



**arts, culture,  
sports & recreation**

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REPUBLIC OF SOUTH AFRICA



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**POLICY TITLE : TRANSPORT MANAGEMENT POLICY**

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## 1. DEFINITION OF CONCEPTS

**Capital remuneration:** means the state's contribution to the capital cost based on the purchase price minus the estimated resale value of a subsidized vehicle, payable in equal monthly installments for the duration of the selected official utilization period;

**Assigned official kilometers:** means number of kilometers prescribed for a specific subsidized vehicle as approved and agreed to by the official in terms of the Z 81 application form as also as approved by AO.

**Buy Up:** An official that exercise the option of purchasing a vehicle of higher engine size or benchmark value (in rand) than benchmark approved by AO of the end user Department.

**National Credit Act:** means National Credit Act, 2005(Act No. 2005).

**Service Provider:** The private sector companies that will provide the finance, maintenance, insurance and administration for subsidized motor Transport scheme within a contract issued by the State/Department.

**Department:** means the North West Department of Arts, Culture, Sports and Recreation.

**Accounting Officer (AO):** means the Accounting Officer/Head of Department referred to in the Public Service Act, 1994 and unless otherwise indicated, an officer to whom he or she has delegated powers in terms of this policy.

**Officer:** means a person who-

- a) has been appointed permanently, notwithstanding that such appointment may be on probation, to a post contemplated in section 8 (1) (a) of the Public Service Act, and includes a person contemplated in section 8 (1) (b) or 8 (3) (c) of that Act; or
- b) has been appointed on contract in terms of section 8 (1) (c) (ii) of the Public Service Act.

- c) **Transport officer:** means an official in the transport section who is responsible for the administration of the department's vehicles.
- d) **Transport Committee:** The Accounting Office to appoint the Committee in terms of PFMA, Par. 38, (1), (d) to safeguard the assets and management of liabilities.
- e) **Programme manager:** means the head of a section or a person acting in that position.
- f) **Selected official utilization period:** means the utilization period selected by an official, in respect of utilization of subsidized vehicle, subject to approval by the AO.

## 2. SCOPE OF APPLICATION

This policy is applies to ACSR and Trading Entities who are eligible for the usage of road transport that is aimed at achieving the mandate of the Department. It covers the usage of government owned vehicles, subsidized vehicles, and privately owned vehicles in the department.

## 3. POLICY OBJECTIVE

The primary objective of this policy is to regulate the authorization and usage of vehicles that are geared at pursuing the mandate of the Department of Arts, Culture, Sports and Recreation and Trading Entities. This includes government owned, subsidized and privately owned vehicles.

## 4. LEGISLATION

This policy takes cue from the following legislative frameworks and prescripts that regulate the public service:

- ✓ Constitution of the RSA, of 1996
- ✓ Public Finance Management Act, Act 1 of 1999.
- ✓ Road Traffic Act 93 of 1996
- ✓ Administrative Adjudication of Road Traffic Offences Act, 1998
- ✓ Basic Conditions of Employment Act , 1997
- ✓ Government Motor Transport Circular 5 of 2003

## **5. POLICY CONTENT**

### **5.1 SUBSIDIZED VEHICLES (SCHEME A)**

#### **5.1. Purpose of Scheme A**

- a) To provide officials in the Department of Arts, Culture, Sports and Recreation and Trading Entities with subsidized vehicles as a tool of trade, that enables them to undertake essential and approved official journey in cases where the use of other available transport is not practical or economic.
- b) The concession to qualifying officials to participate in the subsidized motor scheme is not a service benefit but a tool of trade which cannot be construed as a right.
  - i. Where an official's duties necessitate the official use of a motor vehicle and where the provision of a subsidized vehicle is in the interest of the Department, the applicant must complete the Z81 application form.
  - ii. Completing the Z81 on the online system of RT68 finance service is preferable to reduce discrepancies between the actual vehicles ordered and to reduce the turnaround time of processing the application.

