Access to this Office must be properly managed due to confidentiality of the PILIR information.
- 9.2.3 All employees working in the PILIR Offices must sign Annexure H: Pledge of Confidentiality. Copy of the signed document must be forwarded to the PILIR Office at Head Office.
- 9.2.4 A Personnel Officer receiving the PILIR application forms must review the documents **immediately** on receipt to ensure that all necessary information has been attached and the forms are duly completed and signed.
- 9.2.5 Incomplete application forms must be rejected and sent back to the relevant employee **immediately**. The applicant must resubmit the amended application forms within **5 days** from the date of first submission.
- 9.2.6 The application forms must be forwarded to the PILIR Office at Head Office immediately.

## **9.3 Head Office Procedures**

- 9.3.1 All PILIR Applications received must be registered in the Head Office Central PILIR Applications Register. See **Register B** for a Template Example.
- 9.3.2 All application forms must be reviewed to ensure that they are duly completed and all the necessary information is attached.

- 9.3.3 Incomplete documents must be declined and communicated to the relevant Applicant **immediately** and must be noted on the register for follow up purposes.
- 9.3.4 Received Application forms which are duly completed and signed, must be forwarded **immediately** to Director: Human Resources for conditionally/temporary approval of the temporary incapacity leave.
- 9.3.5 **Annexure C** must be used to notify the applicant whether the application has been “conditionally approved or not”. The notification must be forwarded to the applicant immediately after the approval.
- 9.3.6 If the application is not temporary approved, the days which have already been utilized whilst the application was being reviewed at Head Office, shall be converted into unpaid leave/annual leave as per the applicant’s choice.
- 9.3.7 All applications must be captured on PERSAL immediately after temporary approval. Applications must be captured as temporary approved until the final outcome is received where then the status will be changed to **approved/declined**.
- 9.3.8 Application forms must be submitted to the Health Risk Manager within **5** days from the date of receipt. The date of submission must be registered in the PILIR Register; this will assist to keep track of applications which have not been submitted to the Health Risk Manager. Deputy Director: HR must review the register on regular basis to monitor this process.
- 9.3.9 As part of the evidence the Department **may require** the following when it is necessary:
- Physical observation of the Applicant’s condition as reported in the Medical Certificate and Medical Reports.
  - A Principal/Unit Supervisor may be required to provide a written representation on the Applicant’s condition as learned by him/her.
- 9.3.10 The Health Risk Manager must report back on each application within **12 working days** from the date of submission.

- 9.3.11 The Supervisor must ensure that all application forms are received back from the Health Risk Manager. This will be achieved through using the PILIR Register as the checklist.
- 9.3.12 When the feedback is received from the Health Risk Manager, the **Submission** must be prepared and submitted to the HOD/Delegated Official for final approval. The feedback receipt date must be registered on the PILIR Register. This will assist to keep track of all applications which have not been received from the Health Risk Manager. Follow up on long overdue applications must be done on regular basis with the Health Risk Manager.
- 9.3.13 The submission must be prepared and submitted to the HOD/Delegated official on a weekly basis (preferably every Friday of the week)
- 9.3.14 The HOD/Delegated official must review the submission and provide final outcome within **5 working days** from the date of submission.
- 9.3.15 The applications must be processed and finalized within **30 working days** from the date of receipt, as required by the PILIR Policy. The Deputy Director: Conditions of Service must monitor the process for compliance with this timeline requirement.
- 9.3.16 The HOD/Delegated official must consider all the evidence submitted including the Health Risk Manager's report to produce the final outcome (APPROVED/DECLINED).
- 9.3.17 Annexure D must be used to notify the applicant whether his/her application was "approved or declined". The annexure must be adapted according to the circumstances of each individual case.
- 9.3.18 All approved applications must be captured as "approved" on PERSAL. The status will then be changed from "conditionally approved" to "approved" on PERSAL.
- 9.3.19 Declined applications: *days taken are converted into unpaid leave/annual leave as per the applicant's choice*. As per the PILIR Policy if the application is declined, an employee must be notified in writing and he/she has **5 working**

