

# **TRAVEL POLICY AND PROCEDURE FOR THE DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION**

**(herein after referred to as "the policy")**



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## **DEFINITIONS**

**“DPSA”** means the Department of Public Service and Administration;

**“Employee”** means any person employed by the DPSA in terms of the Public Service Act 1994, as amended – this includes contract workers, interns and learners.

**“Fixed daily subsistence allowances”** means fixed daily subsistence allowances payable in circumstances where actual expenses are not claimed;

**“Headquarters”** refers to DPSA offices in Pretoria or Cape Town as determined by the Director General of the DPSA;

**“Interviewee”** means a person that is invited to attend an interview for a DPSA post .

**“Official traveller/traveller”** any person employed by the DPSA in terms of the Public Service Act 1994 as amended, or any service provider, facilitator, board member, guest or interviewee who travels on invitation of the DPSA;

**“Official trip”** a journey approved by a Programme Manager or Responsibility Manager in relation to official responsibilities, functions or activities of the DPSA;

**“Special daily allowances”** means allowances granted to compensate for incidental expenses where actual expenses are claimed;

**“Travel agency”** means a service provider appointed by the DPSA to provide assistance to DPSA with travel, accommodation, conference, workshop or meeting arrangements or bookings.

**“Travel booker”** any employee of the DPSA who makes any travel related booking on behalf of a traveller. (Usually a secretary or administrator).

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**1. PURPOSE**

To establish a clearly defined policy and procedure for travelling, accommodation, subsistence and any other travel-related arrangements and expenditure in this regard, for the DPSA.

**2. SCOPE**

This policy applies to all official travellers of the DPSA undertaking official trips.

**3. SOURCE OF AUTHORITY**

This policy is based on guidelines and requirements stipulated in:

- 3.1 PSCBC Resolution Number 3 of 1999;
- 3.2 Ministerial Handbook;
- 3.3 Transport Tariffs by Department of Transport;
- 3.4 The remunerative allowance section in the Financial Manual;
- 3.5 Any other approved directives by the Minister and/or Director-General.

**4 TRAVEL AGENCY**

- 4.1 Travellers and travel bookers shall only make use of the travel agency officially appointed by the DPSA. The use of any other travel agency shall be in conflict with this policy, and any violation thereof may lead to disciplinary action.
- 4.2 Services rendered by the travel agency include: flights, charters, accommodation, transfers, vehicle rental, chauffeur driven vehicles, passports, visas, foreign exchange, travellers' cheques, conferences, workshops, meetings and providing of advice on international travel in relation to safety and immunization.
- 4.3 In most instances, the delivery of travel documents is not required. All bookings, information, reference numbers and flight details shall either sent via short message service (sms), e-mailed or faxed on confirmation of the booking. In exceptional cases where delivery of documents is required, the travel agency shall deliver the documents to the DPSA offices. Other arrangements can be made in emergency cases.



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#### 4.4 After-hour services

- 4.4.1 After-hour services are available only for emergencies and are subjected to an additional cost.
- 4.4.2 An emergency can arise when a new service or an amendment to an existing service is required which has to be obtained within 24 hours in order to execute an official task.
- 4.4.3 A travel order number, if not available, must be forwarded to the travel agency on the next working day.
- 4.4.4 A monthly exception report shall identify travellers who have utilised after-hour services and reasons for such emergency services.
- 4.4.5 The after-hour centre should as far as possible not be contacted to obtain general flight, hotel or vehicle hire details. The traveller should have this information prior to the trip unless in case of emergencies.
- 4.5 The Directorate Financial Accounting shall inform the travel agency of any new appointments or terminations of services. The travel agency shall update all employees' travel profiles, and discontinue profiles of employees who are no longer working for the DPSA.
- 4.6 Procedures to follow when emergency situations occur (i.e. lost flight tickets, stolen bags, etc.)

When employees are abroad they can either make use of the travel agency's 24-hour Customer Support or the travel agency's 24-hour emergency support. These centres are managed by fully-trained, experienced travel professionals and offer assistance with lost luggage, passports, missed connections and emergency changes, additions or any other problems.

## 5 TRAVELLING OF NON-EMPLOYEES

### 5.1 Companion/spouse travelling on invitation

Upon approval of the Director-General, an employee's companion or spouse may travel on invitation of the DPSA. In the case of the Director-General's companion, the Chief Financial Officer's approval must be obtained. The DPSA shall be responsible for expenditure as approved by either the Director-General or Chief Financial Officer, as if the companion or spouse is an employee of the DPSA. All policy requirements would be applicable to such persons during the period of travel. Fixed and incidental travel allowances do however not apply.



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## 5.2 Travelling of family and/or dependants of employees on sessional duties

If sessional duties require an employee to be separated from his/her family the DPSA may pay the minimum travel cost for the employee and, in exceptional cases, for a spouse and/or dependants to reunite as a household. One trip every four months per sessional employee may be considered. All the policy requirements as set out in this policy would be applicable to such persons during the period of travel. Fixed and incidental travel allowances do however not apply.

## 5.3 Other quests on invitation (local and international)

Any other person may travel on invitation of the DPSA e.g. a speaker at a conference, attendance of an event, etc. with approval of the relevant Responsibility Manager. All policy requirements would be applicable to such persons during the period of travel. Travel allowances would normally not apply but special approval from the relevant Programme Manager or Chief Financial Officer may be obtained to utilise the latest allowance tariffs or to determine an appropriate allowance tariff which is less than the latest allowance tariffs. In specific circumstances, the Chief Financial Officer may approve subsistence allowances higher than the latest tariffs based on a motivation from the relevant Programme Manager.

## 5.4 Care attendants to persons with a disability

Approved care attendants (not employed by the department) may travel with the DPSA employee with a disability, subject to approval by the relevant Responsibility Manager. All policy requirements (including allowances for meals) would be applicable to such care attendants during the period of travel. Daily travel allowances would normally not apply but special approval from the relevant Programme Manager may be obtained to utilise the latest daily allowance tariffs. This clause will also apply to travellers, with disabilities, approved in terms of paragraph 5.1, 5.2 and 5.3 of this policy.