#### **5.2. Qualification criteria**

- a) A travel pattern for 6 months linked to work plan will be considered as a requirement to apply for Scheme A.
- b) An official will qualify for Scheme A if he/she travels for a job related purpose of a minimum of 21 000km and not exceeding 29 000km per year;
- c) The official utilisation period for a subsidised vehicle shall be for a minimum period of 32 months to a maximum period of 60 months;
- d) The threshold relating to the above mileage would require an official to travel a minimum of 70% official and 30% private mileage based on the total kilometers traveled (this implies that 70% of 160 000km is 112 000km) and 30% of 160 000km is 48 000km) which must be completed within a 48/60 months period;
- e) The finance, maintenance and administration of subsidized vehicles is and approved by Financial Service Provider;

- f) The AO shall approve the subsidized vehicle based on the recommendations of the Transport Management Committee;
- g) The combined capital remuneration (employer and employee's contribution) and maintenance are paid to Financial Service Provider appointed in terms National Transversal Contract (RT68);
- h) Fuel allowance is calculated according to assigned official kilometers per individual contract, multiplied by the tariff prescribed by National Department of Transport amended time to time per increase and decrease of fuel price on monthly basis;
- i) Insurance premium are paid by the employer on a fixed tariff annually;
- j) It is the prerogative of the Accou to approve and disapprove applications for Scheme A.

### **5.3. Application**

- a) The applicant should obtain the application forms (Z81) and complete/ fill them.
- b) The following documents must be attached:-
  - i. Job Description/Work plan
  - ii. Previous six months traveling trends by pool vehicle or Scheme B travel claims
  - iii. Certified copy of Identity Document
  - iv. Certified copy of Driver's License
  - v. Certified copy of salary advice for past 3 months
  - vi. Certified copy of proof of residential address
  - vii. 3 months bank statement
  - viii. Drivers suitability permit

### **5.4. Function of a transport officer (Subsidized vehicle coordination)**

- a) Ensure that there is an approved motivation why the official should be provided with a subsidy vehicle.
- b) Obtain and provide proof of availability of funds from the Budget Office.
- c) Check if there are any mistakes in all the documents and rectify them.
- d) Sign the application form if satisfied.
- e) Check if all required documents are attached.
- f) Submit applications to the financial service provider.

- g) Receive inspection forms from the financial service provider.
- h) The applicant to inspect the vehicle.
- i) Receive Registration forms from the Bank.
- j) The applicant to inspect the vehicle.
- k) Receive Registration forms from the Bank.
- l) The applicant must register the vehicle.
- m) Transport Officer, Applicant and Bank sign the contract.
- n) Transport Officer opens the file for that vehicle.
- o) The vehicle is insured.
- p) Compliant petrol claims shall be submitted to transport office within 30 days after end of the month.
- q) Transport Officer to inspect the subsidized vehicles twice a year.

#### **5.4.1. Official utilization period**

##### **a) Normal withdrawal**

- i. Ownership of the vehicle shall be transferred to individual officials subject to the completion of the utilization period and the assigned official kilometer agreed with the Department.
- ii. Further, if assigned official kilometers are not completed after assigned utilization period, the official is obliged to travel the outstanding kilometers.
- iii. If the official finishes the assigned kilometers before the contract period ended.
- iv. AO will approve the sale and/or trade in of the subsidized vehicle based on the recommendation of the Transport Management Committee whilst travelling kilometers owed.
- v. In the event there is a change of vehicle (when the vehicle is not usable), a request should be made to the Transport Management Committee.

##### **b) Premature withdrawal (Refer to GMT page 8 par.17)**

- i. If for any reason such as dismissal, retirement, ill health, death, resignation, retrenchment or where an official is transferred to a post where a subsidized is not justified, all allowances and insurance shall terminate.

- ii. This implies that the State will not be liable for any cost after the date of termination of a contract and the official shall be liable for the full outstanding debt.

