



Public Service (Management) Act 1995 (as amended)

**SPECIAL GENERAL ORDER NO. 12
PUBLIC SERVICE COST SAVING MEASURES
2023 TO 2025**

Being a Special General Order made by direction of the National Executive Council as the result of cash flow constraints for the purpose of expenditure on personal emoluments and reducing financial wastages.

Made under the:-

Public Service (Management) Act 1995 (as amended)

I, Taies Sansan, Departmental Head of the Department of Personnel Management, by virtue of the powers conferred by the Public Services (Management) Act 1995, and all other powers me enabling, hereby bring this Special General Order into effect on and from 19th July 2023, to amend and/or to withhold the delegated powers issued under the Fourth Edition of General Orders of 1st January, 2012 in the following respects:

GENERAL ORDER NO.24

PAYROLL MANAGEMENT AND THE GOVERNMENT INTEGRATED HUMAN RESOURCES AND PAYROLL SYSTEMS

TABLE OF CONTENTS

<u>Subject Matter</u>	<u>General Order Section</u>
Policy Objective	24.1
Payroll Management	24.2 - 24.3
Process Manager	24.4 – 24.6
System Management	24.7 – 24.9
Operating Platform	24.10 – 24.12
Database	24.13 – 24.17
Application	24.18 – 24.21
Application Administrator	24.22
Users	24.23
Users Accounts Management	24.24 – 24.26
Data Input Operators	24.27 – 24.29
Pay Period	24.30
Payday/Pay Number	24.31
Pay Cycle	24.31
Pay Run	24.33
Payroll Reports	24.34
Pay Disbursement	24.35 – 24.36
Loading of Organizational Structures	24.37
Deduction to Employees Pay	24.38 – 24.39
Employees on Training	24.30
Employees on Suspension	24.41
Unattached Employees	24.42 – 24.44
Promotion	24.45
Demotion	24.46
Transfer	24.47
Termination Whilst on Leave	24.48
Employment of Non-Citizens	24.49
Variation to the Database	24.50
Variation to Business Process	24.51
Advise on Payroll and Human Resource Management Process	24.52
Termination of Employment	24.53
Reinstatement After Termination	24.54
Disclosure of Information from GoPNG HR/Payroll Systems	24.55
Security	24.56 – 24.59
Access	24.60
Storage	24.61 – 24.

OPERATING PLATFORM

- 24.11 The Operating Platform for the Government Integrated Human Resources and Payroll systems is required to be administered by **certified and competent information technology personal** with minimum systems down time.
- 24.12 It is the responsibility of the operator to ensure that the maximum down time for systems failure at any one time is limited to less than 4 working hours on a working day. Failure to restore the systems within the 4 hours, a written explanation has to be provided to the Secretary Department of Personnel Management clearly indicating the issues associated with the failure with strategies to bring the system back up within the next twenty-four (24) hours.

DATABASE

- 24.13 Database shall be maintained by a competent Database Administrator (DBA) assisted by an Assistant Database Administrator and a Trainee Database Administrator.
- 24.14 The Database Administrator shall perform regular maintenance of the database with satisfactory disaster mitigation and recovery backup of a Database. An image of the production Database shall be synchronised on real time bases to a redundancy backup service.
- 24.15 Information contained in the database are confidential and shall be accessible by authorized access only. Access to be controlled in line with the General Order and as agreed under the User Access Application form (HRMIS for 1.10).
- 24.16 Any inappropriate use of the system and or unauthorized alteration to the records in the database and or approved business processes shall be deemed to be in breach of this General Order. The User in question shall be dealt with under Section 50 of the Public Service Management Act 1995 and General Order 15 and General Order 9.
- 24.17 The process to deal with unauthorized variation to the existing data and business processes are prescribed in Section 24.31 and 24.32 of this General Order.
- 24.9 The Secretary Department of Personnel Management is the custodian of the data kept in the GoPNG HR/Payroll Systems. Particularly, Employee Personal Data, Organizational Structure, Positions, salaries and allowances.
- 24.10 The Secretary for the Department of Finance is the custodian of the Financial Management Data in particular, Accounts payable and Accounts Reconciliations.

APPLICATION

- 24.18 The current application used by the Government is Ascender pay and the name change is subject to the applications technology and business trend. The version of this application should be upgraded on a regular basis at least two versions below the version currently on the market.

- 24.19 All systems configurations and upgrade shall be done in consultation with the Secretary for Department of Personnel Management. Any configurations to the application at user level to enable changes to Pay Policies and Business Process must have the authority of the Secretary for the Department of Personnel Management.
- 24.20 All configurations to the systems must be tested on the training environment with proper test scenario and results from the test must be assessed verified and endorsed by the Secretary for the Department of Personnel Management.
- 24.21 Any modification to the current configuration without the authority of the Secretary for Department of Personnel Management is in breach of this arrangements and shall be dealt with under Section 24.31 and 24.32.

