

CHAPTER ATHE PUBLIC SERVICEPART ONECAREER PROCEDURESECTION 1: GENERAL MATTERS

A.100

The Judicial Service Commission and the Civil Service Board which were established under the Constitution of the Kingdom of Swaziland as set out in the Schedule to the Swaziland Independence Order, 1968, are responsible for those matters relating to the appointment, including an acting appointment, and the confirmation of an appointment, promotion, transfer, removal from office, and the disciplinary control of an officer, except where any officer or a class of officer is specifically excluded from the purview of the appropriate Commission. Details of the composition of the Commissions, and their duties and responsibilities are set out in the Constitution.(5) Heads of Departments and all officers shall comply with any Regulations and Directions which the appropriate Commission may issue from time to time regulating its procedures.

JUDICIAL AND
PUBLIC SERVICE
COMMISSIONS:

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| A.101 | The Commissioner of Police is given certain powers under the Constitution (6) which are not vested in the Civil Service Board. | <u>THE ROYAL
SWAZILAND
POLICE
FORCE</u> |
| A.102 | The Commissioner of Correctional Services is given certain powers under the Constitution (7) which are not vested in the Civil Service Board. | <u>THE CORRECTIONAL
SERVICES</u> |
| A.103(1) | <p>Within the terms of the Constitution (8) the King, acting on the advice of the Prime Minister, shall be empowered to appoint a person to hold or to act in any one of the following offices:-</p> <ul style="list-style-type: none"> (a) Secretary to the Cabinet and Head of the Civil Service; (b) Principal Secretary; (c) Commissioner of Police; (d) Commissioner of Correctional Services (e) Ambassador, High Commissioner; or other Principal Representative of the Government in any other country or accredited to any international organisation; | <u>APPOINTMENTS
WHICH ARE
VESTED IN
THE KING</u> |

- (f) Deputy Commissioner of Police.
 - (g) Deputy Commissioner of Correctional Services
- (2) Within the terms of the Constitution (9) the King, acting on the advice of the Judicial Service Commission, shall be empowered to appoint a person to hold or to act in one of the following offices:-
- (a) Chief Justice;
 - (b) Attorney-General;
 - (c) Director of Public Prosecutions;
 - (d) Puisne Judge;
 - (e) Judge President of the High Court of Appeal.
- (3) Within the terms of the Constitution (10) the King, acting on the advice of the Judge President of the High Court of Appeal, shall be empowered to appoint a person to hold or to act in the office of Justice of Appeal.

A.104 Within the terms of the Constitution (11) the Civil Service Commission shall not be empowered to appoint a person to hold or to act in any one of the following offices;

APPOINTMENTS WHICH ARE NOT VESTED IN THE CIVIL SERVICE COMMISSION.

- (a) the office of a Judge of the High Court of Appeal;
- (b) the office of Ambassador, High Commissioner or other Principal Representative of Swaziland in any other country, or accredited to any international organisation;
- (c) the office of Secretary to the Cabinet or Commissioner of Police; or Deputy Commissioner of Police; or Principal Secretary;
- (d) the office of Attorney General;
- (e) the office of the Director of Public Prosecutions;
- (f) any office, appointment to which is within the functions of the Judicial Service Commission;
- (g) any office in the Royal Swaziland Police Force and in the Correctional Service below the ranks of Inspector and Chief Officer respectively.

A.105

Within the terms of the Constitution (12) the Civil Service Board has delegated its powers of appointment in respect of a person appointed to an office set out in Colum 1, to the officer set out in Column 2, below:-

APPOINTMENTS
WHICH ARE
DELEGATED BY
THE CIVIL
SERVICE
BOARD

	<u>Column 1</u>	<u>Column 2</u>
	(a) The office of teacher in a Government established post, in the Ministry of Education.	The Principal Secretary, Ministry of Education.
	(b) An office graded on the EAn scales in the or subordinate class as (including promotion within the E scales) respectively.	An Authorised Officer a Head of Department defined in General Order A.901(a) or (b) respectively.
	(c) An office of Mental Patient Attendant and Prisons Medical Attendant in the Ministry of Health.	The Principal Secretary, Ministry of Health.
A.106	(1) Within the terms of the Constitution (13) the Judicial Service Commission shall be empowered to appoint a person to hold or to act in any one of the following offices:-	<u>APPOINTMENTS WHICH ARE VESTED IN THE JUDICIAL SERVICE COMMISSION:</u>
	(a) the office of Registrar or Deputy Registrar of the High Court;	
	(b) the office of Registrar or Deputy Registrar of the Court of Appeal;	
	(c) the office of Magistrate; and	

- (d) such other offices connected with any court as may be prescribed by Act of Parliament.
- (2) Within the terms of the Constitution (14) the Judicial Service Commission may delegate its powers of appointment to any one or more members of that Commission, or to any person holding or acting in any office set out in General Order A.106(1).

A.107	<p>With the exception of appointment to the Royal Swaziland Police Force, for which there are special arrangements, if a Head of Department wishes to appoint an expatriate candidate to the service or to renew or extend the contract of a serving expatriate officer where localisation is still not possible shall insert, in a letter of request, a statement to the effect that Minister in that Ministry/Department has given his support. The application shall then be submitted to the Principal Secretary, Ministry of Public Service and Information who should decide whether the post in question should or should not be localised and shall advise the appropriate Commission accordingly.</p>	<p><u>LOCALIZATION OF THE PUBLIC SERVICE</u></p>
A.108	<p>The Public Service shall be made up of the classes and grades set out in Appendix A1; these shall be sub-divided into the categories of appointments in the terms of General Order A.124.</p>	<p><u>COMPOSITION OF THE PUBLIC SERVICE</u></p>

A.109 The respective seniority between officers shall be determined in accordance with the following rules:-

SENIORITY
BETWEEN
OFFICERS
PRINCIPLES

- (a) in the case of two or more officers of the same grade –
 - (i) by reference to the dates on which they respectively entered the grade; or
 - (ii) if they entered the grade on the same day, by reference to their seniority on the day immediately preceding such entry; or
 - (iii) if they entered the same grade on the same day by appointment from outside the Public Service, or on transfer from a non-pensionable office, by reference to their respective ages on the date of such appointment or transfer;

Amendment No. A105
1st September, 1985

- (b) in the case of officers of different grades, and serving on the same salary scale or fixed salary, by reference to the dates on which they respectively entered their grades:
- (c) in the case of officers of different grades, and serving on different salary scales or fixed salaries, by reference to the maximum point of their respective salary scale or fixed salary;
- (d) in the case of officers selected from outside Swaziland for appointment to posts in the same grade, by reference to the date of their arrival in Swaziland; or if they arrive on the same day by reference to the date of the letter confirming their selection;
- (e) in the case of officers appointed on probation to a grade, by reference to the effective dates of their confirmation in appointment.

Provided that when assessing the seniority of pensionable officer previous service in a non-pensionable capacity shall not be taken into account.

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| A.110 | An appointment shall be effective from the date on which an officer assumes duty, and he shall be paid full salary from that date. | <u>DATE OF APPOINTMENT</u> |
| A.111 (1) | An officer shall be liable for posting to any duty station in Swaziland, or on secondment to a Swaziland Mission abroad. A married officer shall not be afforded preferential treatment in relation to his posting. | <u>POSTING OF OFFICERS</u> |
| | (2) The posting of an officer within a Ministry or Department is not a transfer, and can be ordered by a Head of Department without reference to the appropriate Commission. General Order 4(1)(xxxii) of the Preliminary Chapter refers. | |
| | (3) In regard to a female officer, the terms set out in General Order A.129(2),(3) and (4) are relevant. | |
| A.112 | It is the personal responsibility of an officer on first appointment to complete a next-of-kin form, giving the full name and address of his next-of-kin of which shall be recorded on his personal file in the form of Appendix A.2. It is important that subsequent changes in the next-of-kin shall also be notified and recorded. | <u>NEXT-OF-KIN</u> |

- A.113 (1) The Secretary of the appropriate PERSONAL FILES Commission shall issue a personal file number when a person is appointed, and that same number shall be used by a Head of Department in maintaining the records within his Ministry or Department. The records shall contain, among other documents, a copy of an officer's application for appointment, PSC/JSC Form B “ to be obtain from the Secretary of appropriate commission and of the letter of appointment Forms 1,2, or 3 as appropriate, or form of contract.
- (2) In a case where a Head of Department is empowered to make an appointment, he shall use one of the block numbers issued to him by the Secretary of the Civil Service Board.
- (3) There shall be no objection to an officer having access to his own personal "open" file if he so wishes, but he shall not be permitted access to his confidential file.
- A.114 (1) When an officer is confirmed in his appointment it is necessary for the effective date of his confirmation, and the date of his admission to the pensionable establishment, to be published in the Gazette. The Secretary, Civil Service Board, shall arrange for such details to be published in the Gazette. The Secretary, Civil Service Board, shall arrange for such details to be published at monthly intervals. MATTERS FOR PUBLICATION IN THE GAZETTE

- (2) It is not necessary to gazette the appointment and movements of an officer, except in accordance with the terms of General Order A.114(3).
- (3) A Head of department shall be responsible for the gazetting of an officer under his control where such gazetting is a statutory requirement, by submitting a draft General or Legal Notice, as appropriate, to the Attorney General.