## 6 FINANCIAL IMPLICATIONS

6.1 Directorates should budget for all expenditure regarding travel and subsistence. There is no centralised budget for any foreign or local trip expenditure.

6.2 All expenditure regarding travelling, including flights, local accommodation (bed and breakfast), foreign accommodation (bed only) hired vehicles and hotel parking shall be charged to the DPSA's travel card account.

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- 6.3 Lunch, dinner and personal expenditure such as private calls, alcohol, etc. must be settled by the traveller on departure.

## 7 TRIP AUTHORISATION

- 7.1 Before any official trip is undertaken, a trip authority form (**Annexure A**), must be completed by the traveller or the travel booker, and authorised by either the Programme Manager or Responsibility Manager, if sufficient funds are available.
- 7.2 In the case of SMS members, trip authorities are not required for travelling with his/her own vehicle where the claim would only relate to kilometres travelled, toll fees and/or parking. All other employees must obtain prior approval on a trip authority form before a private vehicle is used for official purposes.
- 7.3 SMS members must obtain trip approval for any official trips where expenditure other than kilometre claims, toll fees and/or parking would be claimed.
- 7.4 The trip authority form can also be signed by either the Chief Financial Officer, the Director: Financial Accounting or the Deputy Director: Financial Accounting, if the Programme Manager or Responsibility Manager is not available to sign the form. In this case consent from the particular Programme Manager or Responsibility Manager must be obtained telephonically.
- 7.5 Special approval is required for travelling abroad.
- 7.5.1 The Director-General and all other travellers must obtain prior trip approval from the Minister, and expenditure approval from the relevant Programme Manager or Responsibility Manager.
- 7.5.2 For the Minister and Deputy Minister, prior approval must be obtained from the Office of the President or the Deputy President as indicated in the Ministerial Handbook.
- 7.5.3 The approved submissions must include the total duration of the official trip which includes the days for travelling to and from the destination.
- 7.5.4 All submissions requesting approval for travelling abroad must be routed via the relevant Programme Manager, Chief Directorate: International and African Affairs, Chief Financial Officer and the Director-General to the Minister.
- 7.5.5 After conclusion of the trip a written report should be processed and



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submitted to the Chief Directorate: International and African Affairs.

7.5.6 The Chief Directorate: International and African Affairs will keep record of all international trips and will on a quarterly basis report to MANCO on all trips undertaken during that quarter.

## 7.6 Changes in trip authority (local and foreign)

### 7.6.1 Changes effected before commencement of the official trip:

If any changes must be effected to a trip authority, which has already been authorised and where the trip has not yet commenced, a new form must be completed and authorised and a new travel order number must be obtained. These changes include:

- 7.6.1.1 Change in period of stay (For foreign travel a new Ministerial approval per submission would be required as supporting documentation);
- 7.6.1.2 Additional accommodation;
- 7.6.1.3 Hired vehicle or chauffeur driven vehicles;
- 7.6.1.4 Change in dates of flight tickets (this does not apply to flights which are changed by taking either an earlier or later flight on the same day).

### 7.6.2 Changes during an official trip:

If any changes must be effected to the travel arrangements once an official trip has already commenced the following will apply:

#### 7.6.2.1 Local trips:

- 7.6.2.1.1 If during office hours, the travel booker should be contacted to submit an approved, amended travel order form which must then be submitted to the travel agency to effect the changes.
- 7.6.2.1.2 If after hours, the travel agency must be contacted immediately and, if required, the travel agency will obtain telephonic after hours approval. The approved, amended travel order form must be submitted to the travel agency on the next working day.

#### 7.6.2.2 Foreign trips:

- 7.6.2.2.1 If during office hours, the travel booker should be contacted to submit an approved, amended travel order form which must then be submitted to the travel agency to effect the changes.
- 7.6.2.2.2 If after hours, the travel agency must be contacted immediately

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and if required the travel agency will obtain telephonic after hours approval. The approved, amended travel order form must be submitted to the travel agency on the next working day.

- 7.6.2.2.3 If the amendments have any financial implications, a new submission explaining the reasons for the amendments and cost implications thereof must be prepared by the originator of the submission or an official delegated by the relevant Programme Manager for approval by the Minister as soon as possible. Please note that no additional daily allowances will be paid to the traveller before written approval from the Minister has been obtained.

## 8 RESERVATION PROCEDURES

The following procedures must be used when making travel arrangements:

- 8.1 Travel arrangements should be made by the traveller or the travel booker.
- 8.2 Identify travelling needs and use **Annexure C** as a guideline.
- 8.3 The travel agency may then be contacted to obtain quotations for the planned official trip.
- 8.4 No traveller or travel booker is allowed to make Internet bookings for official travel.
- 8.5 The traveller or travel booker must complete and sign a trip authority form, and obtain the necessary approval from the Programme Manager or Responsibility Manager, or the individual acting in that position. If the Programme Manager or Responsibility Manager or the acting individual is not available the trip authority may also be approved by the Chief Financial Officer, Director: Financial Accounting or Deputy Director: Financial Accounting.
- 8.6 The original trip authority form must be taken or faxed (if not in the office) to the Directorate: Financial Accounting for the allocation of a travel order number and the original or faxed trip authority form shall remain with the Directorate: Financial Accounting.
- 8.7 All bookings must be confirmed by faxing the approved trip authority with the travel order number obtained from the Directorate: Financial Accounting to the travel agency within two (2) hours of the placement of the confirmation booking by the component i.e. order number must be on the trip authority form which is to be faxed to the travel agency.
- 8.8 The travel agency may then be contacted to confirm the travelling arrangements. The travel agency shall only accept reservations by fax or e-mail.