#### **5.4.2. Trip authorization and Logsheets**

- a) It is necessary that pre trip authorization form must be approved by the line managers, which must be prepared prior to any official trip for approval purposes and the necessary supporting documents shall be attached.
- b) A log sheet form Z79 shall be completed in triplicate by the official undertaking an official trip. The following must be adhered to:-
  - i. Log sheet shall reflect all distance covered, both private (kilometres between home and work be reflected and are deemed private) and official kilometres.
  - ii. It is the responsibility of the supervisor to verify the utilization of the vehicle and to ensure that all entries thereon are accurate and legible before attaching his/her signature on the log sheet Z79.
  - iii. Kilometres claimed: All claims must be based on the actual distance travelled calculated from the place of work to the destination. (Place of work is regarded as the location official is assigned to work from at any given day).
  - iv. Officials to use address for place of work and of the destination when confirming distance travelled/to travel.
  - v. Officials will not be penalized for using most convenient route provided justifiable motivation is approved by the relevant manager and state reasons why, including supporting documents.
  - vi. Kilometer claim rate: Traveller shall be compensated for the official kilometres travelled, either according to the Tariffs for the Use of Motor Transport, as determined by the DoT or the SARS kilometre rates, whichever is applicable to the Institution.
  - vii. All supporting document must be attached on monthly log sheet submission.
- c) District Transport Officers shall co-ordinate log sheets for submission to the Head Office by the 30th of the following month for further processing. Failure to submit a claim on time, it will be forfeited;



- d) Subsidized Vehicles (Scheme A) shall be allowed to claim up to a maximum of 2 500 kilometers per month;
- e) The following documents are to be attached to the claim:
  - i. Z79 form to be fully completed;
  - ii. Pre-authorisation trip form to be signed by both the claimant and their supervisors;
  - iii. Google maps or alternative map search;
  - iv. Invitation;
  - v. Attendance register (in the event the meeting or an event does not have an attendance register, a signed Visit trip form).

## **6. PRIVATE OWNED VEHICLE (SCHEME B)**

### **6.1. Purpose of Scheme B**

- a) This scheme allows officials the option to use their own private vehicles for job related purpose and this must be done only after the AO has approved the request through internal procedures.
- b) An official qualifies for Scheme B if he/she travels less than 21 000 official kilometers per annum and does not qualify for a subsidized vehicle under Scheme A.
- c) An official under this scheme shall be remunerated according to the rates “private on official” kilometers only for actual business kilometers traveled.
- d) There is no insurance, maintenance and capital allowance paid by the employer under this scheme.
- e) Transport Officers to keep a register of all vehicles who have satisfied the requirement of the assigned utilization period.

- f) The following documents are to be attached to the claim;
- ✓ Z43 form to be fully completed;
  - ✓ Pre-approved weekly itinerary and addendum (where applicable) to be signed by both the claimant and their supervisors;
  - ✓ Google maps/ alternative map search
  - ✓ Invitation
  - ✓ Attendance register (in the event the meeting or an event does not have an attendance register, an approved motivation signed by both the claimant and their supervisor must be attached) or a signed visit trip form.
  - ✓ Written approved motivation / formal documented or instruction by the supervisor for collection or transporting of equipment and/or non-officials etc.
  - ✓ District Transport Officers shall co-ordinate log sheets for submission to the Head Office by the 30th of the following month for further processing. Failure to submit a claim on time, it will be forfeited.

## **6.2. Travel Arrangements for privately owned vehicle**

- a) Institutional policies must make provision for the management of kilometres claimed when using a private vehicle for Official Business purposes. Specific focus should be given to the following areas:
- ✓ Kilometres claimed: All claims must be based on the actual distance travelled calculated from the place of work to the destination. (Place of work is regarded as the location official is assigned to work from at any given day).
  - ✓ Officials to use address for place of work and of the destination when confirming distance travelled/to travel.
  - ✓ Officials will not be penalized for using most convenient route provided justifiable motivation is approved by the relevant manager and state reasons why, including supporting documents.
  - ✓ Kilometre claim rate: Officials shall be compensated for the official kilometres travelled, either according to the Tariffs for the Use of Motor Transport, as determined by the DoT or the SARS kilometre rates, whichever is applicable to the Department.
  - ✓ Incorrect mileage and engine size: Where it is found or suspected that travellers are claiming incorrect mileage or incorrect engine size in an attempt to defraud government, the Department shall institute

disciplinary actions and deduct the amount from the Traveller's salary, subject to applicable prescripts.