APPLICATION ADMINISTRATOR

- 24.22 Administration of the systems shall be the responsibility of the Secretary for Department of Personnel Management. Delegation of responsibility to administer the government payroll systems remains with the Secretary for Department of Personnel Management.
- 24.23 The systems operator (Department of Finance) shall nominate its Application Administrator and submit all relevant documents including an updated CV and User Access Request Form to the Secretary for the Department of Personnel Management. The Secretary for the Department of Personnel Management shall approve or reject the nomination based on the level of competency of the nominated Application Administrator.

USERS

- 24.23 A proper user access request form (HRMIS Form 1.0) attached must be duly completed and endorsed by Secretary Department of Personnel Management before any consideration for creating of user accounts in the Government Integrated Human Resources and Payroll Systems.
- 24.24 A user account shall be created upon approval by the Departmental Head or the Delegate of the Department of Personnel Management. Every user account in the system must have an expiry date of 31st December each year. Alerts must be set for users to renew passwords every quarter of each year.
- 24.25 A user account that has been inactive for the last three months shall be deactivated. To reactive a user account, the user has to re-apply using form HRMIS Form 1.0 for his or her account to be activated.
- 24.26 A user who breaches any section of this General Order shall have their account inactivated/(deactivate) immediately by the systems Administrator Application and where it involves the Application Administrator the Database Administrator shall immediately remove access for the user.
- 24.27 The user shall not at any time be given access account and or directly or indirectly be involved in any activity that involved in the input of data, changes of systems settings and or review of business processes.

DATA INPUT OPERATORS

- 24.28 Data Input Operators are users who have access to add data or edit data to the database. This excludes users who have view access only.
- 24.29 Data entry shall be the responsibility of respective line agencies. Where agencies are unable to perform data entry functions, the Departmental Head of that Agency must notify the Secretary of the Department of Personnel Management. The Secretary for Department of Personnel Management shall delegate the function on behalf of the agency in consultation with the respective agency head and Secretary Department of Finance.
- 24.30 Depending on the type of data to be entered, the data entry function shall be delegated to the Data Input Operators located at Department of Finance Data Input Centre or to HRMIS Branch of the Department of Personnel Management.
- 24.31 Where the variation inputted to the system without proper authorisation or misconceived and result in payment of a significant amount of money. The variation shall be treated as a serious disciplinary case not withstanding section 24.26 and 24.27.
- 24.32 Where a Data Entry Operator directly or indirectly benefits from an improper variation made to the system by inputting data or in collaboration with other Data Input Operator(s). Clause 24.26 and 24.27 shall immediately apply and the Data Input Operator(s) shall be charged on a serious disciplinary ground and the matter referred to the Fraud Unit for further investigation and or prosecution.

PAY PERIOD

- 24.33 This pay period commences on the Thursday of the government pay week and ends on the Wednesday of the following pay week.

PAYDAY/PAY NUMBER

- 24.34 There are 26 pay days in a year. Additional pay day shall be created for special purposes for payment of certain entitlements such as retirement pay, retrenchment and others where separate funding are sourced. The Departmental Head for the Department of Personnel Management shall be the only authority to authorise additional pays.

PAY CYCLE

- 24.35 The pay cycle should be jointly agreed on by the Department of Personnel Management and Department of Finance. Consideration shall be given to align agencies to validate threshold reports and make corrections before the final pay run for any given pay.

PAY RUN

- 24.36 Pay runs are systems generated numbers from the GoPNG HR/Payroll System and not necessarily pay days or pay numbers in a given year starting with pay number one (1) to pay twenty-six (26). These pay run numbers are sequential numbers generated by the systems.

PAYROLL REPORTS

- 24.37 Payroll reports can be reports built within the core application or standard customised report developed for general purposes. These customised reports include, but are not limited to:
- (a) PAYROLL
 - (b) PAYSLIPS
 - (c) THRESHOLD REPORTS
 - (d) BANK DISBURSEMENT REPORTS.

PAY DISBURSEMENT

- 24.38 This process includes disbursement of employee's net salary. It also has other payments for service providers. Service providers include public utilities and loan facilities who have approved deduction codes through the system.
- 24.39 Every employee must have a valid bank account for disbursement of salaries, an employee may select a secondary account for distribution of his or her net pay.