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- 8.9 The travel agency shall not accept bookings without a travel order number with the exception of after hours bookings where the travel order number should be sent on the next working day.
- 8.10 The travel agency shall only accept verbal bookings after hours which the travel agency will confirm with either the Chief Financial Officer, Director: Financial Accounting , Deputy Director: Financial Accounting or Assistant Director: Financial Accounting. The traveller or travel booker must ensure that the approved trip authority is faxed to the travel agency on the next working day.
- 8.11 Upon receipt thereof the travelling documents must be thoroughly checked by the travel booker and the traveller.
- 8.12 If an employee chooses to utilise the travel agency to make bookings for private trips, or to extend an official trip for private purposes, the private expenses must be charged to the official's personal account or credit card and may not be charged to the DPSA's account.
- 8.13 International travel
- 8.13.1 It is recommended that accommodation arrangements with regard to travelling abroad be done through the travel agency. The travel agency could also provide arrangements with regard to traveller's cheques, laundry, visas, and transport services for all travellers.
- 8.13.2 The travel agency will also advise and assist with requirements for safety and immunization where required.
- 8.13.3 It is recommended that where more than one official is travelling abroad to the same destination, that the travel arrangements be co-ordinated by a single travel booker to ensure that the travellers are accommodated in close proximity to each other and to ensure that transport can be shared where possible.
- 8.13.4 The traveller should provide a copy of the travel arrangements to the Chief Directorate: International and African Affairs that will provide guidance and is responsible to inform the relevant embassy of the planned trip.
- 8.13.5 The Chief Directorate: International and African Affairs may also facilitate bookings through the Department of International Relations and Cooperation (DIRCO).
- 8.13.5.1 The relevant component within the DPSA must contact the Chief Directorate: International and African Affairs for assistance.
- 8.13.5.2 The Chief Directorate: International and African Affairs will contact the embassy in order to assist with logistical arrangements, including advising on accommodation vendors and transport.

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- 8.13.5.3 From the information above the Chief Directorate: International and African Affairs in consultation with the relevant component must then obtain written quotations which must be submitted to the Directorate: Financial Accounting.
- 8.13.5.4 The Directorate: Financial Accounting will assist with the calculations of the daily allowance and conversion into South African currency.
- 8.13.5.5 Once the official trip has been approved in terms of paragraph 7.3 of this policy, the Directorate: Financial Accounting will send a letter to DIRCO with the details of the official trip and estimated costs, requesting them to assist with the travel arrangements.
- 8.13.5.6 The Directorate: Financial Accounting will pay the calculated amount over to DIRCO in the form of an advance.
- 8.13.5.7 Once the official trip has been concluded DIRCO will send the DPSA a claim which will be reconciled and set-off against the advance.
- 8.13.5.8 Travellers must please note that the travel agency has no responsibility in this case and any problem experienced during the official trip will have to be resolved by either the DPSA, DIRCO or the relevant embassy.

## 9 ADVANCES

- 9.1 Advances may be requested for official trips lasting longer than 24 hours and shall be granted for expenses regarding meals, local incidental allowances, foreign allowances, fuel for hired vehicles, fuel for private vehicles if not an SMS or MMS member that has opted for a vehicle allowance, and parking at the airport.
- 9.2 The original travel and subsistence advance form, a copy of the trip authority form, and an estimation of expenditure should as far as possible be submitted to the Directorate: Financial Accounting at least six (6) working days before the trip.
- 9.3 The following documents must accompany an advance form:
- 9.3.1 Submission with Ministerial approval in the case of international travel;
  - 9.3.2 Calculation of advance;
  - 9.3.3 Approved Trip Authority;
  - 9.3.4 Travel arrangements confirmation document from the travel agency.
- 9.4 Payment shall be effected by means of an electronic transfer.
- 9.5 Advances may not be paid out more than 10 days before departure.

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- 9.6 Advances via the travel agency may only be considered under exceptional circumstances and with approval of the Chief Financial Officer, Director: Financial Accounting, Deputy Director: Financial Accounting or Assistant Director: Financial Accounting.
- 9.7 If an official trip is cancelled, the full advance amount must be paid in at the cashier or deposited into the DPSA's bank account as soon as possible but not later than 14 working days after the cancellation date. Failure to do so will result in the amount being deducted from the relevant official's salary in one amount and may lead to disciplinary action in accordance with the disciplinary code and procedure.
- 9.8 A new advance shall not be granted if the previous advance has not been accounted for through the claim process as detailed in paragraph 14, except with specific approval from the Chief Financial Officer or the Director: Financial Accounting.

## 10 AIR TRAVEL GUIDELINES

### 10.1 Preferred airline and negotiated rates

The DPSA has a corporate account with South African Airways (SAA) on which upfront discounts are applied to each ticket. All bookings must be made through the travel agency, which shall negotiate the lowest rates for the DPSA. The free miles, where applicable, accumulated on the corporate account shall come into effect after six (6) months on meeting the corporate targets. These free miles shall be administered by the Chief Financial Officer and the travel agency; and shall be utilised for official purposes only.

### 10.2 Classes of SAA designated tickets:

C: Full business class

Y: Full economy class

The dates and times of these flights can be changed without incurring any additional costs, but it is subject to availability.

J: Discounted business class

M,K,H,Q: Discounted economy classes

The dates and times of these flights can be changed, but the following conditions apply:

- Seats must be available
- A penalty fee will be levied to the DPSA

If a ticket has been cancelled, the DPSA will be charged a cancellation fee.

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### 10.3 The use of lowest flight fares

The travel agency shall investigate the lowest flight fare, which falls within the parameters of this policy and the SAA corporate agreement. The travel agency shall notify the DPSA when the lowest fares were declined. The traveller shall be held responsible for any unnecessary expenses. The traveller or travel booker should as far as possible make travel bookings well in advance in order to obtain more economical fares. Block bookings for conferences are encouraged to ensure lower flight fares.

### 10.4 Travelling by pregnant women

It is not advisable for pregnant women to make use of flights in their first and third trimesters. Pregnant women are advised to consult their doctors before undertaking a flight any time during pregnancy.

### 10.5 Travellers with medical conditions

In the case where a traveller has a medical condition where he/she feels that this condition warrants the use of a business class flight ticket, a letter from a doctor confirming the medical condition and the need for special flight arrangements must accompany the approved trip authority. The letter from the doctor should indicate the period for which this deviation will be required. If this is a long term condition a letter from the doctor will have to be obtained at least once in every 12 months which confirms that the condition is still applicable.