A.115(1)

A Head of Department shall be responsible for the issue of the following Treasury forms in respect of all matters affecting changes in emoluments, including allowances, and the status of serving officers:-

CHANGES IN
MOLUMENTS
AND STATUS
OF OFFICERS:
ADVICE TO
ACCOUNTANT
GENERAL

- (a) Permanent Amendment Form No. TF.189;
 - (b) Monthly Exception Advice Form No. TF.186.
- (2) In the case of new appointments to offices which are vested in the King, and those appointments approved by the appropriate Commission or Authority, the New Employee Advice Form TF.188 shall be issued by a Head of Department.

- (3) The directions as to the use of those forms shall be issued by the Accountant General from time to time, and shall be complied with by a Head of Department.

A. 116	An officer's personal file, leave records and other relevant documents, shall be kept in the Ministry or Department where the officer concerned is currently employed except for files for Heads of Departments which shall be kept in the office of the Secretary to Cabinet.	<u>PERSONAL FILE TO BE KEPT IN THE MINISTRY/ DEPARTMENT AND SHALL NOT BE KEPT ELSEWHERE</u>
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Amendment No. A117
31st July, 1999

(NEXT GENERAL ORDER - A.120)

SECTION 2: APPOINTMENTS, INCLUDING TRANSFERS AND ACTING APPOINTMENTS: PRINCIPLES AND PROCEDURE:

- A.120 (1) In advising the Prime Minister concerning the recruitment of staff for the Public Service, the Civil Service Board, (subject to any provisions which may be laid down from time to time by the Principal Secretary Ministry of Public Service and Information to determine the specific qualifications for Schemes of Service, or for particular public offices or classes of offices) shall consider the following categories of persons to be qualified for appointment to an office, in the following order of priority:-
- RECRUITMENT POLICY:
- (a) a public officer who is a local officer;
 - (b) a local candidate who is not already in the Public Service, or who is undergoing training with a view to possible admission to the Service;
 - (c) a public officer, whether on pensionable or contract terms; who is not a local officer;

(d) any other person who is not a local candidate, who is not already in the Public Service, but whose recruitment to the office is unexceptionable.

(2) The provisions of this General Order shall not normally apply in relation to a paid acting appointment when it is necessary to fill one of the offices set out in General Order A Appendix A.41. However, the normal promotion criteria, together with any provisions determining specific qualifications for an office, shall prevail when an acting appointment is under consideration. Provided that, all other things being equal, priority shall be given to a local officer.

A.121

(1) The re-employment of a former officer following his dismissal from the Service after conviction for an offence shall only be authorised in the most exceptional circumstances, and with due regard to -

RE-EMPLOYMENT
OF FORMER
OFFICERS
FOLLOWING
CONVICTION
AND DISMISSAL
FROM THE
SERVICE

(a) the nature of the offence for which the officer was convicted; and

(b) the duties of the post in which it is proposed to employ him.

- (2) Where an officer was dismissed following conviction for a crime of dishonesty, he shall not be re-employed in any post until after a sufficient interval has elapsed for the dismissed officer to show that he has rehabilitated himself. In this context a "sufficient interval", shall be a period of at least one year from the date of conviction, or if the officer was sentenced to a form of imprisonment on conviction from the date of conviction of the imprisonment. In the case of a suspended sentences being awarded following conviction, the decision as to a (sufficient intervals) shall be made by the Principal Secretary, Ministry of Public Service and Information in the light of the circumstances involved.
- (3) The re-employment of an officer covered by this General Order shall be subject to the approval of the Civil Service Board, or appropriate authority.

Amendment No. A37
1st April, 1976

- A.122 (1) The re-employment of an officer who has retired from the Public Service shall be normal on temporary conditions of service, that is, subject to one months' notice of termination from either party. Such re-employment shall be subject to the approval of the Civil Service Board, except in the case of an appointment which is vested in the King. It shall be exceptional for such re-employment to be approved on contract terms of service, and only then if the exigencies of the Service make it imperative for such terms to be authorised.
- (2) A retired officer who is re-employed in the Public Service, and who is in receipt of a pension under the Pension Order, may have his pension suspended during the period of such re-employment. (15)

RE-EMPLOYMENT
OF OFFICERS
WHO HAVE
RETIRED

Amendment No. A.81
1st June, 1981

- A.123 (1) The authorised complement of established posts shall be as shown in the Establishments Register which supports the Governments' Estimates of Public Expenditure each financial year. This establishment shall not be exceeded, and no appointments to such posts shall be made, whether on temporary terms or otherwise, for which provision does not exist in the Establishments Register. Attention is drawn to paragraph 3(3) of the Introductory Chapter of these General Orders.
- (2) It may sometimes be necessary to create supernumerary posts, for example, the substantive holder of a post may be attending a training course for a period of a year or more, and the exigencies of the Service require that a supernumerary post shall be created so that the duties of the post can be maintained. In such a case the supernumerary post shall be created, by means of a Supplementary Estimate. General Order 3 (3) of the Introductory Chapter refers.
- APPOINTMENT
LIMITED BY
THE ANNUAL
ESTABLISHMENT
REGISTER

AMENDMENT NO. A.81
1ST JUNE, 1981

A.124 (1) Appointments to the Public CATEGORIES
 Service shall fall within OF APPOINTMENTS:
 the following categories:-

- (a) Appointments to the permanent and pensionable establishment, that is, to posts declared to be pensionable offices in accordance with the Pensions Order(16)

Such appointments shall normally be subject to a two years' probationary period, following which an officer shall be confirmed in his appointment if he has proved satisfactory in all respects, and has successfully completed such examinations and tests as may be demanded of him.

- (b) Appointments on contract terms of service, with or without the provision of gratuities:

Such appointments shall normally be made to cover periods of 36 months' residential service and, subject to them falling within the purview of the appropriate Commission or Authority. Shall be extended or renewed by that Commission or authority. If it is desirable, and administratively convenient, there shall be no objection to an appointment being made on contract or on temporary terms of service to a post declared pensionable under the Pensions Order, subject to the conditions of General Order A.124(3).

- (c) Appointments on non-pensionable terms of service to posts graded on the E scales (Subordinate Class):

Such appointments shall be made on the authority of an Authorised Officer or Head of Department as defined in General Order A.901(a) or (b) respectively. These appointments are not temporary appointments.

- (d) Appointments on letters of temporary Appointment:

Such temporary appointments shall be made for various periods of time, and shall be subject to the approval of the appropriate Commission or Authority on initial appointment, extension or renewal. The supplementary conditions of service for temporary staff shall be those set out in Chapter B of these General Orders.

- (2) Expatriate officers shall not be appointed to the Public Service on permanent and pensionable terms under General Order A.124(1)(a).
- (3) Local candidates shall not normally be appointed to the Public Service on contract terms of service under General Order A.124(1)(b), unless in any particular case the exigencies of the service so require. In such circumstances a local candidate shall not be eligible for a gratuity.

- A.125
- (1) Except for appointments to the Royal Swaziland Police Force and the Correctional Service in the terms of General Order A125(3), the qualifications for appointment to any post or office in the Public Service shall be those prescribed from time to time by the Principal Secretary, Ministry of Public Service and Information, including those required by the Schemes of Service. QUALIFICATIONS FOR APPOINTMENT
- (2) In addition to the minimum qualifications prescribed by the Principal Secretary, Ministry of Public Service and Information, it may be necessary in appropriate cases to require additional and specific qualifications, or experience, for the proper performance of a particular post. But such additional qualifications or experience as may be needed for a post shall not be so designed, or be so restrictive in their effect, as to favour a particular candidate for employment or to interview with the due performance of the appropriate Commission or authority.
- (3) The qualifications for entry into the Royal Swaziland Police Force and into the Correctional Service, shall be as laid down from time to time by the Commissioner of Police and the Commissioner of Correctional Services respectively.

- A.126 (1) With the exception of a vacant post which comes within the conditions prescribed in General Order A.126(3), when a Head of Department wishes to fill a vacant pensionable post in his Ministry or Department, he shall report the matter to the Secretary of the appropriate Commission on Vacancy Report Form CSC/JSC Form A and make his recommendations concerning the filling of the vacancy. In dealing with the matter the appropriate Commission shall take due cognisance of -
- REPORTING
VACANCIES
TO THE
APPROPRIATE
COMMISSION
OR AUTHORITY
- (a) any advice tendered to it by the Principal Secretary, Public Service and Information, in terms of General Order A.107;
- (b) any recommendations issued by the relevant Promotions Board when the vacant post is in a cadre, for example, a post of Executive Officer; General Order A.170 refers.
- (2) When an officer is serving on contract terms of service his office, for the purpose of this General Order, shall be regarded as one falling vacant at the conclusion of the period of his engagement, even though he is prepared to undertake a further period of service in that office. If the Head of Department

considers that such an officer shall be offered re-engagement, the Head of Department shall make a recommendation on Vacant Report Form CSC/JSC Form A to the appropriate Commission in the terms of General Order A.126(1). The recommendation for the renewal of the engagement shall be made not later than three months before the officer's period of residential service is due to expire. For the purpose of this General Order the period of an officer's engagement shall include the case where an officer has the right, in terms of his existing contract, to a renewal of that contract, providing he so elects to exercise that right.

- (3) In the case of a vacant post which comes within the terms of General Orders A.101, A.102 or A.105 a Head of Department, or Authorised Officer, as appropriate, shall be empowered to make the appointment without reference to the appropriate Commission in the terms of General Order A.126(1) and (2).