LOADING OF ORGANIZATIONAL STRUCTURE

- 24.40 Department of Personnel Management is the only authorised user to create organisational structures and positions in the system. The Departmental Head of the Department of Personnel Management is the only authority to give access levels to other agencies to load structures into the system. Department of Personnel Management officers shall perform the following but not limited to:
- (a) POSITION CREATION
 - (b) FREEZE AND UNFREEZE POSITIONS
 - (c) CREATE UNATTACHED POSITIONS
 - (d) CREATE SPECIAL POSITIONS
 - (e) HIRE NEW EMPLOYEES
 - (f) AWARDING OF ALLOWANCES
 - (g) CREATE C LEVELS
 - (h) CREATE GL CODES

DEDUCTION TO EMPLOYEES PAY

- 24.41 All pay variation input to the payroll system shall be done by the respective payroll officers of each agency. Super users from Department of Finance Data entry and Department of Personnel Management MIS payroll should not be involved in the process except with written requests from the respective agency head requesting assistance and is authorised by Secretary, Department of Personnel Management.

24.42 Deduction to employees pay shall be made in accordance with Section 47 of the Public Service Management Act 1995 (as amended). Failure to comply with this arrangement is deemed to be a disciplinary case.

COMPULSORY DEDUCTIONS

(a) Compulsory deductions are deductions made to an employee's salaries, these deductions do not need written permission from the employee or the employer, such deductions that are referred to as compulsory deduction are income tax, Court orders for child maintenance and others including benefits as stated in clause "B".

BENEFITS

(b) Benefits are Superannuation deductions made to either Nambawan Super or Nasfund where applicable. Deduction to employee pay for this purpose shall be done in accordance to General Order 17.

SERVICE PROVIDERS

(c) Deductions made to service providers are deductions made from employees pay for services received from a service provider. These exclude loan companies and banks. These deductions are mostly for public utilities providers. Deduction to employee's pay for this purpose must first have a signed agreement between the employee and the service provider.

(d) A signed agreement between the employee and the service provider (public utilities, etc..) must be provided. Deductions to employee pay from service providers shall be made by employing agency's payroll officer. Such deductions must be approved by the agency head or the delegate.

LOAN REPAYMENTS

(e) Deductions for loan repayment are to be made in accordance to and with the agreement signed between the employee and the loan company. Any variation to be made thereafter, should first have a written agreement between the two parties concerned to make suitable variations to the existing agreement.

(f) Any changes made by a data input operator without a written agreement from the respective parties and/or in consultation with agencies' respective payroll officers is deemed to be in breach of the agreement and the operator/officer making such changes shall be dealt with under this General Order and Section 50 of the Public Service Management Act "Disciplinary Offences".

EMPLOYEES ON TRAINING

24.43 Appropriate leave of study shall be booked in the systems leave booking processes after approval for study leave is granted.

SHORT TERM

- (a) Short term study where no acting occupancy is required. A leave booking shall be made to allow normal salary payment to continue.

LONG TERM

- (b) Where acting appointment is required, the position occupied by the employee going on study has to be made available for concurrent occupancy.

EMPLOYEES ON SUSPENSION

24.44 Payroll officers are to ensure that proper suspension codes are used when suspending employees on disciplinary grounds.

(a) SUSPENSION WITH PAY

Appropriate suspension leave code (SUSFP/SUSHP/SUSWP) shall be used to book leave in the leave booking chain.

(b) SUSPENSION WITHOUT PAY

In addition to Section 24.44 (a) The employee occupancy records must have end date effective from the date of suspension and employee moved as unattached officer under the respective unattached category “Unattached Suspension”

UNATTACHED EMPLOYEES

24.45 An employee shall become unattached through the following situations:

1. RETRENCHMENT
2. RESTRUCTURE
3. NON-RENEWAL OF EMPLOYMENT CONTRACT
4. RETIREMENT

24.46 It is the responsibility of the employing agency to liaise with Department of Personnel management to move the affected employee out of the substantive or acting position to an appropriate unattached position.

24.47 For proper management of unattached officers, the following categories of unattached position and not limited to shall be created in the system to place employees under:

- a. Unattached (Not held against a Position but actively serving as a Public Servant).
- b. Unattached Suspension (Suspension with or without pay)
- c. Unattached Retire (Notice Served not working and or not held against a position).

- d. Unattached Restructure (Temporarily for structure load)
- e. Retrenchment (Agency Abolished pending payout of entitlements)

PROMOTION

24.48 Promotion must be effected immediately in the system within the first three paydays from the date of promotion. The employee promoted shall be moved to the new position using occupancy register in the system. Correct start and end date for the previous and new position shall be correctly specified.

DEMOTION

24.49 Demotions must be actioned within two pay period to avoid excessive overpayment. Any overpayment will be automatically calculated by the system. This may result in employee having negative pay for several pays. Proper Salary Deduction code with Negative sign should be used to negate over deduction and manual records kept in the employee personal file until total over payment is recovered.

