



National Public Service
DEPARTMENT OF PERSONNEL MANAGEMENT

CIRCULAR INSTRUCTION NO 14 OF 2021

DATE: 19TH MAY 2021
FILE: SEC: 1-4-12 (A)

TO: ALL NATIONAL DEPARTMENTAL HEADS
ALL PROVINCIAL ADMINISTRATORS
ALL HEADS OF OTHER FUNDED PUBLIC AUTHORITIES
ALL PUBLIC SERVANTS

**TIME KEEPING AND ATTENDANCE – ENFORCEMENT OF
SPECIAL GENERAL ORDER NO 11 OF 2019**

Absenteeism and poor time keeping is one of the biggest causes of lack of client attention and poor service delivery in many Agencies.

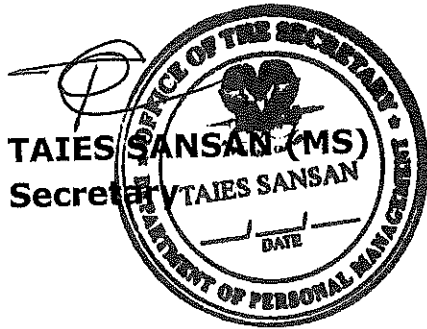
Special General Order No 11 of 2019 is a binding lawful instruction determined by the **National Executive Council**. It states that each Agency Head must deduct pay from an officer who fails to attend work and fails to provide an acceptable reason for periods of unauthorized absence.

1. Public Servants are required to be present at their place of work or place of business during normal working hours from 07.45 to 12.00 and 13.00 to 16.06 (or locally approved times) Monday to Friday each week. Absence during these hours is covered by **General Order No. 14** which authorizes absence and where appropriate, paid leave.
2. Public Servants are required to complete a full day's work of 7 hours and 21 minutes in duration in order to be paid. Any unauthorized period of absence shall result in **a pro-rata salary deduction utilising the attached Lost Time Pay Deduction Form attached hereto.**
3. Public servants are paid **strictly** according to hours of attendance, on a daily basis. These provisions are to be publicized and **a manual sign in/sign out Attendance Register must be maintained.**

4. Attendance records and time-keeping performance by individual Agencies will be audited by the Department of Personnel Management and an annual report made by the Minister to the National Executive Council.
5. The following rules must be enforced:
 - (a) absence from the work-place for "**personal reasons**", other than that provided under **General Order No. 14**, is unauthorised absence;
 - (b) "**personal reasons**" offered by subordinate staff for their absence from work which are not covered by **General Order No. 14**, are not acceptable for the purpose of authorizing payment and include the following:
 - missed, unavailable or late transport;
 - domestic, marital or family problems, (unless covered by the strict definition of compassionate leave);
 - baby-sitting problems, (unless covered by approved breast feeding arrangements);
 - uncertified sickness (unless covered by the sick leave provisions);
 - (c) salary deductions must be processed in respect of any absence for unacceptable reasons as listed above utilizing the attached Lost Time Pay Deduction Form attached.
 - (d) Agencies are requested to formulate the attached Form with their Agency Name and for the HR Delegates to return a copy to their DPM contact below to verify that the process has been understood and will be implemented.
6. Salary deductions are to be processed through Government Payrolls no later than one pay period in arrears in respect of hours of non-attendance without authorization. For this purpose, Staff & Salaries Officers of the Human Resources Division must be delegated time-keeping duties pursuant to the Special General Order No 11.
7. Public servants must be warned verbally by their supervisors for initial unauthorized absence, and if the offence is consistently repeated, warned in writing. Failure by officers to take corrective action shall result in charges being laid under the disciplinary procedures of **General Order 15**, leading to demotion and eventually to termination.

8. ✂ It is expected that in 2021 after coming into force of the Special General Order, the Public Service salary bill will be reduced significantly as a result of salary reductions made through Government payroll due to unauthorized absences.
9. The Department of Personnel Management will be monitoring payrolls and compiling audit reports from time to time in order for the Minister to inform the National Executive Council of compliance by individual agencies.

Queries concerning the application and enforcement of this Circular Instruction can be made to the officers of the following telephone numbers; 3276309, 3276336, 3276392, 3276308 3276373 or 3276457.



AGENCY NAME: _____

**RECORD OF ATTENDANCE FOR PURPOSES OF DEDUCTING PAY
FOR UNAUTHORISED ABSENCE (PAYROLL CODE - LWOP)
SPECIAL GENERAL ORDER NO.11 OF 2019**

Name of officer : _____ Payroll File Number: _____

Pay Period Commencing: Date ____/____/____ Ending: Date ____/____/____

(a) <u>Day</u>	(b) <u>Date</u>	(c) <u>Unauthorised Absence</u> (Times of day)	(d) <u>Lost Hour(s)</u>
Thursday	_____	From _____ to _____ From _____ to _____	_____ _____
Friday	_____	From _____ to _____ From _____ to _____	_____ _____
Monday	_____	From _____ to _____ From _____ to _____	_____ _____
Tuesday	_____	From _____ to _____ From _____ to _____	_____ _____
Wednesday	_____	From _____ to _____ From _____ to _____	_____ _____
Thursday	_____	From _____ to _____ From _____ to _____	_____ _____
Friday	_____	From _____ to _____ From _____ to _____	_____ _____
Monday	_____	From _____ to _____ From _____ to _____	_____ _____
Tuesday	_____	From _____ to _____ From _____ to _____	_____ _____
Wednesday	_____	From _____ to _____	_____

Total Unauthorised Lost Time **< Hours >**

- (a) Days of each 10 day pay period.
- (b) Insert date on each day on which unauthorized absence occurs.
- (c) Insert times to nearest 15 minutes on which unauthorized absence occurs.
- (d) Compute number of hours to 15 minutes lost each day/total pay period.

Certified By: _____ **Date:** _____
HR Delegate

Approved By: _____ **Date:** _____
Agency Head Delegate

Processed By: _____ **Date:** _____
Name of officer

This Form must be used for the purpose of computing pay deduction for lost hours which will be processed through the Government Payroll. (Contact DPM MIS for instructions) This record will be maintained electronically, with a copy on each personal file and a copy provided to the officer.