- b) An employee travelling from his/her place of work shall ensure that all necessary travelling arrangements have been finalized and approved before the official trip is undertaken and only satisfactory supporting documents are submitted;
- c) The employer shall ensure that there is adequate transport to get the employee to the desired destination and back to his place of work;
- d) SMS, MMS and employees utilizing their private vehicles (Scheme B) must ensure that their weekly itineraries are pre-approved by their line managers **before** journey is undertaken. In case of Accounting Officer, the weekly itineraries will be pre-approved by the designated manager;
- e) SMS (Directors, Chief Directors' and AO) members shall be allowed to claim up to a maximum of **3 000** kilometres per month;
- f) MMS (Deputy Directors) shall be allowed to claim up to a maximum of **2 500** kilometres per month;
- g) Privately owned vehicles (**Scheme B**) members shall be allowed to claim up to a maximum of **1 750** kilometres per month. Approval to exceed the set kilometres limit shall be granted by the AO upon anticipating such;

#### **6.2.1. General matters**

The following matters shall be dealt with in accordance with the circular issued by the National Department of Transport from time to time:

- i. Monthly allowance
- ii. Maintenance plan
- iii. Log sheet

- iv. Normal and premature withdrawal
- v. Insurance
- vi. Transfer between provinces
- vii. Payment of premiums
- viii. Registration and licensing
- ix. Relief transport (Submit a list of vehicles of the official to be utilised for official travelling at the beginning of each financial year)

### **6.3. GOVERNMENT (POOL) VEHICLES**

#### **6.3.1. Authority to use a government vehicle**

- a) Employees utilizing pool vehicles (route form) shall ensure that trip authorities are completed and approved by line managers before the trip is undertaken and submitted to Transport office on to time.
- b) All movement sheets must have a signed trip authorization before the vehicle is moved. In normal circumstances a trip authority shall be authorized by a supervisor and be approved by line manager or otherwise an alternate must be identified and proved. All Z606 shall have supporting document for the trip.
- c) All vehicles shall be issued on the day of travel unless advance authority to park the vehicle at home has been obtained.
  - i. Times for departure and return of vehicle will be recorded on the vehicle form and compared against actual.
  - ii. Vehicles shall be inspected on dispatch and return and record the condition of the vehicle, quantity of fuel in tank, logbook and petrol cards.
- d) A departmental vehicle shall be used by a duly appointed civil servant with the approved requisite trip authority, who is involved in an activity in line with the objectives of the department.

- e) Under no circumstances shall government vehicle be used for private, party political purposes and funerals without the express authority of the AO.

#### **6.3.2. Usage of pool vehicles**

- a) Management, line managers, supervisors or delegated officials are to take corrective measures to promote the effective, efficient, economic and transparent usage of the departmental resources such as pool and subsidized vehicles allocated to their respective directorates as stipulated in the Transport policies, Treasury Regulation and PFMA.
- b) This responsibility has been delegated by the AO to all Managers to accelerate service delivery at both Head Office and District level.
- c) Pool vehicles shall be used for official purposes only and authorization Z606 form must be completed fully prior/ before undertaking the trip by indicating in full the purpose of trip, starting point, end point, date of trip, names of passengers including their identification numbers, supporting documents e.g. Invitation letters.
- d) The authorization form shall be submitted to the supervisor or delegate of a division/section/sub-directorate for recommendation:
  - i. Then to the Head / Program Manager / Responsibility Manager of the Chief / Directorate for approval.
  - ii. Then to transport officer who shall issue a vehicle that is economic to use taking into consideration the availability of vehicles.
- e) The Transport officer or delegated person shall inspect the vehicle together with the officer/driver before and after the trip.

#### **6.3.3. Authority and license**

- a) No official or employee shall drive the departmental pool vehicle without been authorized by the official entrusted or who has the delegated powers to exercise the said authority.

- b) Furthermore, unless he/she is capable and properly licensed in terms of regulation 239 of the Road Traffic Act of 1996 as amended.