TRANSFER

24.50 Employing agencies must liaise with Department of Personnel Management to transfer employees from one Admin Location to another. A separate job number must be used to maintain employee's employment history. This process applies to the following:

BETWEEN AGENCIES

- (a) Government Departments
- (b) Provincial Administrations
- (c) Statutory Authority

WITHIN THE AGENCY

(d) Normal process in the occupancy register shall be used with proper start and end date for old and new positions. This must be done before the end of the fiscal year.

TERMINATION WHILST ON LEAVE

24.51 In the case of an employee being terminated from the payroll while, on the following leaves;

- (a) Recreation Leave
- (b) Furlough Leave
- (c) Sick Leave
- (d) Leave Without Pay.

The employee shall be terminated from the payroll effective from the date specified for close of business. Termination calculation shall be made using the Termination Calculator from the system offline pay may be used only with the authority of the Secretary for Department of Personnel Management.

EMPLOYMENT OF NON-CITIZENS

- 24.52 The Secretary, Department of Personnel Management, shall in his/her sole discretion determine whether or not to employ a non-citizen. The same hiring process shall be applied to non-citizens to the payroll system.

VARIATION TO THE DATABASE.

- 24.53 Any variations to the database should be done in consultation with the Secretary Department of Personnel Management. The Secretary, Department of Personnel Management, shall in his/her sole discretion determine whether or not to change the format and storage location of GoPNG HR/Payroll Systems data.

VARIATIONS TO BUSINESS PROCESS

- 24.54 The Secretary, Department of Personnel Management, shall in his/her sole discretion determine the best business process for administration of all Human Resource and Payroll Management functions. A Departmental Head shall administer the business process in accordance to Section 24(1) of the Public Service Management Act, 1995.

ADVISE ON PAYROLL AND HUMAN RESOURCE MANAGEMENT PROCESSES

- 24.55 It is the mandated function of the Department of Personnel Management to provide advice on human resource management matters. These includes pay policy and payroll management processes.

TERMINATION OF EMPLOYMENT

- 24.56 To terminate an employee, the correct termination date shall be entered in the termination date field on the same pay period the employee termination date falls in. Termination on resignation or disciplinary reason shall be done by the Department. Termination on retirement and retrenchment shall be done by Department of Personnel Management.

REINSTATEMENT AFTER TERMINATION OR NEW HIRE

- 24.57 To reinstate an employee, a new hire date is the date that the employee commenced duties, or the date the decision to reinstate the employee which ever is the earliest. New job number must be used to hire the employee.

DISCLOSURE OF INFORMATION FORM GoPNG HR/PAYROLL SYSTEMS

- 24.58 Disclosure of Organizational Structure, Personal and Payroll information other than the approved intended purposes or for authorized official use for purposes other than stated, it shall be the responsibility of the Secretary for Department of Personnel Management. For disclosure of information to third party other than that prescribed in *General Order 23* a written authority must be obtained from the Secretary for Department of Personnel Management.

- 24.59 Similarly disclosure of Fiscal information to third Party must have the authority of the Secretary for Department of Finance and or Secretary for Department of Treasury.

DATA

- 24.60 The custodian of the data remains with the Departmental Head of the Department of Personnel Management notwithstanding Section 24.59.

SECURITY

- 24.61 Records can only be retrieved and used for authorized purposes and shall be kept secured from unauthorized access, unauthorised release, alteration and unlawful distribution.
- 24.62 All employees who are required to retain documents, shall store the documents in a locked storage. To disclose their contents relating to Organizational, Human Resources and Payroll to third parties requires the authority of the Secretary of the Department of Personnel Management.
- 24.63 All information dissemination procedures must complement the Organic Law, existing legislations and relevant policies of the country.

ACCESS

- 24.64 Unless there is a justifiable reason to restrict access to an employee of the department for business purposes. Records must be available to authorized staff and for business purposes only.

STORAGE

- 24.65 Hard copies must be stored in a designated storage area which are safe from fire and any natural disaster and deteriorating conditions. Records which are no longer in use must be transferred to the National Archives should they have values for permanent storage.
- 24.66 Electronic records are to be kept in an authorised record keeping system that ensures the preservation and accessibility for the duration of their retention period.

To: Secretary Date:

We, the under-signed, confirm that General Order No.24 of 1st January, 2024, hereto attached, has been drafted in accordance with Government policies and the appropriate Sections of the Public Service (Management) Act, and the Regulations and reflects:

- (a) All policy changes made by the National Executive Council in the period **1st January, 2003 to 31st December, 2023;**
- (b) All changes to the Organic Law on Provincial & Local Level Governments and the Public Services (Management) Act 1995, to effect implementation of the Provincial and Local Level Government Reforms, Provincial Health Authorities; and;
- (c) All other changes to the Public Services (Management) Act 1995, which have been brought into force since **1st January, 2003**

On behalf of the Executive Management Team, we recommend that the Secretary authorize this General Order for publication and distribution to line Departments and Agencies.