**days** to decide whether the days utilized are converted into unpaid leave/annual leave/capped leave.

- 9.3.20 If an employee fails to respond within **5 working days**, the annual leave credits must be utilized first then unpaid leave if the leave credits are insufficient.
- 9.3.21 All declined applications must be registered on **PILIR Grievances and Declined Applications Register**. See **Register C** for the Template Example.
- 9.3.22 If the application is declined and the employee is not satisfied with the decision, he/she may lodge a grievance in writing within **5 working days** from the date of notice to him/her. A grievance letter template will be attached on Annexure D.
- 9.3.23 Grievances must be attended and resolved within **10 working days** from the grievance date.
- 9.3.24 For Management purposes, the grievances must be registered on a separate register: **PILIR Grievances and Declined Applications Register**. The register must be reviewed on a regular basis by the Deputy Director: Conditions of Service to ensure that cases are resolved within **10 working days**. See **Register C** for the Template Example.

## **10. MONTHLY WEEKLY REVIEWS**

- 10.1 Certain reviews must be performed on weekly/monthly basis to identify discrepancies occurred during the process. Identified discrepancies must be investigated and addressed timeously. The reviews must be performed by the Supervisor and Management.
- 10.2 The following reviews must be performed: On **regular basis** the Supervisor must review the Head Office PILIR register and identify the following
- Applications which have not yet been submitted to the Health Risk Manager
  - Applications for which the outcome has not been received from the Health Risk Manager within the stipulated timelines (i.e. **12 working days**)
  - Applications for which the final approval has not been received and captured on PERSAL



- Applications for which the Annexure D has not been sent to the Applicant
- 10.3 On **weekly basis** Deputy Director: Conditions of Service must review the Head Office PILIR Register and ensure that all identified discrepancies (as per 10.2 above) are cleared timeously
- 10.4 The PILIR register must be reviewed with reference to the Health Risk Manager and approved PILIR submission.
- 10.5 On **monthly basis** the Supervisor must download the PILIR Report from PERSAL. This report must be reviewed with reference to the PILIR Register and approved PILIR Submission.
- 10.6 On a **monthly basis** Deputy Director Conditions of Service must review the report mentioned in 10.5 above to ensure that application forms are forwarded to the Head Office timeously.
- A report on the visits outcome must then be prepared and issued to the Chief Director: HR for his/her consideration
  - Disciplinary procedures must be followed in cases of continuous non-compliance by the District Offices.

## **11. FILING PROCEDURES – PILIR DOCUMENTS**

- 11.1 There must be a designated secured space where PILIR Audit Trail is properly filed. Access to the PILIR Files must be restricted only to designated employees. A file must be created regardless of the application outcome (i.e. Approved/Disapproved)
- 11.2 All PILIR applications captured on the system must be supported by a valid and complete manual file. The manual file must include the following as the minimum information:
- Signed application forms
  - Valid Medical Certificate
  - Signed Leave form Z1a.
  - Valid Medical Report
  - Report by the Health Risk Manager

- Final outcome by the HOD/Delegated Official (i.e. Approved or Declined)
- Any other information which was requested during the assessment process

11.3 The Supervisor must ensure that a PILIR File is opened for all applicants and all the application forms are filed in a relative file.

## 12. HEALTH RISK MANAGER

- The Health Risk Manager must acknowledge receipt of the application forms within **2 working days** and confirm in writing that the Employer shall receive feedback within **12 working days**.
- The Health Risk Manager must adhere to the guidelines for incapacity assessment (**Annexure G**) to enhance objective, equitable and consistent advice and decision-making.
- The Health Risk Manager must divide the applications for **short periods** of incapacity leave into the following categories:
  - Employees who applied for clearly invalid reasons and for whom temporary incapacity leave shall be declined.
  - Employees who applied for valid reasons and for whom temporary incapacity leave should be granted for certain period.
  - Employees who applied for valid reasons and for whom temporary incapacity leave should be granted subject to them undergoing specified medical treatment.
  - Employees who applied for valid reasons and for whom must undergo secondary assessment in accordance with PILIR Policy.
- The Health Risk Manager, based on the Primary Assessment of the **long period** applications of incapacity leave may identify a need to undertake Secondary Assessment for further investigations. This must be indicated on the report to Department of Education and the Health Risk Manager must continue with the Secondary Investigations immediately.
- Further information may be requested from the applicants to complete the Secondary Investigation.