A.127	When the appropriate Commission has selected a candidate for a vacant post the Secretary shall issue a letter of offer of appointment to the successful candidate in the following form:-	<u>PROCEDURE</u> <u>FOR MAKING</u> <u>APPOINTMENTS</u> <u>FOLLOWING</u> <u>SELECTION BY</u> <u>THE APPROPRIATE</u> <u>COMMISSION OR</u> <u>AUTHORITY:</u>
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- (a) An appointment on probation to the permanent and pensionable establishment

CSB/JSC Form 1 shall be used;

- (b) an appointment on contract-
CSB/JSC Form 2 shall be used;

- (c) a temporary appointment -
CSB/JSC Form 3 shall be used.

- (2) When an appointment is made by an appropriate Authority the forms of letters prescribed in General Order A.127(1), suitably modified where necessary, shall be used. In the case of a non-pensionable appointment to a post grades on the E Scales (Subordinate Class) CSB/JSC Form 3 shall be used, suitably modified.

- (3) In the case of an appointment to the Royal Swaziland Police Force, up to and including the rank of Sub-Inspector, a letter of appointment shall be made in Police Force Orders, Part II.

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| <p>A.128 (1) Following the acceptance by a candidate of an offer of appointment, CSB/JSC Form 4 shall be used for this purpose, and provided he has been passed medically fit (General Order A.804 refers), the Secretary of the appropriate Commission shall inform him on CSB/JSC Forms 5 or 6, as appropriate, that his selection is confirmed.</p> | <p><u>ACTION TO BE
TAKEN BY HEAD
OF DEPARTMENT
WHEN A
CANDIDATE
ACCEPTS OFFER
OF APPOINTMENT:</u></p> |
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Thereupon, the Head of Department shall ensure that the candidate -

- (a) has been informed of his initial posting; and
- (b) has been provided with the appropriate subsistence and transport facilities as permitted under General Orders A.413 and A.572 respectively to enable him to take up his appointment; and
- (c) has signed the form of contract of service, where appropriate and
- (d) has signed the Official Secrets Declaration form as an acknowledgement of his obligations under the Swaziland Official Secrets Act, 1968 (General Order A.106 and Appendix A3 refers); and
- (e) has completed Income Tax Forms IRP.2; and
- (f) has registered as a taxpayer in terms of the Graded Tax Act 1968 (as amended) by the completion of Treasury Form TF.168; and
- (g) has signed, if required, an Oath of Secrecy on form IT/S/6 (Appendix A.4) in accordance with the Swaziland Income Tax (Consolidation) Proclamation, 1959; and

- (h) has been made aware of the terms of General Order A.1024, and has complied with such terms if they are applicable; and
 - (i) has completed the next-of-kin form (General Order A.112 and Appendix A.2 refers).
- (2) The Head of Department shall complete the certificate on CSB/JSC Form 5 or 6, as appropriate, as to the date of assumption of duty, and shall arrange the distribution of the copies, and issue Treasury Form TF.188.
 - (3) When an appointment is made by an appropriate Authority the procedure set out in General Order A.128(1) and (2), suitably modified where necessary, shall be used.

A.129

- (1) The appointment of an unmarried female (who is a "local candidate" as defined in General Order 4(1) (xxii) of the Preliminary Chapter of General Orders) on probation to the pensionable, establishment is permissible, provided that she is fitted in all respects for such appointment, and her appointment has been authorised by the appropriate Commission or Authority.

**APPOINTME-
NT OF
FEMALE
OFFICERS**

- (2) The appointment of a married woman (who is a "local candidate" as defined in General Order 4(1) (xxii) of the Preliminary Chapter) on probation to the pensionable establishment is permissible, provided that she is fitted in all respects for such appointment, and her appointment has been authorised by the appropriate Commission or Authority. She shall also be subject to the following:-
- (a) She shall be required to accept the normal conditions of service, including the liability for transfer or posting, which are applicable to an unmarried female officer; and
 - (b) if she is stationed in the same place as her husband she shall not be eligible by reason of her employment for the allocation of Government quarters, other than the allocation of institutional quarters if the nature of her official duties so require.
- (3) A married woman, irrespective of the terms on which she is serving, if she is the wife of a serving officer -
- (a) she shall not be employed in the same department as her husband without the express permission of the Principal Secretary, Public Service and Information; and

- (b) she shall not be eligible by virtue of her employment for any concessions or privileges under these General Orders to which she is already entitled as the wife of a serving officer

- (4) A local single female officer who marries during her service shall not be required to resign on marriage, and shall continue on her existing terms of service, provided she accepts in writing the terms of General Order A.129(2) and (3).

- (5) A married woman who does not satisfy the definition of "local candidate" as defined in the terms of General Order 4(1)(xxii) of the Preliminary Chapter, may be employed on temporary terms of service (Chapter B of General Orders refers), provided that where required the appointment has been approved by the appropriate Commission or Authority.

- (6) For the purpose of this General Order the term "married woman" shall not include a woman who is -
 - (a) a widow; or
 - (b) divorced or judicially separated from her husband
 - (c) living apart from her husband and is self-supporting.

- A.130 (1) In the case of a female candidate (who is a "local candidate" as defined in the terms of General Order 4 (1)(xxii) of the Preliminary Chapter) for a permanent and pensionable appointment who, following selection, is found on medical examination to be pregnant, the offer of appointment shall be held in abeyance, and the vacancy kept open until after the candidate's confinement. Provided that if it is considered by the appropriate Commission or Authority that a delay in filling the vacancy would adversely affect the public interest, the offer shall be withdrawn and other arrangements made to fill the post.
- (2) In making representation to the appropriate Commission or Authority the Head of Department shall recommend either -
- (a) that the vacancy shall remain unfilled until the candidate is fit to assume duty; or
 - (b) that the offer shall be withdrawn.

**APPOINTMENT
OF PREGNANT
WOMEN ON
PERMANENT
AND
PENSIONABLE
TERMS:**

When the Civil Service Board has made its decision, the candidate shall be informed accordingly.

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| A.131 | The Principal Secretary, Ministry of Health, shall be empowered to appoint a locum tenens Medical Officer against a vacant post on a letter of temporary appointment at the rates and conditions laid down from time to time by the Principal Secretary, Ministry of Public Service and Information. | <u>APPOINTMENT
OF LOCUM
TENENS
MEDICAL
OFFICERS</u> |
| A.132 | <p>(1) Excluding an office which is vested in the King, when a post in a Ministry or Department, which is scheduled in Appendix A.41 (as amended from time to time), or it has specific statutory functions, falls vacant for a temporary period, because, for example, the substantive holder is proceeding on leave, and the Head of Department considers that the office shall be filled in an acting capacity, he shall report the matter to the Civil Service Board on CSB Form A with his recommendations.</p> <p>(2) When the Prime Minister, acting on the advice of the Civil Service Board, has approved an acting paid appointment the Secretary C.S.B. shall issue an authority to the Head of Department on CSB Form 10. The Head of Department shall then issue Treasury Form TF.186.</p> | <u>PROCEDURE
REPORTING
MAKING ACTING
PAID
APPOINTMENTS</u> |

- (3) Recommendations for acting paid appointments in terms of this General Order shall be made direct to the Civil Service Board at least one month before such appointments are required. But if for Service reasons this cannot be done, recommendations for urgent acting paid appointments shall be made not later than 3 days after the date the acting paid appointments was required to take effect and after that it shall be forfeited. Recommendations seeking retrospective acting paid appointments after the 3 days shall neither be accepted nor considered by the Civil Service Board.

Only in exceptional cases shall the Civil Service Board consider recommendations seeking retrospective acting paid appointments, in which case the Head of Department shall provide full reasons to the Civil Service Board why the recommendation is belated. The Board's decision in this regard shall be final. In considering such request, the Civil Service Board shall satisfy itself that:

- (a) The officer was actually designated to act for the period in question. No officer shall be deemed to have acted in an office without the appropriate instrument having been issued by the Civil Service Board.
- (b) The officer did in fact act during the said period.
- (4) The method of assessing the rate of acting pay, and the requirements covering its payment shall be as set out in Part Two, Section 4 of this Chapter of General Orders.

- (5) If the Head of Department considers that the office shall be filled in an acting capacity, he shall report the matter direct to the Civil Service Board on CSB Form A with his recommendations. General Order 132(1).

A.133	The posts which shall qualify for acting pay shall be those set out in Appendix A41, as amended from time to time.	<u>POSTS WHICH QUALIFY FOR ACTING PAY</u>
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Amendment No. A58
1st November, 2005

A.134	(1) The appropriate Commission or Authority shall not normally consider the claims of an officer for a transfer unless his application is made in response to a published advertisement.(17). But if an officer wishes to be considered for transfer he shall not be precluded from making appropriate enquiries from his Head of Department through the proper channels.	<u>TRANSFER: PROCEDURE FOR APPLICATIONS</u>
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- (2) In a case where a Head of Department wishes to recommend that a vacant post shall be filled by the transfer of a serving officer, the procedure set out in General Order A.172(2) shall be followed. General Order A.172(3) shall apply where appropriate.