### 10.6 Air travel classes for local official trips

10.6.1 For the Minister and Deputy Minister: Business class;

10.6.2 For the Director-General, Executive Director of CPSI, Deputy Directors-General, Advisors to the Minister, people with disabilities and their approved care assistants, pregnant women and travellers with a medical condition as stated in paragraphs 10.4 and 10.5 respectively: Business class;

10.6.3 For all other travellers regardless of their rank: Economy class.

10.6.4 For the Ministerial staff: Economy class. Business class may be booked with the approval of the Head of Ministry or Chief Financial Officer. (Ministerial Handbook- Chapter 8 paragraph 3).

### 10.7 Air travel classes for foreign official trips

10.7.1 For the Minister and Deputy Minister: First class;

For the Director General, Executive Director of CPSI, Deputy Directors-General, Advisors to the Minister and persons with disabilities and their approved care assistants, pregnant women and travellers with a medical

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condition as state in paragraphs 10.4 and 10.5 respectively: Business class. This clause will also apply to travellers, with disabilities, approved in terms of paragraph 5.1, 5.2 and 5.3 of this policy.

10.7.2 For all other employees: Economy class;

10.7.3 If the duration of the travel plan i.e. from the flight departure to the flight arrival at the final destination is more than 12 hours in total, or if the time difference between South Africa and the final destination is more than 6 hours, business class may be booked, regardless of the traveller's rank (Refer to Annexure B).

10.7.4 For the Ministerial staff: Economy class. Business or First Class may be booked with the approval of the Director-General or Chief Financial Officer. (Ministerial Handbook Chapter 8 paragraph 3);

10.7.5 For non-employees the class should be specified in the approval obtained in terms of paragraph 5 above. The class should be guided by the rules above and should take into consideration the status of the non-employee.

## 10.8 E-Ticketing

A booking confirmation shall be e-mailed to the traveller and on the right hand side of the confirmation document; a confirmation number is given which is made up of six (6) alpha-numeric digits. The traveller only needs this number and their ID book to be presented at the check-in counter. The ID number and name of the booking must match the detail on the traveller's ID document 100% when checking in.

## 10.9 Penalty fees on changes and cancellation of flight tickets

### 10.9.1 Changes:

As changes on flight tickets may result in the DPSA being charged penalty fees, employees should limit these circumstances. The travel agency shall provide the DPSA with an exception report on any enroute or after-hour changes that resulted in additional costs. The traveller may then be requested to provide the Director: Financial Accounting with a written motivation for consideration and a decision as to whether or not the individual should be held responsible for the additional charges.

### 10.9.2 Cancellation:

If a flight ticket could not be used due to changes in travelling arrangements, it should be kept in mind that the flight ticket remains valid for a period of six (6) months provided that it is used by the same individual and to the same destination. If it is at all possible that the individual might be able to utilise the ticket in the next six (6) months, the ticket should not be cancelled but rather amended to a new date. The travel booker should inform the travel agency that he/she still has a valid

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flight ticket prior to booking another ticket. If the ticket cannot be used within six (6) months, the traveller should request the travel agency to cancel the ticket before the six (6) months expiry date. The DPSA would then receive a refund and pay a cancellation fee.

#### 10.10 Insurance

According to Treasury Regulation, chapter 12.1, the state shall bear its own damage and accident risks and be responsible for all claims and losses of state property where these arise from state activities by an official who is liable in law and who is and was employed by the institution.

##### 10.10.1 Local official trips:

No insurance is offered for local trips as the department carries its own risk. Notwithstanding the following each case of loss or damage will be considered on its own merit:

##### 10.10.1.1 Employees:

In the case of sickness or injury, the employee would be responsible for his/her own medical expenses. In the case of damage or loss to/of an employee's property (excluding vehicles) the employee may claim compensation from the department in terms of Treasury Regulation 12.4 and the departmental policy and procedure on losses and claims. Private vehicles utilised for official trips should be insured by the owner of the vehicle. Wear and tear on the vehicle including replacement of tyres due to mileage is included in the rate per kilometre (as determined by the Department of Transport) that may be claimed from the DPSA.

##### 10.10.1.2 Non-employees:

In the case of sickness or injury, the non-employee would be responsible for his/her own medical expenses. In the case of damage or loss to/of a non-employee's property (excluding vehicles) the non-employee may claim compensation from the department in terms of Treasury Regulation 12.2 and the departmental policy and procedure on losses and claims. Private vehicles utilised for official trips should be insured by the owner of the vehicle. Wear and tear on the vehicle including replacement of tyres due to mileage is included in the rate per kilometre (as determined by the Department of Transport) that may be claimed from the DPSA.

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## 10.10.2 Foreign official trips (related to employees and non-employees):

10.10.2.1 A **phase-I** cover insurance, which is free of charge and automatically included in the flight ticket, shall be applicable. Whilst in a foreign country, a traveller shall receive the following benefits automatically:

10.10.2.1.1 Emergency medical-related expenses and assistance for injury and illness

10.10.2.1.2 Burial and coffin expenses;

10.10.2.1.3 Return of companions and children due to injury and illness; and

10.10.2.1.4 In-flight coverage.

10.10.2.2 The DPSA shall also pay an additional fee for **phase-II** insurance on foreign trips, which covers the following benefits and the amount shall be charged to the Diners Credit Card:

10.10.2.2.1 Emergency medical expenses due to terrorism;

10.10.2.2.2 Ticket upgrade;

10.10.2.2.3 Baggage loss or delay;

10.10.2.2.4 Travel delays or missed connections; and

10.10.2.2.5 Loss of travel documents or cash.

10.10.2.3 Both employees and non-employees may utilise Treasury Regulation 12.4 or 12.2 respectively to claim any losses or damages that have not been compensated.

## 10.11 Voyager Miles

Travellers may register for the Voyager Awards Programme. If a traveller does not have a Voyager number, a Voyager number can be requested on-line on the SAA website ([www.flysaa.com](http://www.flysaa.com)). The travel agency may also assist in obtaining Voyager cards. Individual travellers shall accumulate free miles on their individual numbers, which may be utilised for personal use.