#### **6.3.4. Drivers and passengers**

- a) The departmental pool vehicles shall only be driven by government employees appointed under the Public Service Act.
  - i. A driver shall have undergone push and pull training organized by the Department of Transport;
  - ii. A driver shall have an unendorsed valid driver's license.
  - iii. A driver shall have no outstanding disciplinary actions against him/her at the time of taking the vehicle;
  - iv. Where necessary drivers shall be in possession of a Professional driver permit (PRDP).
- b) Passengers in the departmental (government) vehicle shall be permanent or contract employees and will be included in the approved trip authorisation.
- c) In exceptional cases other passengers shall be transported if the Directors or delegated official approve the trip authority form. However, an indemnity declaration form must be submitted before travelling in the departmental (government) vehicle.
- d) Passengers in the departmental (government) vehicle shall at all times carry their identity books for verification purpose by authorized officers.
- e) Smoking is not permitted in the state vehicles.
- f) Alcohol is prohibited from being consumed and transported with a government vehicle.
- g) Government vehicles should not be used for party political purposes.

- h) Hitchhikers are not allowed in government vehicles.

#### **6.3.5. Procedure to acquire use of departmental pool vehicle**

- a) On return an officer shall log kilometers in a logbook by stating the date, purpose of trip, opening speedometer reading, actual kilometers travelled, closed speedometer reading, number of passengers (if any);
- b) Transport officer will inspect the vehicle upon arrival and sign the vehicle's logbook.

#### **6.3.6. Logbooks**

- a) The driver takes responsibility for the logbook, keys and all the accessories of the vehicle once the vehicle issue form has been signed until the vehicle has been returned to the transport officer at the end of journey;
- b) The driver must always ensure that the logbook is available in the vehicle;
- c) The Transport officer must ensure that the logbook is in the car in the vehicle at the beginning of the trip.

#### **6.3.7. Log sheet submission on pool vehicles**

- a) A log sheet shall be completed with the necessary details before and immediately after an official trip;
- b) Log sheets shall be co-coordinated and be submitted to the Head Office on or before 10<sup>th</sup> of every month. This would enable the transport section to compile and register log sheet returns and submit for fuel and other running cost payments.

#### **6.3.8. Parking a vehicle overnight**

- a) In normal circumstances government vehicles shall be parked at official bays/locations;
- b) The authority to park at home shall be recommended by a supervisor, approved by the Deputy Director Supply Chain or Director Supply Chain;

- c) The parking places shall be lockable or twenty-four-hour security shall be available (fencing, lockable gate or security accessed entry);
- d) When a government vehicle is away from the official bay/location:
  - i. The driver shall ensure that a lockable facility is available.
  - ii. The driver of the vehicle is responsible for ensuring that the vehicle is parked as safe circumstance permit.
- e) Parking charges for the use of secure parking shall be refunded, but proof of payment shall be produced.

#### **6.3.9. Traffic fines**

- a) It is the responsibility of the officials to pay traffic fines such as over speeding, picking up of casual passengers, over taking on barrier lines and parking on loading zones, being found driving in an unauthorized route.
- b) Failure to comply with the law enforcement is regarded as crime and officials will be prosecuted in terms of Road Traffic Act of 1996 as amended.

#### **6.3.10. Irregular, improper and unauthorized use of departmental pool vehicles**

- a) Using or driving the departmental pool vehicle without an approved trip authorization or deviation of routes or loading of unauthorized passengers shall warrant the matter to be referred to Departmental Labour Relations for investigating the following aspects:
  - i. If the vehicles were used irregularly, driven recklessly. Cases of negligence or misuse of government vehicles shall be dealt with a serious light and disciplinary action against the offending official shall be considered, apart from any proceedings which may be instituted in terms of the road traffic act or criminal act.



- ii. Where a departmental pool vehicle was used without authorization, the official concerned shall be held liable for the costs of the distance traveled, incorporating driver's tariffs applicable and a case of theft shall be opened.
- iii. Where the vehicle was involved in an accident, the cost of repairing any damage sustained or write off due to accident, the amount shall be recovered in terms of section 76(1)(f) of the PFMA
- iv. If any third party or legal implications arising by third party claims shall be borne by the driver or otherwise be recovered in terms of section 76(1)(b) and 76(4)(a) of the PFMA.