- A.135 (1) Where the appropriate Commission has directed that an officer shall be transferred, a letter of authority shall be issued by the Secretary on CSB/JSC Form 8. TRANSFER PROCEDURE FOLLOWING AUTHORITY BEING GIVEN
- (2) Where an appointment is made by an appropriate Authority the form of letter prescribed in General Order A.135(1), suitably modified, shall be used.
- (3) The provisions of General Order A.173(4) shall apply.
- A. 136 (1) If an officer has been recruited outside the public service specifically to hold the appointment of Private Secretary, his term of office shall finish not later than that of the Minister for whom he was recruited. APPOINTMENT OF A PRIVATE SECRETARY TO FINISH ON THE LAST DAY OF SERVICE OF A MINISTER

- (2) If an officer is seconded from public service specifically to hold the appointment of Private Secretary, his term of office on secondment shall finished not later than that of the Minister for whom he was Seconded, and he/she shall revert to his substantive appointment in the public service.
- (3) An officer whose salary grade is below Grade 9 shall not be recruited or seconded to serve as Private Secretary to a Minister.

Amendment No. A. 118
1st April 1984

(NEXT GENERAL ORDER - A.140)
SECTION 3: OFFICERS ON PROBATION
AND PROCEDURE FOR CONFIRMATION:

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| A.140 | (1) | An officer appointed on probation is not in the same technical position as an officer appointed, for example, on contract terms of service. In the latter case the appointment is normally for a fixed period of time, following which the Government shall be free to offer re-engagement or not as it may desire; | <u>DUTIES OF</u>
<u>HEADS OF</u>
<u>DEPARTMENTS</u>
<u>IN RELATION</u>
<u>TO OFFICERS</u>
<u>ON PROBATION</u> |
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there is no obligation on it to do so, and an officer shall have no cause for complaint if he is not re-engaged. But when an officer is appointed on probation it is clearly implied and understood that the appointment is a permanent one, and that the officer may expect to be confirmed in his appointment and admitted to the permanent and pensionable establishment; provided that during his probationary period he has carried out such obligations as may be laid upon him by the terms of his appointment, and has generally conducted himself in such a manner that no reasonable doubt is left in the minds of his senior officers that he is a suitable person for permanent employment in the Public Service. The period of probation shall, therefore, be treated realistically and of prime importance.

- (2) A Head of Department shall arrange for every officer serving on probation for whom he is responsible to be regularly supervised, and to be under continual and sympathetic observation. It is desirable that so far as may be practicable an officer shall not be so posted that such observation is impossible. A Head of Department shall give an officer such assistance as may be needed in correcting any faults, and if required shall decide whether an officer shall be posted to another duty station, or given increased supervision in the performance of his duties.

Unsatisfactory progress shall be brought to the attention of the officer in writing, so he may have a reasonable opportunity to bring his work and efficiency up to the necessary standard.

- (3) A Head of Department shall not recommend an officer for confirmation in his appointment unless, during his probationary period, he has properly carried out those duties and obligations required of him by his Head of Department in accordance with the terms of his appointment, and has conducted himself in a manner which leaves no reasonable doubt in the mind of his Head of Department that he is a suitable person to be recommended for permanent appointment and retention in the Public Service.
- (4) If at any time a Head of Department is of the opinion that the probationary appointment of an officer should, for any reason, be terminated, the Head of Department shall act in accordance with the procedure set out in General Order A.141.
- (5) In the case of an officer in a particular cadre, the Head of Department shall copy the appropriate correspondence to the Head of the cadre, so that he is aware of any action being taken.

- A.141
- (1) Where an officer holds a probationary appointment, the Head of Department shall, not later than three months before the expiration of the probationary period, consider -
- PROCEDURE FOR
CONFIRMATION,
EXTENSION OR
TERMINATION OF
PROBATIONARY
APPOINTMENT
- (a) whether the officer shall on that expiration be confirmed in a pensionable office; or
- (b) whether a further period of probationary service is necessary or desirable; or
- (c) whether the officer's probationary appointment shall be terminated.
- (2) If after consideration of the matters covered by General Order A.141(1), the Head of Department considers that the officer shall be confirmed in a pensionable office, and if the officer has passed such examinations as may be required of him as condition for confirmation in his appointment, the Head of Department shall forward to the appropriate Commission his recommendation that the officer shall be so confirmed.
- (3) If after consideration of the matters covered by General Order A.141(1), the Head of Department considers that although the work and conduct of an officer holding a probationary appointment have been of a standard to justify

confirmation in a pensionable office, but the officer has not completed the examinations required for his confirmation, the Head of Department shall forward a full report to the appropriate Commission, including his recommendation as to the further period of probationary service the officer shall be required to serve, so that he may pass the necessary examinations.

- (4) If after consideration of the matters referred to in General Order A.141(1), the Head of Department considers that the work and conduct of an officer in a probationary appointment have not been in all respects satisfactory, he shall recommend either –
- (a) an extension of the officer's probationary service to show whether he can overcome specific defects; or
 - (b) that his probationary appointment shall be terminated.

Before so doing the Head of Department shall inform the officer in writing of his intentions, and at the same time shall inform him that he is entitled to make representations within a reasonable period (which shall be decided by the Head of Department) on the recommendations proposed.

When the period has expired, the Head of Department shall forward to the appropriate Commission his report on the officer, together with a copy of the letter addressed to the officer and the latter's representations, if any, and a recommendation that the period of probation shall be extended, or that the officer shall not remain in the Service, as may be appropriate.

- (5) In the case of a Police or Prisons Officer whose appointment does not fall within the powers of the appropriate Commission, General Orders A.101 and A.102 refer, the Commissioner of Police or Commissioner of Correctional Services, as appropriate, shall implement the required action.
- (6) In the case of an officer who holds an appointment in a particular cadre, the Head of Department shall copy the appropriate correspondence to the Head of the cadre, so that he is aware of the action being taken.

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| A.142 | (1) | When the appropriate Commission has made its decision on the recommendations put forward by a Head of Department under General Order A.141, the Secretary shall inform the officer of that decision in writing, with copies to the Head of Department and other interested departments. | <u>LETTER OF
CONFIRMATION:
EXTENSION OF
PROBATION OR
TERMINATION
OF APPOINTMENT</u> |
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The form of letter, CSB/JSC Form 9 shall be used when an officer has been confirmed in his appointment.

An appropriate notice shall be issued in the Gazette by the Secretary, Civil Service Board; General Order A.114 refers. The Head of Department shall issue Treasury Form TF.189.

- (2) In the event of the appropriate Commission deciding that the probationary period of an officer shall be extended, the procedure for dealing with increments of salary shall be that set out in General Order A.230(4).
- (3) If the appropriate Commission decides that an officer's probationary appointment shall be terminated the officer shall be given one month's notice of such termination, or one month's salary in lieu.
- (4) In case of a Police or Prisons officer whose appointments does not fall within the powers of the appropriate Commission, General Orders A.101 and A. 102 refer, the Commissioner of Police or Commissioner of Correctional Service as appropriate, shall implement the required action.
- (5) In the case of an officer who holds an appointment within a particular cadre, the Head of the cadre shall be informed of the action taken.

- A.143 (1) When an officer is confirmed in his appointment he ceases to be on probation, and he becomes eligible for retirement benefits in accordance with the provisions of the Pensions Order; General Order A.181 refers. EFFECT OF CONFIRMATION
- (2) An officer who has been confirmed in appointment may be retired or dismissed from the Service only on the direction of the appropriate Commission, save in the case of an officer whose appointment is vested in the King, or falls within the powers of the Commissioner of Police or Commissioner of Correctional Services in the terms of the Constitution (6) (7) (8) (9).
- A.144 (1) If an officer is not confirmed in his appointment at the due time his seniority shall be retarded, and he shall not revert to his original seniority whilst employed in his present grade. He may also suffer a loss in incremental position. For example, an officer who was due to be confirmed in his appointment on 1st January, 1973 following two years' probation, but because of adverse reports on his work was not in fact confirmed in his appointment until 1st July, 1973 shall have his seniority position retarded by six months, and only with effect from 1st July, 1973 shall he be paid the increment of salary which was originally DELAY IN CONFIRMATION: EFFECT ON SENIORITY AND INCREMENTAL POSITION

due for payment on 1st April, 1973.

Provided there are at least six calendar months between the date of payment of the delayed increment and the following 1st April, the next increment shall be due on the latter date. Otherwise it shall be the 1st April one year later.

- (2) Notwithstanding the terms of General Order A.144(1), if the sole reason for an officer not being confirmed in his appointment at the due time is because of his failure to complete a prescribed examination or test within the period of probation, through causes which are judged to be beyond his control, but he succeeds in passing that examination or test after a further reasonable period of time, the question of whether his seniority and incremental position shall be restored to the due dates shall be considered by the appropriate Commission. A Head of Department shall submit full details of such a case, together with his recommendations, to the Secretary for consideration and decision by the Commission.
- (3) In the case of a Police or Correctional Service Officer whose appointment does not fall within the powers of the appropriate Commission, the Commissioner of Police or Commissioner of Correctional Service as appropriate, shall implement such action as may be required.

(NEXT GENERAL ORDER - A.150)SECTION 4:LAW AND CIVIL SERVICE EXAMINATIONS:
SCHOLARSHIPS AND PRE-SERVICE TRAINING
COURSES: CORRESPONDENCE COURSES

- A.150
- (1) The categories of staff required to pass a local law examination as condition precedent to confirmation in appointment shall be as set out in Appendix A.5.
- LOCAL LAW
EXAMINATIONS:
GENERAL
- (2) The examination shall be comprised of:-
- (a) Criminal Law - two papers based on set books and Proclamations, namely:-
One paper on Criminal Law
One paper on Procedure and Evidence.
Set Books and Proclamations:-
As prescribed by the Attorney General in consultation with the Chief Justice.
- (b) Civil Law - two papers based on set books, as prescribed by the Attorney General in consultation with the Chief Justice.