## 10.12 Charter Flights and Helicopters

10.12.1 The Minister, Deputy Minister or the Director-General may make use of charter aircraft services for official purposes under the following circumstances:

10.12.1.1 If there are time constraints in reaching the destination by vehicle or scheduled commercial flight due to other official duties; and

10.12.1.2 If the facilities of commercial airlines are not cost-effective and/or readily available in the specific instance.

10.12.2 Charter planes must have at least two (2) engines and two (2) pilots on board. Charter aircraft service bookings can either be done through the travel agency, the South African National Defence Force or through the procurement process via Supply Chain Management.

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## 11. GROUND TRANSPORTATION

### 11.1 General

11.1.1 The DPSA shall not be held responsible for any injuries and/or damages caused by a traveller who is not a licensed driver when driving a hired vehicle or any other vehicles while on official business.

11.1.2 The DPSA shall also not be liable for any expenditure with regard to the violation of any traffic regulation.

11.1.3 In order to minimise costs, officials travelling to the same destination should, as far as possible, travel together and/or share hired vehicles. If a vehicle is shared between drivers it is important to ensure that all the possible drivers are registered as such with the vehicle rental company.

11.1.4 Carrying of passengers:

Passengers not employed in the Public Service should not be carried on official trips in privately owned, hired or departmental fleet vehicles to avoid the department being held liable in the case of an accident or any other loss or damage.

11.1.5 Only travellers employed by the DPSA will be allowed to drive rental vehicles and Departmental fleet vehicles.

11.1.6 Travellers should make use of Departmental fleet vehicles, if they are available, when travelling in Pretoria and surrounding areas instead of hired vehicles.

11.1.7 All travellers may make use of the executive parking at the airport.

11.1.8 Whenever a hired or fleet vehicle is parked, every precaution must be taken to safeguard it against damage, theft or irregular use.

11.1.9 The DPSA shall not be held liable for any injuries and/or damages caused by a traveller while using a cellular phone when driving a hired vehicle or any other vehicle while on official business.

11.1.10 Travellers are encouraged to make use of public transport in foreign cities instead of making use of expensive hired vehicles with drivers, who have to be kept on standby, especially in cities where there are serious traffic or parking problems.

11.2 Ground transport utilised by all Senior Management Service members (regardless if they structured for a vehicle allowance or not) and persons in the Middle Management Service who opted for a monthly vehicle allowance ("SMS/MMS employee")

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The terms and conditions for using private vehicles to carry out official duties are set out in the Public Service Handbook for Senior Management Services and Circular 4 of 2006 for Middle Management.

The following, however, is of specific importance:

- 11.2.1 An SMS/MMS employee is obliged to maintain a reliable vehicle to be utilised for official journeys.
- 11.2.2 The SMS/MMS employee must at all times have his/her vehicle (or a substitute vehicle) available for official journeys.
- 11.2.3 As far as possible, an SMS/MMS employee is obliged to provide free transport to employees travelling to the same destination on an official journey.
- 11.2.4 If an SMS/MMS employee uses his/her private vehicle to carry out official duties, the DPSA will on receiving an approved claim, compensate the employee for official kilometres travelled per month, according to the tariffs payable for privately-owned vehicles as prescribed by the Department of Transport.
- 11.2.5 Under no circumstances shall privately owned vehicles be paid petrol advances.
- 11.2.7 Any journey between an employee's home and normal work place constitutes a private journey except When required to attend to official matters at the normal place of work on a weekend or public holiday and such day is not a normal day of work such trip will be considered an official trip. If required to return to the normal place of work after hours such trip will also be considered an official trip.
- 11.2.8 In cases where the employee departs from home directly to a meeting, conference etc or returns from such a venue directly to home that will be considered as an official trip.
- 11.2.9 If an SMS/MMS employee must undertake an official trip, and his/her vehicle is undergoing repairs or services, the following shall apply:
- 11.2.9.1 SMS/MMS employee may obtain and utilise another private vehicle, and the DPSA may provide compensation as if he/she used his/her SMS vehicle,
- 11.2.10 An SMS/MMS employee must use his/her vehicle for all official business, except in cases where:

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- 11.2.10.1 the SMS/MMS employee has to travel per road after a flight to another city or country,
- 11.2.10.2 other means of transport would be more reasonable and/or practical (e.g. making use of a shuttle service/gautrain to the airport and back instead of leaving the vehicle at the airport at very expensive parking rates),
- 11.2.10.3 due to reasons of personal safety (e.g. flights leaving very early or very late where employees have to travel alone in the dark and/or on dangerous roads), and
- 11.2.10.4 the roads in question are too rough for a normal passenger vehicle.

### 11.3 Hired vehicles

#### 11.3.1 General

- 11.3.1.1 All hired vehicles must be booked via the travel agency.
- 11.3.1.2 Under no circumstances may a hired vehicle be used for private purposes. Private kilometres travelled on the hired vehicles will be charged to the travellers account and not to the department.
- 11.3.1.3 Care should be taken not to book hired vehicles for periods longer than actually required since the DPSA is charged for each day the vehicle is rented.
- 11.3.1.4 Any extra charges for special requests such as special models, colours, personal indemnity insurance etc. (excluding those mentioned in paragraph 11.3.1.5) are the sole responsibility of the employee, and the DPSA shall not be liable for such charges. In situations where the traveller extends his/her stay for personal reasons, the expenditure will be charged against the traveller's account and not the DPSA account. In this case, the travel agency and the renting company should be notified by the traveller of such arrangement.
- 11.3.1.5 Reasonable extra charges relating to the accommodating of persons with disabilities, including the rental of higher vehicle classes, may be allowed.
- 11.3.1.6 Travellers must check vehicles for any damages, and indicate them on the receipt forms. The DPSA shall not be held responsible for damages to the vehicle if the employee did not check the vehicle

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prior to the trip. In these cases the employee may be held personally responsible for the damages.

### 11.3.2 Vehicle hire vendor

All bookings must be made through the travel agency and the travel agency may make use of alternative vehicle hire vendors if the preferred vehicle hire vendor cannot deliver.