#### **6.3.11. Accident procedure**

- a) The following procedure shall be followed in the event of a departmental vehicle is involved in an accident, no matter how trivial and irrespective of whether or not any person, animal, property, or other vehicle is involved:
  - i. Call the police or traffic officer if possible or report the accidents as soon as possible, but within 24 hours to the nearest police station and furnish full particulars.
  - ii. Take the details of all parties involved in the accident including witnesses
  - iii. In no circumstances shall liability be admitted to any person at all or at any time or any payment offered or made to a third party
  - iv. Should a driver of a vehicle be suspected of being under influence of intoxicating or narcotic drug, this shall be brought to the attention of police or traffic officer called to the scene and should ensure that the suspected person be examined by a doctor as soon as possible.

v. Accident form Z181 shall be completed and shall be submitted within 48 hours to the Transport Section; and the following particulars shall be enclosed:

- ✓ Registration number, make and type of the vehicle.
- ✓ The name, address, ID number, home and work telephones.
- ✓ The name of the insurance company in relation to the other party.
- ✓ Whether the driver acted in his/her own interest or in the interest of the owner.
- ✓ Check the nature and extent of damage caused to the other vehicle(s) in this accident.
- ✓ The name, address, ID number, home and work telephones and estimated age of any passenger or witness and or pedestrian(s) involved in the accident and of any person(s) killed or injured as well as the nature and extent of injuries.
- ✓ Whether or not the road was fenced in on either sides or one side only.
- ✓ Copies of both ID and driver's license.
- ✓ Sketch plan and statement as how the accident occurred.
- ✓ Original trip authorization.
- ✓ Statement shall be submitted by passenger, if any in the state vehicle.
- ✓ Head/supervisor in direct supervision of the driver should sign Part 111 page four of the accident form.
- ✓ Copy of Accident Report Form obtainable from SAPS shall accompany the departmental Accident Form.

#### **6.3.12. Breakdowns**

- a) At the time of breakdown the driver should call the Transport Officer and FNB hotline number (at the back of the petrol card) before allowing any towing contractor to remove the vehicle. This will enable the transport officer to trace and ensure the safety of this asset. (This prevents unauthorized towing garages to claim from the state or otherwise request the police to store the vehicle at their premises).
- b) Failure to comply, officials shall bear the cost involved as per treasury regulation, PFMA Section 38(1) (g).

#### **6.3.13. Suspension of driver to drive the Pool vehicle**

- a) In the event of the vehicle being or having been subjected to deliberate misuse or irregular use, such driver must immediately be suspended from driving the vehicle, until such time the Transport Management Committee or the delegate permit him/her to resume driving such vehicle.
- b) Suspension will be based under the following circumstances:
  - i. Where positive proof exists that the driver is or was guilty of reckless or wilful conduct whilst driving the vehicle or such vehicle was involved in an accident.
  - ii. Where the driver of the vehicle has been found guilty.
  - iii. While under the influence of intoxicating liquor or narcotic drugs or concentration of alcohol in his/her blood was less than that prescribed by legislation.

#### **6.3.14. Loss and damages of the vehicles (claims against the state through acts or omissions)**

- a) In terms of Par. 12 of the Treasury Regulation, an institution (Department) shall accept liability for any loss or damage suffered by another person, as for the claim against the state, which arose from an act or omission of an official provided;

- i. intentionally exceeded his or her powers;
- ii. made use of alcohol or drugs;
- iii. did not act in the course and scope of his or her employment;
- iv. acted recklessly and intentionally;
- v. without prior consultation with the State Attorney, made an admission that was detrimental to the state, or
- vi. failed to comply with or ignored standing instructions, of which he or she was aware of or could reasonably have been aware of, which led to the loss, damage or reason for the claim, excluding damage arising from the use of state vehicle, and
- vii. in the case of a loss, damage or claim arising from the use of a state vehicle, the official –
  - ✓ used the vehicle without authorization.
  - ✓ did not possess a valid driver's licence or other appropriate licence.
  - ✓ did not use the vehicle in the interest of the state.
  - ✓ allowed unauthorized persons to handle the vehicle, or
  - ✓ deviated materially from the official journey or route without prior authorization.

- b) Where the official has forfeited his or her cover in terms of paragraph 12.2.1 of Treasury Regulation, the amount paid by the institution for the loss, damage or claim arising from an act or omission must be recovered from the official concerned.
- c) In terms of paragraph 12.5.2, the accounting officer may write off losses or damages arising from criminal acts or omissions if, after thorough investigation, it is found that the loss or damage is irrecoverable.