- (c) The Statute Law of Swaziland - one paper.

(Note: Volumes of Law may be taken to the examination room for this paper only.)

- (3) An officer may take one or more papers at a sitting until he has passed the complete examination. The minimum pass mark for each paper is 60%, except that if an officer takes all five papers at one sitting and obtains a minimum of 50% in each paper this shall constitute a pass.

A.151 The local law examinations shall be held twice yearly, where possible on the first Monday in May and the first Monday in November, at the time and place laid down by the Principal Secretary, Ministry of Public Service and Information.

LOCAL LAW EXAMINATIONS: WHEN HELD

A.152 (1) As an alternative to taking the local law examination prescribed in General Order A.150, an officer may elect to take a law examination approved by the Attorney General following consultation with the Chief Justice.

ALTERNATIVE LAW EXAMINATION

- (2) If an officer whose post is included in Appendix A5, successfully completes an alternative law examination in terms of General Order A.152(1), he shall be eligible for a grant or bonus, the amount of which shall be decided by the

Principal Secretary, Ministry of Public Service and Information, in consultation with the Attorney General. The amount of the grant or bonus shall be not less than E20 or not more than E80.

- (3) An officer who passes only the examination set out in General Order A.150 shall not be eligible for the payment of a grant.

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| A.153 | An officer whose post is not included in Appendix A5 may voluntarily take the local law examination in the terms of General Order A.150, but he shall be subject to all the conditions governing the examination in the same way as an officer for whom the examination is obligatory | <u>LOCAL EXAMINATION: VOLUNTARY CANDIDATES</u> |
| A.154 | The exemption of an officer whose post is included in Appendix A5 from the need to take the local law examination, which shall only be given in exceptional cases, shall require the prior approval of the Principal Secretary, Ministry of Public Service and Information. A request for such exemption shall be made by a Head of Department, setting out fully the reasons. | <u>LOCAL LAW EXAMINATION: EXEMPTION</u> |
| A.155 | The law examinations which members of the Royal Swaziland Police Force may be required to take as a precedent to confirmation in appointment or promotion, and the pass marks required, shall be as prescribed by the Commissioner of Police | <u>LAW EXAMINATIONS: POLICE FORCE</u> |

from time to time.

- A.156 (1) An officer who is required to pass the law examination as a condition precedent to confirmation in appointment or for promotion, shall be regarded as travelling on duty if the examination is held in a centre other than in his normal duty station. He shall be able to claim:-
- LAW EXAMINATIONS: TRAVELLING AND SUBSISTENCE
- (a) Public transport at Government expense for the return journey between his duty station and the centre where the examination is held; and
- (b) Subsistence allowance as prescribed in General Orders A. 411, A. 412 or A.418 as appropriate.
- (2) If an officer uses his own vehicle for the journey the terms of General Order A.522, shall apply, subject to the conditions of General Order A.523.
- (3) In the case of an officer who voluntarily takes a law examination in the terms of General Order A.153, he shall not be entitled to claim travelling and subsistence allowances under this General Order.
- A.157 (1) An officer shall be required to pass the appropriate Civil Service Examination as a condition precedent to promotion from grade to grade, and for accelerated promotion within a grade in a cadre.
- CIVIL SERVICE EXAMINATIONS

- (2) The syllabuses of the examinations, and their general requirements, shall be as laid down by the Principal Secretary, Ministry of Public Service and Information, from time to time in the Schemes of Service.
- A.158 (1) The Scholarship Selection Board shall SCHOLARSHIP interview local candidates just prior AND TRAINING to when they are due to leave their COURSES schools. On the advice of the Board the Principal Secretary, Ministry of Education shall decide on the allocation of the Scholarships and training courses to the successful candidates.
- (2) In regard to the award of Scholarships to serving officers, the Principal Secretary, Ministry of Public Service and Information shall advise Heads of Departments of the availability of such scholarships, and request their recommendations. The Principal Secretary, Ministry of Public Service and Information shall then nominate those officers whom he considers should be awarded the scholarships, and make recommendations to the appropriate Commission.
- A.159 (1) An officer shall be granted study leave with CORRE pay to pursue correspondence courses -SPONDENCE which have been approved by the Head COURSES: Of Department in conjunction with the FINANCIAL Ministry of Public Service and ASSISTANCE Information.
- (2) The study loan if approved shall be repayable in equal monthly instalments over a period of up to twelve months, to meet the cost of the approved correspondence course; provided the course is in line with an officer's job description and funds are available

- (3) An officer who wishes to pursue a correspondence course in terms of this General Order shall submit his/her application for financial assistance to the Principal Secretary, Ministry of Public Service and Information, through his/her Head of Department and the Head of Department shall state in writing if he/she supports the application.
- (4) In submitting his/her application for financial assistance the officer shall give the following information :-
 - (a) his/her present appointment, salary grade and job description;
 - (b) the qualification he/she presently holds;
 - (c) full details of the proposed course of study;
 - (d) full details of the cost of the course of study;
 - (e) his/her proposal concerning the rate and method of repayment of financial assistance if authorised;
 - (f) This study loan if approved shall not be refundable with effect from 1st August 1998.
- (5) if it is approved, the cheque will be paid direct to the authorities conducting the course by the Accountant general. It shall not be paid to the officer himself.

Amendment No. A111
1st August 1998

SECTION 5:

STAFF PERFORMANCE APPRAISAL REPORTS
ANNUAL CONFIDENTIAL REPORTS : CERTIFICATES OF SERVICE AND
VALEDICTORY LETTERS

- A.160 (1) A Head of Department shall prepare staff performance appraisal reports on forms SPAR(S) or SPAR(J) as appropriate, on those officers who are serving on the salary grades covered by General Order A.162(1). Annual confidential reports on forms CR(NUR) or SP46 shall be prepared on Nursing and Police staff respectively, who are serving on the salary grades covered by General Order A.162(2). These reports shall be prepared on the following staff:-
- OFFICERS ON WHOM
STAFF PERFORMANCE
APPRAISAL REPORTS
AND ANNUAL
CONFIDENTIAL
REPORTS SHALL BE
MADE:
- (a) officers serving on probation
 - (b) to the permanent and pensionable establishment; and

- (b) pensionable officers who have been confirmed in their appointments.

The reports shall be forwarded to the Secretary, Civil Service Board, in terms of General Order A.160 (2) and (4), except that annual confidential reports (form SP46) on Police Officers below the rank of Inspector of Police, and staff performance appraisal reports on Correctional Service officers below the rank of Chief Officer, shall be dealt with in the terms of General Order A.160(3).

- (2) In the case of officers whose posts fall within a particular cadre, for example the Secretarial Cadre, the reports shall be forwarded to the Secretary, Civil Service Board, through the Head of the particular cadre.
- (3) Annual confidential reports and staff performance appraisal reports on Police and Correctional Service officers below the ranks of Inspector of Police and Chief Officer respectively, shall be retained by the Commissioner of Police or Correctional Services as appropriate, and shall not be sent to the Secretary, Civil Service Board.
- (4) When the annual confidential reports and staff performance appraisal reports are sent to the Secretary, Civil Service Board, they shall be accompanied by a nominal roll. A copy of each report shall also be sent to the Principal Secretary, Ministry of Public Service and Information accompanied by a nominal roll.

Amendment No. A66
1st July, 1979

- A.161 (1) Staff performance appraisal reports shall be prepared on the following categories of officers on the 15th October each year, but shall be retained by Heads of Department, unless specifically called for either by the Civil Service Board or the Principal Secretary, Ministry of Public Service and Information.
- OFFICERS ON
WHOM REPORTS
SHALL BE
PREPARED, BUT
RETAINED BY
MINISTRIES
- (a) officers serving on salary grade A2 and below;
- (b) officers serving on contract terms of service;
- (c) officers serving on temporary terms of service.
- (2) In respect of designated officer (OSAS) serving on contract terms of service, in terms of General Order A.161(1)(b) the Overseas Development Administration may require the reports to be made available to it and the reports shall be called for at the appropriate time.

A.162 (1) A Head of Department shall prepare and submit staff performance appraisal reports on officers in terms of General Order A.160 in accordance with the following time table:-

WHEN STAFF
PERFORMANCE
APPRAISAL
REPORTS AND
ANNUAL
CONFIDENTIAL
REPORTS SHALL
BE SUBMITTED:

Amendment No. A.92
1st December, 2007

- (a) 15th February in each year - on Form SPAR(S)
officers holding posts on salary grades E to F inclusive;
 - (b) 15th June in each year - on Form SPAR(S)
officers holding posts on salary grades C to D inclusive;
 - (c) 15th October in each year - on Form SPAR(J)
officers holding posts on salary grades A to B inclusive.
- (2) A Head of Department shall prepare and submit annual confidential reports on nursing staff and Police officers in terms of General Order A.160 in accordance with the following time-table:-

Form SP46

15th February in each year
Police Officers on salary grade RSP5 or HM
subject to the terms of General Order A.160(3)

Amendment No. A.68
1st December, 2007

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| A.163 | Staff performance appraisal reports on officers of the status of Principal Secretary, and equivalent, that is officers on salary grades F3 and F4 shall be prepared on Form SPAR(S) by the Head of the Civil Service on the 15th February of each year. | <u>REPORTS ON OFFICERS OF THE STATUS OF PRINCIPAL SECRETARY AND EQUIVALENT</u> |
| A.164 | A Head of Department shall inform an officer serving on probation in writing if he is not making satisfactory progress. He shall advise the officer of his remediable faults and shortcomings, which shall be listed in the letter, and provide him with every assistance and guidance in their correction. To prevent any doubt as to whether an officer has been warned of his shortcomings, a copy of the letter addressed to the officer containing such warnings, listing the remediable faults and shortcomings, shall be attached and retained with the report. | <u>REPORTS ON OFFICERS SERVING ON PROBATION</u> |
| A.165. | (1) In compiling a confidential report on an officer serving on probation, a Head of Department shall give specific attention to such important points as:-
progress, conduct, character and ability; any remediable faults and | <u>CONFIDENT REPORT ON OFFICERS SEVER ON PROBATION</u> |

shortcomings; changes in schedules of work during probation; and any examinations or tests which are a pre-requisite to confirmation in appointment.