### 11.3.3 Size and class of vehicles allowed

1400cc -1600	Mid-size: Group B Has air conditioning	For all employees from level one to the rank of Director and Chief Director
1600cc	Mid-size: Group C or D Has air conditioning and some are automatic vehicles	Deputy Directors-General, Advisors to the Minister and persons with disabilities (also refer to paragraph 11.3.1.5) In cases where three or more people travel in the same vehicle and group B is too small to accommodate the luggage
Any vehicle (excluding special imports)	Luxury vehicles: Group Q	The Minister ,Deputy Minister , Director-General, the Executive Director of CPSI,

### 11.3.4 The usage of larger vehicles

11.3.4.1 The Responsibility Manager may approve higher class vehicles to accommodate the needs of people with disabilities.

11.3.4.2 Larger vehicles shall be allowed only if the travel agency indicates that the relevant class vehicle cannot be obtained from any vehicle hire vendor. Approval must then be obtained from the Chief Financial Officer, Director: Financial Accounting, Deputy Director: Financial Accounting or Assistant Director: Financial Accounting.

11.3.4.3 The travel agency shall indicate on invoices whenever a particular size vehicle was available but declined, by the traveller.

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- 11.3.4.4 The usage of 4x4 vehicles must be motivated and prior approval must be obtained from the Programme Manager or the Chief Financial Officer.
- 11.3.4.5 Mini buses or kombis may be utilized for groups of more than 4 persons or when the luggage requires more space, with approval from either the Programme Manager or the Chief Financial Officer.
- 11.3.4.6 Mini buses and kombis may also be hired from the G-fleet at the Department of Transport. These must be arranged through the Directorate: Supply Chain Management.
- 11.3.4.7 Please note that a professional driving permit (PrDP) is required to drive a bus or minibus with seating for more than 12 people, including the driver.

#### 11.3.5 Insurance

As indicated in paragraph 10.10 the State shall bear its own damage and accident risks. The following insurance cover should, however, be accepted: Collision damage waiver (CDW) and Theft loss waiver (TW). In both these instances the state (Loss Control Officer) shall investigate who is liable for the excess payment arising from a claim against the state. Insurance for personal indemnity insurance and super damage or theft waivers must not be accepted.

#### 11.3.6 Refuelling of hired vehicles

When a vehicle is received from the vehicle hire vendor, the vendor will ensure that the vehicle fuel-tanks are filled. If it is necessary to refuel the vehicle, the employee is responsible for the refuelling expenses, which shall be reimbursed to the employee by the DPSA on submitting proof of expenditure or a petrol advance can be requested by completing a Transport and Subsistence payment advance form.

#### 11.4 Vehicles with drivers, shuttles and taxis

- 11.4.1 Arrangements for vehicles with drivers must be made through the travel agency.
- 11.4.2 Vehicles with a driver from G-fleet at the Department of Transport can also be arranged via the Directorate: Supply Chain Management.



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### 11.5 Departmental fleet vehicles

Please refer to the departmental policy and procedure on fleet vehicles for further details.

### 11.6 Private Vehicles

11.6.1 If an employee (other than a SMS member or a MMS member who structured for a car allowance) uses his/her private vehicle to carry out official duties, the DPSA will on receiving an approved claim, compensate the employee for official kilometres travelled, according to the tariffs payable for privately-owned vehicles as prescribed by the Department of Transport.

11.6.2 If an employee makes use of a private vehicle, that is not roadworthy, for official purpose the DPSA shall not be held liable for any injuries and/or damages caused as a result thereof.

11.6.3 Under no circumstances shall privately owned vehicles be paid petrol advances.

11.6.4 Any journey between an employee's home and normal work place constitutes a private journey except When required to attend to official matters at the normal place of work on a weekend or public holiday and such day is not a normal day of work such trip will be considered an official trip. If required to return to the normal place of work after hours such trip will also be considered an official trip.

11.6.5 In cases where the employee departs from home directly to a meeting, conference etc or returns from such a venue directly to home that will be considered as an official trip.

11.6.6 In exceptional cases, Programme Managers may grant a standing approval for an employee to make use of his/her private vehicle for official purposes on an ongoing basis. This approval should be in the form of a submission, which includes a motivation and the period for which the standing approval is granted. Standing approvals should not be granted for periods exceeding 6 months at a time. A copy of the standing approval must be sent to the Deputy Director: Financial Accounting for record purposes and a copy of the same approval should be attached to every claim submitted in this regard.

11.6.7 A schedule with standardised distances between the different DPSA offices and frequently visited venues is attached to this policy.



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## 11.7 Public Transport

Public transport may be used if required. The traveller must however insist on a receipt/proof of payment to enable him/her to reclaim the amount from the DPSA. In the absence of a receipt/proof of payment the employee must do an affidavit commissioned by a commissioner of oaths (other than a DPSA employee) at a South African Police station detailing the costs incurred and reasons for the absence of receipt/proof of payment. The affidavit must be attached to the traveller's claim.

## 12 **ACCOMMODATION**

### 12.1 Local official trips

12.1.1 Accommodation bookings should only include bed, breakfast and parking if so required.

12.1.2 Meals should only be included in the booking with the approval from the Chief Financial Officer or the Director: Financial Accounting and it should then be ensured that the expenditure does not exceed the prescribed amount for meals as indicated in paragraph 13.2.3.

#### 12.1.3 Preferred/recommended vendors for accommodation

The current preferred/recommended vendors are the Southern Sun Group, Protea Group, and the Town House in Cape Town. The travel agency is responsible for all discount agreements.

#### 12.1.4 Frequent guest benefits

All employees of the DPSA may be registered as frequent guests to Southern Sun hotels. The travel agency may assist employees with registration. Each employee may utilise the benefits related to this registration for personal use. Every traveller in possession of a hotel frequent guest card should present their card to the hotel, as the DPSA may be charged a lower rate, which shall result in savings for the DPSA.

#### 12.1.5 Hotel grading

12.1.5.1 The Minister, Deputy Minister, Director-General, Executive Director of CPSI, Deputy Directors-General and the Advisors to the Minister may make use of hotels which suit their status, but have reasonable tariffs.

12.1.5.2 All employees up to the rank of Chief Director should stay in hotels which do not charge in excess of R2 000.00 per night for bed and breakfast.

