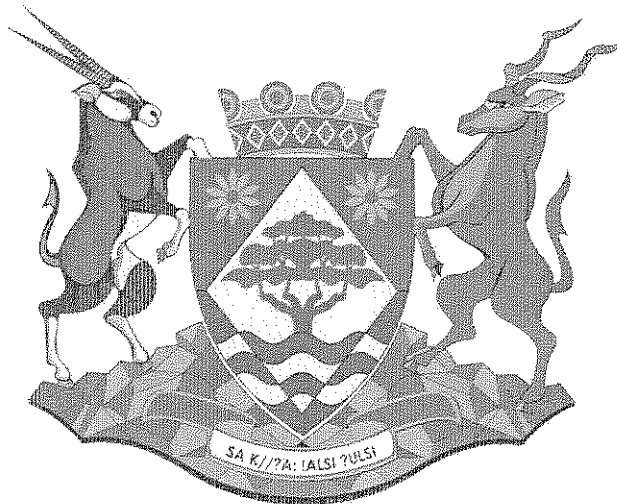


NORTHERN CAPE DEPARTMENT OF EDUCATION



PROCEDURES FOR SALARY ENQUIRIES AND ACCESS TO
PERSAL INFORMATION

ADOPTED ON THE: 16 OCTOBER 2009
SIGNED BY: HEAD OF THE DEPARTMENT

MR : AF JOEMAT:

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1. Aim

The aim of this procedure manual is to provide clear direction to staff in the Salary Management and Human Resource Management units on the procedure for the handling of salary related enquiries and the method of disseminating salary information.

2. Salary Enquires

(a) Payslips

Printouts of payslips and information on salary advices will only be provided on closed payroll information and under the following conditions:

(i) Telephonic Enquiries

Before a telephonic request for a payslip or payslip information can be entertained certain security information needs to be obtained:

1. Confirmation of persal number
2. Confirmation of identity number
3. Confirmation of paypoint details

In the event that any of the above information cannot be supplied no information must be provided.

Telephonic enquiries by third party institutions will be limited to confirmation of employment.

(ii) Personal Enquiries

Upon request for a printout of any payslip the identity of the person enquiring must be confirmed by the presentation of a valid identity document or drivers license.

In the event that a third party request the payslip of an employee, a written request from the employee concerned should be provided as well as authorisation for the third party to collect the information.

Employees visiting the enquiry office during office hours must have written approval from their supervisors. This is especially applicable to staff from schools.

(b) Deductions

Enquiries relating to deductions will be limited to deductions on closed payrolls only. Enquiries relating to future months deductions will not be entertained. Officials are not supposed to be in possession of the open month's information.

(c) Backdated salaries and arrear service bonuses

Any request for information pertaining to the payment of arrear salaries and non payment of service bonuses shall be referred to the Human Resource Management Directorate who will inform the employee of the status of his/her enquiry.

In the event that HRM has advised Salary Management to process the transaction, HRM must inform the official of the status of the payment and not refer the official to enquire at Salary Management.

(d) Supplementary payments

Enquiries relating to payments made on supplementary runs can only be made public on the pay date. The only exception in this regard pertains to Travel and Subsistence advance payments.

(e) Allowances

Acting allowances, 37%, Housing Allowances, Performance Bonuses.

All enquiries relating to the above-mentioned shall be referred to the Human Resource Directorate who will inform the employee of the status of his/her enquiry and not refer the official to salary management.

3. Access to persal information

All information on persal is regarded as strictly confidential and should not be disclosed to third parties unless authorised to do so.

Users must ensure that the person receiving the information has the necessary authorisation to do so.