- (2) A Head of Department shall inform an officer serving on probation in writing if he is not making satisfactory progress. He shall advise the officer of his remediable faults and shortcoming, which shall be listed in the letter, and provide him with every assistance and guidance in their correction. To prevent any doubt as to whether an officer has been warned of his shortcoming, a copy of the letter addressed to the officer containing such warnings, listing any remediable faults and retained with the confidential report.

- A.166 When an officer returns to duty following the completion of a course of study or training, attendance at workshop, seminars or study tours irrespective of where the study or training was undertaken, he shall be required to prepare a report on such study or training referring specifically to the following points:-
- REPORTS :ON
OFFICERS
FOLLOWING
TRAINING:
- (a) A brief description of the course of study or training; stating whether its content agreed with what had been expected.

- (b) Whether the officer feels that he/she derived benefit and achieved something of value from the course of study or training, to the ultimate advantage of his/her work and to Swaziland;
 - (c) The final results of the course of study or training, if known; together with progress reports from the organisation which provided the course of study or training, if available;
 - (d) Whether the general arrangements for the course of study or training were adequate and satisfactory;
- (2) The reports in terms of this General Order shall be forwarded to the Principal Secretary, Ministry of Public Service and Information, through the Head of Department concerned, and shall be copied to the Secretary, Civil Service Board and to the Secretary, Scholarships Selection Board.

A.167

- (1) A Head of Department shall bear in mind that a careful appraisal of an officer's qualifications, ability and work, is essential both in the interests of the officer himself, and the efficiency of the Service as a whole. A report in purely general terms, for example, that an officer's service has been satisfactory in all respects, gives little assistance in making any distinction between officers reported on. Furthermore, in considering a group of officers in connection with an appointment for which they might be suitable, the task of the Civil Service Board is rendered more

CARE IN
PREPARING
CONFIDENTIAL
REPORT

difficult if the particular directions in which an officer's potential may be strong or weak are insufficiently emphasised.

- (2) To permit the merits of an officer who is under review for a particular vacancy or promotion being properly assessed, a Head of Department shall give his opinion on the standard of work and the duties performed by the officer during the previous years. An indication shall be given of his suitability for appointment or promotion to a senior grade requiring him to undertake administrative, executive or supervisory duties. To enable a proper assessment to be made of an officer, especially as regards ability and his suitability for his present position or for promotion, it is the duty of the Head of Department to see that attention is frankly drawn to any shortcomings, as well as to any merits. While undue weight shall not be placed upon such faults or defects as may be referred to, a balance shall be drawn, so that a fair estimation of an officer's work and character may be reached by the Civil Service Board.
- (3) Any adverse comments on an officer which a Head of Department may include in his report shall be brought to the attention of the officer in writing, to enable him to rectify such shortcomings as may have been drawn to his notice.

- A.168
- (1) Upon leaving the Public Service an officer shall be asked by his Head of Department whether he wishes to be furnished with a Certificate of Service. If he does so wish he shall be given a certificate on the prescribed form AG23. No other document, testimonial, or commendatory letter shall be issued without the prior approval of the Principal Secretary, Ministry of Public Service and Information. A Certificate of Service shall be prepared in duplicate, and signed by the Head of Department; it shall then be sent to the Principal Secretary, Ministry of Public Service and Information for counter-signature. A copy of the certificate shall be retained with an officer's personal records.
- CERTIFICATE
OF SERVICE
- (2) In drafting a Certificate of service, a Head of Department shall keep in mind that the main purpose of the document is that it may be used as a reference covering an officer's work in Swaziland when the time comes for him to seek other employment. It is necessary, therefore, that a Head of Department in completing a Certificate of Service shall give in it that information which he, if he were a prospective employer, might properly expect to obtain from the person who had previously employed the officer. Efficiency and general conduct shall be assessed as "Very Good", "Good", "Fair" or "Indifferent". Unless there is any reason to the contrary, general conduct shall normally be assessed as "Very Good".

- (3) If an officer has not given entire satisfaction during his service, it is important that the certificate shall be worded so as to give the officer credit for any good qualities which he may possess; and that it does not, through a lack of precision or by the bare expression of a general adverse opinion, have the effect of prejudicing the holder's chances of obtaining subsequent employment of a kind for which he might in fact be well qualified. Normally it should not be necessary to add anything on the reverse side of the certificate, unless it is impossible to convey adequately in a few words the information which should reasonably be made available to prospective employers; or unless an officer's services have been definitely unsatisfactory, and any extenuating circumstances need to be emphasised.
- (4) A Discharge Certificate (Form R.S.P.52) shall be provided in the case of a member of the Royal Swaziland Police Force who leaves the Service, in accordance with Force Orders.

- A.169 (1) In the case of an officer who is VALEDICTORY retiring from the Service after fifteen LETTERS years or more service, and who has a good record, his Head of Department may consider it appropriate for a valedictory letter to be sent to him. Normally such a letter shall only be sent where the officer concerned holds a senior position, namely, an appointment on salary grade D4, RSP5, HMCS5 and above, and has given outstanding service.

- (2) A Head of Department shall recommend to the Principal Secretary, Ministry of Public Service and Information, not later than one month before an officer's departure, if he considers a valedictory letter is appropriate, furnishing brief details of any special services rendered by means of the submission of a draft valedictory letter. When the letter is approved it shall be signed by the Head of the Civil Service. Except that in the case of an officer on salary grade D5, E2, F1, RSP6, HMCS6 and above, the letter shall be signed by, or on behalf of, the Prime Minister.
- (3) In an exceptional case, for example, an officer has given service of special merit, or where retirement is hastened on medical or other grounds, it may be appropriate to provide an officer with a valedictory letter even though he has served for less than 15 year. A Head of Department shall make an appropriate recommendation to the Principal Secretary, Ministry of Public Service and Information in such an instance, in the terms of General Order A.168(2).

(NEXT GENERAL ORDER - A.170)SECTION 6: PROMOTIONS AND SECONDMENT, INCLUDING SECONDMENT TO APPROVED INSTITUTIONS IN SWAZILAND.

- A.170 (1) Cadre Promotions Boards have been constituted by the Civil Service Board to advise it concerning the suitability of an officer either for promotion or secondment to a post within a cadre, or for accelerated promotion from grade to grade within a cadre. CADRE PROMOTIONS BOARDS
- (2) The Civil Service Board shall not make an appointment, promotion, or secondment within a cadre, without first obtaining the advice of the appropriate Promotion Board.
- (3) The composition of a Promotion Board, and the manner in which it reports, shall be as prescribed by the Civil Service Commission.
- A.171 (1) In exercising its powers in connection with the promotion or secondment of an officer in the Service, the appropriate Commission or Authority shall be guided by the following principles:- PROMOTION AND SECONDMENT: GENERAL PRINCIPLE

- (a) to give effect to any provisions, including minimum periods served in lower grades, which may be laid down from time to time by the Principal Secretary, Ministry of Public Service and Information, in the Schemes of Service for any public office, or class of office;
 - (b) to have regard to the maintenance of a high standard of efficiency in the Public Service;
 - (c) to take into account the claims of serving local officers eligible for consideration on the basis of merit, qualifications, experience and seniority.
- (2) If the appropriate Commission or Authority considers in any particular case that it is in the interests of the Service, a period of "promotion on trial" may be ordered. The duration of the trial period shall be laid down, during which time an officer shall receive the salary and privileges attached to the post. At any time during the trial period the appropriate Commission or Authority may either substantively promote the officer or revert him to his original appointment, or extend the period of trial
- (3) If the appropriate Commission or Authority is unable to fill a post by the promotion or secondment of a serving local officer, it shall, in deciding on alternative means of recruitment, take into account the terms of General Order A.120(1).

- (4) In the case of a vacant post within a particular cadre which it is considered shall be filled by the promotion of a local officer, the appropriate Commission or Authority shall be guided by the the recommendation of the relevant Cadre Promotions Board General Order A.170 refers.

- A.172 (1) If an officer wishes to be considered either for promotion or secondment, he may make appropriate enquiries of his Head of Department, through the proper channels. PROMOTION AND SECONDMENT WITHIN THE SERVICE: PROCEDURE FOR APPLICATIONS
- (2) In a case where a Head of Department wishes to recommend that a vacant post shall be filled by the promotion or secondment of a serving officer, he shall complete CSB/JSC Form A and forward it to the Secretary of the appropriate Commission in accordance with General Order A.126(1). Where the post comes within a particular cadre the Head of Department shall copy the correspondence to the Head of the Cadre so that he is aware of the action being taken. An officer who wishes to be considered for such a vacant post shall complete CSB/JSC Form C: If the post is one within a particular cadre he shall copy the correspondence to the Head of the cadre.