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12.1.5.3 If suitable accommodation cannot be obtained within the R2 000.00 limit, approval to exceed this limit should be obtained from the Chief Financial Officer or Director: Financial Accounting.

#### 12.1.6 Policy on "extras"

12.1.6.1 All extras such as private phone calls, newspapers, alcohol, toiletries, movies, tips for porters etc. shall be for the employee's own expense. Employees shall settle expenses with regard to extras on departure.

12.1.6.2 Dry cleaning and laundry expenses during local travel shall only be considered under special circumstances. In these cases the employee must pay the account directly on departure and can, by providing an acceptable motivation, claim the expense back from the DPSA if approved by the Programme Manager or the Chief Financial Officer.

#### 12.1.7 Accommodation booked and paid directly by the employee

Where an employee chooses to make his/her own booking arrangements at any hotel and/or guesthouse, he/she must comply with the following conditions:

12.1.7.1 The booking must be in the name of the employee and not the DPSA.

12.1.7.2 If an advance is requested a copy of the quotation must accompany the request for advance.

12.1.7.3 The cost per night for bed and breakfast may not exceed R2 000, 00.

12.1.7.4 The employee must settle the full bill on departure.

12.1.7.5 The employee shall be solely responsible to make changes in travel arrangements directly with the accommodation service provider. This also includes cancellation if applicable. (No assistance from the travel agency shall be provided).

12.1.7.6 Any fruitless expenditure incurred due to "no show" or any other reason shall be the responsibility of the employee.

12.1.7.7 The original invoice (as settled on departure) must be attached to the claim form to either claim back the amount or to offset it against the advance, if applicable.



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## 12.2 Foreign official trips

12.2.1 Where meals are included in hotel arrangements the allowance shall be reduced per meal per day, please refer to paragraph 13.4 for further details.

12.2.2 All extras such as private phone calls, newspapers, alcohol, toiletries, movies, tips for porters etc. shall be for the employee's own expense. Employees shall settle expenses with regard to extras on departure.

12.2.3 During travelling abroad employees are allowed to incur reasonable expenditure related to dry cleaning and laundry, which may be billed back via the travel agency or will be reimbursed by the DPSA if paid directly by the traveller upon submission of proof of payment.

## 13. **SUBSISTENCE ALLOWANCES**

### 13.1 General

13.1.1 Subsistence allowances may be claimed by any employee or interviewee of the DPSA.

13.1.2 Approval from the Programme Manager or Chief Financial Officer is required in order to pay a subsistence allowance to consultants, facilitators or guests travelling on invitation of the DPSA.

13.1.3 In specific circumstances, the Chief Financial Officer may approve higher subsistence allowances based on a motivation from the relevant Programme Manager.

### 13.2 Local official trips of longer than 24 hours in duration

13.2.1 For travelling locally subsistence allowance tariffs are prescribed in terms of Part XII of Resolution Number 3 of 1999. Provision is made for two (2) kinds of allowances namely:

#### 13.2.1.1 Special daily allowance

To compensate for incidental expenses where actual expenses are claimed, i.e. invoices have to be presented for reimbursement. These allowances should cover incidental expenses such as private phone calls, newspapers, snacks (sweets and chips), liquid refreshments between meals, toiletries, etc.



**13.2.1.2 Fixed daily subsistence allowances**

Payable in circumstances where actual expenses are not claimed, i.e. no invoices need to be presented, but the DPSA will not be liable for any accommodation costs.

13.2.2 Allowances for local official trips are to be calculated when employees are away from headquarters for 24 hours or longer, and hourly, thereafter. The calculation of the allowance shall take effect from the hour that the employee departs from the office or home (whichever one is the latest) and shall end on the hour, when the employee arrives back at the office or home (whichever is the earliest).

**13.2.3 Allowances for meals**

Breakfast	R120.00	Please note breakfast can only be claimed if not included in hotel arrangements. Breakfast can only be claimed when the employee leaves his/her home/office before 06:00.
Lunch and Dinner	R300.00 (combined)	Dinner can only be claimed when the employee returns to his/her home/office after 20:00

- 13.2.3.1 Tips on meals not more than 10% of the total bill is allowed and shall be considered as official expenditure additional to the allowance above.
- 13.2.3.2 The DPSA shall only pay for 4 non-alcoholic drinks (not more than 500ml each) per day per person.
- 13.2.3.3 Receipts for meals should be kept and attached to the claim form to be submitted to Directorate: Financial Accounting on return of the official from an official trip.
- 13.2.3.4 In cases where receipts are lost, an affidavit commissioned by a The South African Police Service must be obtained and can only be processed once approval has been obtained from the Deputy Director: Financial Accounting, Director: Financial Accounting or the Chief Financial Officer.
- 13.2.3.5 Employees shall not be reimbursed for any consumable items taken from "mini bars" in a hotel.
- 13.2.3.6 Please refer to paragraph 13.2.1.1 that indicates that snacks such as sweets and chips must be paid from the special daily allowance as it will not be considered as meals.

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### 13.3 Local official trips with of less than 24 hours duration

- 13.3.1 When an official trip away from the office, where the official is normally based, is less than 24 hours the traveller will qualify for one of the following meal allowances in cases where meals are not provided by the host.
- 13.3.1.1 R300 Leaving office/home before 6am and only returning to office/home after 8pm
- 13.3.1.2 R150 Total duration of the trip 8 hours or more
- 13.3.1.3 R80 Total duration of the trip 4 hours but less than 8 hours
- 13.3.2 The claim should state clearly that no meals were provided by the host where applicable or in the case of the attendance of workshops or training. A copy of the programme should be attached where applicable.
- 13.3.3 Proof of expenditure must be submitted and the claim must be approved by the relevant Responsibility Manager.