- The Health Risk Manager must divide the applications for **short periods** of incapacity leave into the following categories:
  - Employees who applied for clearly invalid reasons and for whom temporary incapacity leave shall be declined.
  - Employees who applied for valid reasons and for whom temporary incapacity leave should be granted for certain period.
  - Employees who applied for valid reasons and for whom temporary incapacity leave should be granted subject to them undergoing specified medical treatment.
  - Employees who applied for valid reasons and in respect of whom the Health Risk Manager advised that his/her incapacity is permanent and whose cases the Department needs to investigate/consider with a view to alternate employment or to adapt the work circumstances/duties of the Applicant in order to accommodate the employee, or to retire the Applicant on grounds of ill-health, if applicable.
- Assessment Process is more detailed in **Section 8.6** in the PILIR Policy

### **13. PERMANENT INCAPACITY LEAVE**

- The Department may, based on the results of the investigations, identify that the condition of the Applicant is permanent. In such cases an Applicant may be granted up to a maximum of **30 working days**.
- An employee shall not directly access or apply for the permanent incapacity leave; it will be at discretion of the Department.
- If both the Employee and the Department are convinced that the Employee will never be able to render effective services, the employment may be terminated on the grounds of ILL-Health Retirements. In such cases ILL-Health Retirement procedures must be followed. The processes must be completed within **60 working days**.
- If the processes are not completed within **60 working days**, the case must be referred to the Director-General: Public Services and Administration together with a report explaining the reasons for the delay

## 14. ILL-HEALTH RETIREMENT

- The Department must submit an application for ill-health within **5 working days** when it is evident that an employee may not be able render effective services due to permanent incapacity.
- Employees may also decide to apply for the ill-health retirement.
- **Annexure E** must be used to apply for the ill-health retirement. The application form must be duly completed and signed by the employee.
- The supporting evidence must be attached as detailed in **Section 8: Supporting Evidence** above. Additional information may be requested depending on the condition of an Employee. Refer to **Section 8.5** in PILIR Policy for detailed requirements.
- The applications must be submitted to the Health Risk Manager for investigation and to the HOD/Delegated Official for final approval. Procedures are detailed in **Section 9: Procedures** above.
- The investigation and authorization process must be completed within **30 working days** from the date of submission.

## 15. SHORTENED APPLICATION FOR ILL-HEALTH

- If the Department, following a full assessment of an employee for purposes of long temporary incapacity leave, decides that the employee should be retired on grounds of ill-health, the shortened application form for ill-health retirement (**Annexure F**) must be completed and submitted to the GEPP.
- The copies of the long term incapacity application forms together with the supporting evidence which were submitted to the Health Risk Manager must be attached to the Annexure F. These documents must be submitted to the GEPP within **5 working days** from the date of final decision.

## **16. CONFIDENTIALITY**

All employees handling the PILIR Cases must sign **Annexure H** as the pledge of confidentiality over the employees' medical information. Disciplinary actions must be undertaken on cases of non-compliance with this requirement