- (3) In the case of a vacant post which comes within the terms of General Orders A.101, A.102 or A.105 a Head of Department or Authorised Officer, as appropriate, shall be empowered to make a promotion or secondment without reference to the Civil Service Board. An officer who wishes to be considered for such a post shall complete the CSB/JSC Form C suitably amended.
- (4) A Head of Department shall not arouse in the mind of an officer hopes of preferment which it does not rest with him to fulfil. This applies not only to promotion to a higher post or to a transfer, but also, for example, to the passage of an efficiency bar, or enhancement of salary without promotion.

A.173

- (1) When the appropriate Commission has directed that an officer shall be promoted, whether substantively or on trial, or seconded, a letter of authority shall be issued by the Secretary on forms PSC/JSC Form 7 (a), 7(b) or 8, as appropriate. PROCEDURE FOLLOWING PROMOTION OR SECONDMENT WITHIN THE SERVICE
- (2) When an appointment is made by an appropriate Authority the forms of letters prescribed in General Order A.173(1), suitably modified where necessary, shall be used. In the case of the promotion of a member of the Royal Swaziland Police Force, the promotion is published in Force Orders, Part II, and a letter is not issued.

- (3) Normally the date of promotion shall be the date on which an officer assumes the duties of the promotion post, but the needs of the Public Service shall be paramount, and in any case where an officer cannot be made immediately available for the promotion post the Heads of Departments concerned shall consult together and fix an appropriate date for the promotion to become effective. Where agreement cannot be reached the directions of the Principal Secretary, Ministry of Public Service and Information, shall be sought. In a case which falls within an appropriate Commission, and there is likely to be a delay of one month or more, the Commission shall be so advised, and its directions sought. General Order A.208(2) deals with the question of an officer's incremental date on promotion.
- (4) A Head of Department shall issue Treasury Form No. TF.189 when the appropriate Commission or Authority has given its decision.
- (5) When an officer has completed his authorised period of secondment, he shall revert to his substantive appointment in the Service. He shall re-enter his salary scale, where appropriate, at the point which he would have reached if he had not been seconded.

A.174 When an officer is promoted to a post to which is attached a fixed salary, he shall be paid that fixed salary from the date of promotion, subject to the terms of General Order A.173(3). PROMOTION
TO A POST
CARRYING A
FIXED SALARY

- A.175 (1) Except in the case of promotion from a non-pensionable post, to a pensionable post, when an officer is promoted either substantively or on trial, or seconded, to a post to which is attached a salary scale, the entry point into that scale shall be determined in accordance with the following principles, subject to the terms of General Order A.173(3):-
- PROMOTION
TO A POST
CARRYING A
SALARY SCALE
METHOD OF
ASSESSING
ENTRY POINT
- (a) If immediately prior to his promotion the salary of the officer was less than the minimum of the new post, he shall receive the minimum; but if he was qualifying for increment in his former post and had already earned such an amount of increment as would bring his salary up to the minimum of the scale of new post, then any balance of the increment in his former scale shall be taken into account in fixing the date of his first increment in his new scale, provided that in either case the officer shall receive on promotion an immediate increase which is not less than the amount of the increment immediately preceding the point on his existing scale on which he was serving at the time of his promotion.
- (b) If his salary was not less than the minimum of the new post he shall receive an immediate increase equivalent to the increment immediately preceding the point on the new scale to which he is promoted, and if he was qualifying for increment in his former post the date of increment in his new scale shall be advanced proportionately.

- (c) For the purpose of calculating the promotion increase provided under General Order A.175(1)(a) or (b), the intention is that the officer's existing salary before promotion shall be treated as if it were in the scale to which he is being promoted. If it coincides with a true pointing the new scale the officer shall receive a promotion increase related to the normal increment immediately before that point; if it falls between two points in the new scale the promotion increase shall be related to the increment between those two points.
- (2) An officer shall have his salary assessed in accordance with General Order A.175(1) from the date of his promotion, and his subsequent incremental date shall be determined in terms of General Order A.208(2).
- (3) In the case of a non-pensionable officer who is promoted to a pensionable post, the application of the principles set out in General Order A.175(1) shall be modified to take account of any previous suitable experience acquired by the officer which, in the view of the appropriate Commission or Authority, can justifiably be regarded as equivalent to service in the promotion grade, in respect of which the officer concerned has not previously been granted incremental credit.

- (4) Care shall be taken to ensure that correct entry points are assessed in accordance with the principles set out in this General Order, and attention is drawn to paragraph 3 of the Introductory Chapter of these General Orders.

- A.176 An officer who was in the Service prior to 14th May, 1968, who did not opt for the Gardener-Brown salaries and conditions of service shall, if he is subsequently promoted, forfeit any entitlement he may have possessed prior to promotion to a "shadow" scale or "personal right" scale and he shall be subject to the normal promotion rules. The officer shall, before promotion, be notified in writing of the consequential loss of "shadow" or "personal right" as a result of his promotion.
- "SHADOW"
AND "PERSONAL"
RIGHT" SCALES
TO BE FORFEITED
ON PROMOTION
- A.177 (1) For the purpose of this General Order and General Order A.17 the following definitions shall apply:-
- (a) "approved institution" shall mean a board, council or institution in Swaziland approved by the Government in the terms of these General Orders;
- SECONDMENT
TO APPROVED
INSTITUTIONS
IN SWAZILAND
GENERAL
PRINCIPLES
AND CONDITIONS
OF SERVICE

- (b) "seconded officer" shall mean an officer seconded from the Service for duty with an approved institution
- (2) An officer shall not be seconded for duty with an approved institution unless he has given his consent to such secondment in writing.
- (3) If a seconded officer is still serving on probation at the date of his secondment to an approved institution, provided he completes satisfactorily his period of probation during his secondment he shall be eligible for confirmation in appointment, and the procedure set out in General Order A.141 shall be followed.
- (4) A seconded officer shall be permitted to count seconded service within the terms of the Pensions Act. If an officer retires from the employment of an approved institution, and he does not take up further employment in the Service, his emoluments for computing his pension or other retiring benefits shall, subject to the approval of the appropriate Commission, be based on those which he would have received by the grant of normal annual increments if he had not been seconded, and had retired from the Service on the date he ceased employment with the approved institution.

- (5) A seconded officer and his family shall, during the period of his secondment, remain eligible for certain awards under the Pensions Act (General Order A.618 refers), unless it is expressly stated otherwise in the terms of the agreement under which the officer is seconded.
- (6) If in any particular case it is considered necessary to terminate the services of a seconded officer for any reason, the appropriate procedure in terms of Section 7, Part One of Chapter A of General Orders shall be followed. If a seconded officer voluntarily resigns from the employment of an approved institution, the question of whether he has resigned or retired from the Service shall be decided in the terms of General Order A.187 or A.188, as appropriate.
- (7) Subject to the terms of the agreement covering the period of secondment, the Government may, after giving appropriate notice to the approved institution, or if the approved institution so requests, require a seconded officer to return for duty to the Service. In this event he shall be appointed to a post at a salary not less than the salary he would have received by the grant of normal annual increments if he had not been seconded.

- (8) A seconded officer shall not be permitted to claim re-appointment to a post in the Service before the date of which his agreed period of secondment expires.
- (9) During his period of secondment a seconded officer shall be subject to the function control of the approved institution in carrying out his day to day duties; and his posting within the area of work controlled by that institution shall be at its discretion.

A.178

- (1) A Head of Department who has been requested by an approved institution to arrange for the secondment of an officer for duty with the institution, shall, if he agrees with the request, recommend accordingly to the appropriate Commission; the procedure set out in General Order A.172 suitably modified where required, shall be followed.

SECONDMENT
TO APPROVED
INSTITUTIONS
IN SWAZILAND:
PROCEDURE TO
INITIATE
SECONDMENT

- (2) If the appropriate Commission authorises the secondment, the procedure set out in General Order A.173, suitably modified where required, shall be followed. In this connection it is important that the terms of the agreement governing the period of secondment are fully and precisely laid down, and that the officer whom it is proposed to second accepts such terms in writing; General Order A.177(2) refers.

- A.179
- (1) An officer who is seconded to an International Organization in the public interest, that is with full concurrence of the Government, he shall retain his substantive office in the Public Service and on completion of the period of secondment he shall revert to that office, or to one of a comparable level. SECONDMENT TO INTERNATIONAL ORGANIZATION
 - (2) In the case of an officer who, of his own volition, applies for and obtain an appointment with an international organization, but not at the instance of the Government, he shall be required either to resign from the Public Service, or to retire therefrom if his age and length of service so permit.
 - (3) The period of approved secondment shall not exceed three years, and it shall not be renewable. SECONDMENT TO LOCAL GOVERNMENT AUTHORITY FOR PARASTATAL ORGANIZATION
 - (4) At the time of secondment an officer shall be of an age which is within range of retirement age (this age may change if the new Pensions Act is promulgated).