### 13.4 Foreign official trips

- 13.4.1 For travelling abroad different allowance rates for different destinations are prescribed in terms of the Financial Manual.
- 13.4.2 For travelling abroad allowances are to be calculated where travellers are away from headquarters for 24 hours or longer, and hourly thereafter. The calculation of the allowance shall take effect three hours before flight departure and shall end three hours after the return flight has landed. The selling exchange rate can be obtained from any commercial bank or on the Internet ([www.dpsa\\_intranet.gov.za](http://www.dpsa_intranet.gov.za))
- 13.4.3 Foreign allowances are non-accountable, meaning that no receipts and invoices need to be submitted. The non-accountable allowance should, however, be utilised to cover the following expenses:
- Breakfast (20%)
- Lunch (20%)
- Dinner (45%); and
- Incidental expenses (15%). In order to cover all extras such as, tips, newspapers, alcohol etc. this is for the employee's own expense. Employees should settle expenses with regard to extras on departure from the hotel.
- 13.4.4 Where meals are included in hotel arrangements the allowance shall be reduced per meal per day.



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13.4.5 The DPSA shall consider an additional 10% on top of the non-accountable subsistence and transport allowance total which is calculated in South African currency. This amount must be considered as accountable and should be utilized to cover private phone calls and public transport, but is subjected to one private call per day not exceeding 10 minutes. Invoices need to be presented to offset it against the 10% allowance and the difference must be repaid to the DPSA.

13.5 Donor funded foreign official trips

13.5.1 All expenses to be the Directorate: Financial Accounting from a donor source must be detailed in the submission to the Minister. All the expenses to be paid by the donor must be listed, for example, meals, allowances, and transport within the foreign country, hotel accommodation and flight tickets.

13.5.2 This information must also be submitted to the Deputy Director: Financial Accounting to be included in the annual financial statements in terms of the prescripts regulating approval for the acceptance of gifts/donations and sponsorship (Treasury Regulations 21.2.1)

13.5.3 If donors provide a daily allowance to employees equal or higher than the prescribed allowance, the employee shall not receive any allowance from the DPSA.

13.5.4 In cases where the allowance paid by the donor is lower than the prescribed allowance the DPSA shall pay the difference to the employee except where a decision taken by the Director-General or Minister provides otherwise.

13.5.5 In cases where the allowance paid by the donor is only for certain meals, the prescribed allowance per meal and/or a flat rate of 15% for incidental expenses can be paid by the DPSA on approval by the Director-General.

13.5.6 If accommodation costs are being funded from donor funding the DPSA shall not be responsible for the expenses.

13.5.7 In instances where a donor requests that the DPSA pays for expenses relating to the official trip and thereafter the DPSA claims the expenses from the donor, it is the responsibility of the employee to:

13.5.7.1 obtain proof of this arrangement and contact details, in writing from the donor prior to the trip, and

13.5.7.2 provide proof of expenses (i.e. receipts, invoices, copies of tickets etc.) to be submitted to the Directorate: Financial Accounting for reconciliation/claiming purposes.

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#### **14. CONFERENCES AND VENUES**

- 14.1 Conferences and venues may be booked via the travel agency.
- 14.2 A special venue authority form must be approved similar to the trip authorization form and a venue order number will be allocated by the Directorate: Financial Accounting section.
- 14.3 For procurement of conferences and/or venues up to the amount of R500 000 three quotations must be obtained. If the cheapest quotation is not accepted a deviation approval should be obtained from the Chief Financial Officer.
- 14.4 For procurement of conferences and/or venues above R500 000, three quotations must also be obtained. The acceptance of the quotation must be approved by the Director-General.
- 14.5 If the venue requires a contract to be signed the travel agency will enter into the contract and not the DPSA.

#### **15. REIMBURSEMENT OF TRAVELLING EXPENSES**

- 15.1 All claims with regard to travel and subsistence should be completed within seven days upon an employee's return.
- 15.2 A travel and subsistence claim completed and signed by the travelling employee or the designated administrator of the component must be used for this purpose.
- 15.3 The Programme Manager or Responsibility Manager must approve the travel and subsistence claim form. If the Programme Manager or Responsibility Manager is not available to sign the travel and subsistence claim form, the Chief Financial Officer or the Director: Financial Accounting or the Deputy Director: Financial Accounting may sign on their behalf with the permission from the respective Programme Manager or Responsibility Manager of the relevant section.
- 15.4 In circumstances, where the advance is more than the claim, the difference shall be deducted from the employee's salary in one amount or the amount can be paid in cash by the employee to the DPSA.
- 15.5 Should an employee fail to submit the travel and subsistence claim form to the Directorate: Financial Accounting within 28 working days (after the completion of the trip), where advances were granted, a reminder shall be sent to the employee and if no response is received within five (5)

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working days, the full amount of the advance shall be recovered from the employee's next salary without any further notice.

- 15.6 Where an advance has not been requested, a copy of the trip authority form must be attached to the claim form.
- 15.7 In relation to foreign travel an employee may also claim the following expenses where proof of the expenses is attached to the claim form:
- 15.7.1 compulsory medical treatment, e.g. yellow fever injections;
- 15.7.2 commission paid for exchanging currencies; and
- 15.7.3 exchange of rate losses, airport taxes, visas, passport photos, mineral water and public transport.
- 15.8 Any other type of expenditure can only be claimed if approval has been obtained from the Chief Financial Officer.

## 16 ENFORCEMENT AND VIOLATION PROCEDURES

Adherence to this policy shall be monitored closely and contraventions shall be reported to the Chief Financial Officer which may lead to disciplinary action in accordance with the disciplinary code and procedure.

## 17 DEVIATION

- 17.1 Any employee requiring deviation from this policy must submit a written motivation to the Director: Financial Accounting or the Chief Financial Officer for consideration and approval.
- 17.2 Each request will be considered on its merits
- 17.3 Deviation approval may be granted per official trip or for a specific period.
- 17.4 Where a deviation approval is required after-hours this approval will be telephonically obtained by the travel agency, from the Chief Financial Officer, Director: Financial Accounting, Deputy Director: Financial Accounting or Assistant Director: Financial Accounting. The Deputy Director: Financial Accounting or Assistant Director: Financial Accounting may only grant deviation approval in relation to Flight classes, exceeding the accommodation limit, including of meals in accommodation bookings and vehicle classes.



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**18 REVIEW OF THE POLICY**

This policy shall be reviewed once every three (3) years, or sooner if so required.

**19 EFFECTIVE DATE**

This policy takes effect on 1 October 2013.

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