## **17. MONTHLY MANAGEMENT REPORTING**

- A report must be prepared on Monthly basis for the Senior Management appraisal. The report must contain the following as a minimum information:
  - The report must contain cumulative information from month to month for comparison purposes. This will enable the Senior Management identify problems and note progress from month to month.
  - Application forms which have not yet been conditionally approved by the HR Director: Mr. Masuabi.
  - Application forms which have been conditionally approved but not submitted to the Health Risk Manager.
  - Application Forms which have been submitted to the Health Risk Manager but no feedback has been received.
  - Application Forms which been assessed by the Health Risk Manager but not yet been finalised by the HOD/Delegated Authority.
  - Indicate the employees which have been declared permanently incapable.
  - Progress on the Permanent incapacity processes.
- The Senior Management must review the report to identify non-compliance with the stipulated timelines. This will ensure that PILIR Cases are completed within stipulated timelines (i.e. 30 days as per the PILIR Policy) or at least within the reasonable periods.
- Senior Management will be able to note the delays and problems which are being encountered in the process and intervene, where it is necessary.
- The Senior Management must delegate duties as per the discrepancies noted from the report.

## 18. TIMELINES SUMMARY

#	Activity	Person Responsible	Timelines (Working Days)	Notes
1	Submission of Application forms to the District Office	Employee and the Principal/Unit Supervisor	<ul style="list-style-type: none"> <li>Short Period - 5 days from leave date.</li> <li>Long Period - 10 days from leave date.</li> <li>ILL-Health Retirement – immediately</li> </ul>	Where it is possible, Employees are advised to submit the Application Forms in advance.
2	Resubmission of declined Application Forms.	Employee and the Principal/Unit Supervisor	5 days from the date of first submission.	
3	Review, Completion and Submission to Head Office	Personnel Clerk: District Office	3 days from the date of receipt.	
4	Submission of application forms or valid reasons for not submitting the application forms after being requested to do so.	Employee and the Principal/Unit Supervisor	2 days from the date of notification.	Non-submission may be regarded as an offence and disciplinary measures might be undertaken.
5	Submission of Application forms to the HR Director for conditionally/temporary approval of incapacity leave.	Supervisor: PILIR Office	Immediately	Only the valid application forms must be submitted.
6	Submission of Application forms to the Health Risk Manager.	Supervisor: PILIR Office	5 days from the date of receipt.	
7	Acknowledgement of receipt by the Health Risk Manager.	Health Risk Manager	2 days from the date of submission.	
8	Health Risk Manager's Feedback on investigation/assessments.	Health Risk Manager	12 working days from the date of submission.	
9	Follow up with the Health Risk Manager on due applications.	Supervisor: PILIR Office	15 working days from the date of submission.	
10	Preparing a submission to the HOD/Delegated Official for final approval.	Supervisor: PILIR Office	At least once a week depending on the volume of the application forms.	


11	Review and authorization from the HOD/Delegated Official	Mr. Z Albanie	5 working days from the date of submission	
12	Finalisation of the entire process by the Department	Supervisor: PILIR Office	30 days from the date of receiving the Application Forms from the applicant	
13	Declined application: employee must make a choice whether the days taken are converted to annual leave/unpaid leave	Supervisor: PILIR Office	5 working days from the date of notification.	
14	Declined application: an employee may lodge a grievance if not satisfied	Employee	5 days from the date of notification.	
15	Finalisation of the Permanent Incapacity Leave process	Supervisor: PILIR Office	Process must be completed within 60 days from date it was decided that the employees condition is permanent.	
16	Resolving the PILIR grievances	Supervisor: PILIR Office	10 working days from the grievance date	
17	Application for ill-health retirements due to permanent incapacity.	Supervisor: PILIR Office	5 days from date it was decided that the employee's condition is permanent.	Application must be completed only when the Department and the Employee reach the consensus.
18	Review processes.	Deputy Director: Conditions of Service	On Weekly/Monthly Basis.	
19	Reporting to Senior Management	Deputy Director: Conditions of Service	On Monthly Basis.	

## 19. IMPLEMENTATION DATE

This procedure manual becomes effective on approval by the Head of Department of the Northern Cape Department of Education.

## 20. POLICY REVIEW

This procedure manual shall be reviewed at least annually to ensure that it is aligned with all the relevant legislation and complies with all adequate internal control requirements.

  
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**G.T. PHARASI**  
**HEAD OF THE DEPARTMENT**

11/10/31  
\_\_\_\_\_  
**DATE**