#### 6.3.15. **Safeguarding of petrol card procedures**

##### **DO'S**

- a) Always fill the tank to full capacity.
- b) Report immediately to your Transport Officer when a petrol card is lost or stolen.

- c) Remove the card and vouchers when vehicle is broken down (in an accident or in workshop for repairs)
- d) Always retain your speed point and sales vouchers. This should be handed in to your Fleet Controller.
- e) Insist on EDC (speed point) transactions and only revert to manual vouchers where the speed point is out of order.
- f) Ensure that the correct card is returned to you by checking the card details every time.

### **DON'TS**

- a) Do not leave the petrol card in your vehicle.
- b) Do not use the petrol card to fill up any other vehicles.
- c) Do not fill additional canisters.
- d) Do not exchange voucher for cash.
- e) Do not increase the value to obtain a refund.
- f) Do not use the card at the forecourt shop.

### **USEFUL TIPS**

- a) Keep an eye on the petrol attendant when the card is in his possession to ensure it is handed to the cashier without delay.
- b) Check the kilometre reading to the voucher.
- c) Check the amount entered to the amount on the pump.
- d) Check the litres on the voucher to the litres on the pump.

### **ELECTRONIC TRANSACTIONS**

- a) Insist on electronic device vouchers.
- b) Ensure attendant is not swiping the card on an imprinter.

### **REPAIRS**

- a) The card is only used as identification when the vehicle is repaired. Do not sign any vouchers for repairs and maintenance.

## **TYPES OF FRAUD**

- a) Driver reports the card as lost/stolen then sells the card or uses it himself.
- b) Drivers steal each other's cards, then sell the card or use it himself.
- c) Fills up containers and drums.
- d) Fills up others vehicles. (Private vehicles)
- e) Draining petrol or diesel from the pool vehicle
- f) Incorrect stationery used by the pump attendants.

## **HOW FRAUD OCCURS**

- a) Cards are not controlled – particular pool vehicles.
- b) Anybody has access to cards.
- c) Vouchers are not controlled – Stolen and used by themselves or sold to perpetrators.
- d) Cards and vouchers are left in the car- vehicle and card are stolen together.
- e) Cards and vouchers are left in the car- vehicle when taken in for service.
- f) Clients with bowzers - Drivers emboss sales vouchers with the card details and use it later at a merchant for fuel on private cars or to exchange for cash.
- g) Fuel is sold in excess of the vehicles tank capacity.
- h) Wrong registration no. is recorded on the voucher.
- i) Expired cards are used to do manual transactions or the cards are cut in pieces to create totally new cards, these cards are the zip zapped.
- j) Additional vouchers processed by pump attendants, banked later, exchanged for cash by pump attendant.
- k) Amounts on sales vouchers are altered to higher amounts by pump attendant.
- l) Manual transactions done on electronic terminals, cash taken.

## **TYPES OF CONTROLS THAT CAN HELP TO STOP FRAUD.**

- a) Strictly control pool vehicles. Let the driver sign for the card, to be returned each day with the vouchers of the days fill ups.
- b) Lock up card not being used in a safe place.
- c) Do not leave the card in the vehicle when taken in for service.

- d) Never leave the card in the vehicle, the sun can also damage the mag strip.
- e) Check the consumptions carefully between fill ups as the fraudulent ones will always be at the same merchants.
- f) Show the drivers the vehicle transaction reports. Explain it to the drivers and the importance of correct data for each transaction.
- g) Be wary of round amounts.
- h) Check more than one fill up per day.
- i) Check repairs and invoices.
- j) Be wary of the category other on vehicle transaction reports.
- k) When the card is replaced or cancelled, don't just cut it in to pieces, and destroy it.
- l) Watch the pump attendants when they go and do a transaction.
- m) Check the amount on the transaction to the pumps.
- n) Report card lost/stolen immediately.

## 7. POLICY REVIEW

This policy will be due for review within three (3) years or when it is deemed necessary.

## 8. APPROVAL AND COMMENCEMENT

Signed in Mandisa on this 02 day of December 2025.



**MR. S.I. MOGOROSI**  
**HEAD OF DEPARTMENT**