- (5) If the continued services of an officer are required by the authority or organisation beyond the three years approved secondment stipulated in General Order A.179(3) above, the officer shall be required either to resign from the Public Service, or retire therefrom if his age and length of service so permit. He will be expected to join the authority or organization on a permanent basis on the conditions of service applicable to such authority or organization.
- (6) If a seconded officer wishes to revert to the Public Service on completion of his period of approved secondment, he shall so inform his Principal Secretary of his Ministry not later than three months before the secondment is due to end.

AMENDMENT NO. A108
1ST APRIL, 1986

(NEXT GENERAL ORDER - A.180)

SECTION 7: RETIREMENTS : TERMINATION AND RESIGNATION OF PENSIONABLE APPOINTMENTS

- A.180 In dealing with cases which come within the terms of this Section of General Orders, a Head of Department shall take due cognisance of Part Six of this Chapter, in particular General Order A.601, which states that the Pensions Order is authoritative, and shall always override any inconsistency or errors apparent in these General Orders. SAVING
- A.181 (1) No pension, gratuity or other allowance shall be granted under the Pensions Order (18) to any officer except on his retirement from the Public Service in one of the following cases:- CIRCUMSTANCES IN WHICH PENSIONS MAY BE GRANTED
- (a) if he retires from the Public Service of the Government of Swaziland –
- (i) If has attained the age of (60) years; ; or to or subject to (3) three months' notice of his retirement, on or after he attains the age of 45 years; or
- (ii) on the abolition of his office, on reduction of establishment or on grounds of redundancy; or

- (iii) on compulsory retirement for the purpose of facilitating improvement in the organisation of the department to which he belongs, by which greater efficiency or economy may be effected; or
 - (iv) on medical evidence, to the satisfaction of the appropriate Commission or Authority, that he is incapable, by reason of infirmity of mind or body, of discharging the duties of his office and that such infirmity is likely to be permanent; or
 - (v) in the case of termination of employment in the public interest as provided in the regulation (ii) of the Pensions Order of 1993
- (b) in respect of certain categories of officers under the provisions of:-
- (i) The Designated Expatriate Pensionable Officers (Compensation and Retiring Benefits) Act, 1968; or
 - (ii) The Non-Designated Expatriate Pensionable Officers (Retirement Benefits) Act, 1968; or
 - (iii) The Swaziland Constitution Order, 1968; or

- (c) if, following transfer to other Public Service, he retires in circumstances which are permissible under the Pensions Order. (20)

Amendment No.
1st October 1993

- A.182 (1) It is the policy of the Government that normally an officer shall be required to retire when he reaches the age of or 60 years (depending on the date when he was admitted to the pensionable establishment) unless in the opinion of the appropriate Commission it is not in the best interest of the Public Service that the officer shall be required to retire (22)
- RETIREMENT
OF AN OFFICER
AT THE NORMAL
RETIRING AGE:
PROCEDURE
- (2) Not later than (6) six months before an officer who holds a pensionable office attains the age of 60 years (depending on the date when he was admitted to the pensionable establishment), the Head of Department shall, in a case where he considers that it is in the best interests of the Service for an officer to continue his duties, report the case to the Secretary of the appropriate Commission, and make an appropriate recommendation. In making its decision the appropriate Commission shall consider -

- (a) whether the continued employment of the officer is in the best interests of the Service;
- (b) whether the post can be suitably filled by another officer;
- (c) whether the post can be suitably filled by normal means of recruitment.

Notwithstanding, an officer can decline to serve beyond the normal age of retirement.

- (3) In the case of a Police Officer below the rank of Inspector, or a Correctional Service Officer below the rank of Chief Officer, the Commission of Police, or Commissioner of Correctional Service, respectively, shall be empowered to take appropriate action under this General Order without reference to the Civil Service Board.

- A.183 (1) If a Head of Department is of the opinion that an officer in his Ministry or Department who holds a pensionable office shall be called upon to retire from the Public Service on the grounds that he has attained or is about to reach the age of 45 years, he shall report the matter to the Secretary of the appropriate Commission, giving a full statement of his reasons. If the Commission on consideration of the matter decides that there is a prima facie case for retirement
- RETIREMENT
OF AN OFFICER
ON OR AFTER
THE AGE OF
45 YEARS:
PROCEDURE

it shall inform the Head of Department.

The latter shall then -

- (a) inform the officer that he intends to recommend to the appropriate Commission that he shall be compulsory retired from the Public Service;
 - (b) ask the officer whether he wishes, within a reasonable period of time specified by the Head of Department, to make representations as to why he shall not be so retired;
 - (c) after the expiration of such period, forward his recommendations to the Secretary of the appropriate Commission, with a copy of the representations, if any, made by the officer with his comments. (23)
The Commission shall then consider the case and make its decision.
- (2) In the case of a Police Officer below the rank of Inspector, or a Correctional Officer below the rank of Chief Officer, the Commissioner of Police, or Commissioner of Correctional Services, respectively, shall be empowered to take appropriate action under this General Order without reference to the Civil Service Board.

- (3) An officer who is called upon to retire from the Service in the terms of this General Order shall be given six months' notice of such retirement.

- A.184 (1) If a Head of Department has reason to believe that an officer in his Ministry or Department is incapable by reason of some infirmity of mind or body, which is likely to be permanent, of discharging the duties of his office, he shall report the matter fully to the Director of Health Services, and he shall inform the officer, in writing that he has done so. The Director of Health Services, after considering all the facts, including reports made by the Government or Mission Medical Officer concerned, shall decide if a Medical Board is required for the purpose of ascertaining the officer's conditions. Should the medical board recommend the retirement on medical grounds of the officer, the effective date of such a retirement shall be the date on which the medical Board set and reached that decision, the officer concerned shall be informed immediately the decisions made to stop rendering further services with the held of the medial report. In the light of the medical report submitted by the Director of Health Services to the Head of Department, the latter shall, if required, make a full report to the Commission for its consideration and decision.
- COMPULSORY
RETIREMENT
OF AN OFFICER
ON MEDICAL
GROUNDS:
PROCEDURE

- (2) In the case of a Police Officer below the rank of Inspector, or a Correctional Service Officer below the rank of Chief Officer, the Commissioner of Police, or the Commissioner of Correctional Services, respectively, shall call upon an officer to report for medical examination and shall be empowered to act in the light of the report made by the Director of Health Services, without reference to the Civil Service Board. The effective date shall be the date when the Medical Board shall have met and made that recommendation.

- A.185 (1) If a Head of Department considers that an officer who holds a pensionable office shall be required to retire from the Public Service, -
- COMPULSORY
RETIREMENT
OF AN OFFICER
IN OTHER
CIRCUMSTANCES:
PROCEDURE
- (a) for the purpose of facilitating improvement in the organisation of the Department to which he belongs, by which greater efficiency or economy may be effected; or
- (b) on the grounds that, having regard to the requirements of the Public Service, the usefulness of the officer thereto and all other circumstances of the case, termination of the officer's services is desirable in the public interests; the Head of Department shall make a full report to the Secretary of the appropriate Commission. The Commission shall then obtain from the Heads of Departments of every Ministry or Department

in which the officer has served reports as to his work and conduct.

- (2) Following consideration of the reports, the Commission shall allow the officer an opportunity of replying to the complaints made, because of which his compulsory retirement is contemplated. After further consideration of the reports made on the officer, and his representations in reply, the Commission shall direct in accordance with the decision it has reached. The Commission shall also decide in the event of the officer being called upon to retire from the Public Service, upon the award to him of a pension, gratuity or other allowance. (24)
- (3) If an officer is required to retire under this General Order the appropriate Commission shall decide the amount of notice to be given to the officer, but it shall be -
 - (a) at least six calendar months' notice in the case of an officer retired in accordance with General Order A.185(1)(a); or
 - (b) not exceeding six calendar months' notice in the case of an officer retired in accordance with General Order A.185(1)(b).
- (4) In the case of a Police Officer below the rank of Inspector, or a Correctional Officer below the rank of Chief Officer, the Commissioner of Police or Commissioner of Correctional Services respectively, shall be empowered to take appropriate action under

this General Order without reference to the Civil Service Board.

- A.186 (1) If a post, which is one of a number of such posts, is to be or has been abolished, but one or more such posts remain, the Head of Department shall recommend to the Secretary of the appropriate Commission, with his reasons, as to which of the officers holding such posts shall have his appointment terminated, and the Commission shall determine which it shall be and shall direct accordingly.(25) ABOLITION OF OFFICE
- (2) The case shall also be referred by a Head of Department to the appropriate Commission when only one post is to be abolished, and no further posts in that particular cadre remain.
- (3) At least six calendar months' notice of the intention to abolish a post shall be given to the officer concerned.
- (4) In the case of a Police Officer below the rank of Inspector, or a Correctional Service Officer below the rank of Chief Officer, the Commissioner of Police or the Commissioner of Correctional Services Officer, respectively, shall be empowered to take appropriate action under this General Order without reference to the Civil Service Board.
- A.187 (1) Notwithstanding the terms of General Orders A.182 to A.186 inclusive, if a Head of Department becomes aware that an officer in his Ministry is about to reach the age of 60 years of age, shall inform the officer in writing VOLUNTARY RETIREMENT OF AN OFFICER PROCEDURE

not later than three months before the officer's compulsory retirement is due. In the event his Head of Department fails, or neglects to inform the officer about his last day of service, the officer concerned shall inform the Head of Department in writing about his last day of service and request the Head of Department to start processing his terminal benefits.

- (2) The Head of Department shall not later than three months before an officer attains his compulsory retirement of 60 years, issue a circular memorandum to all relevant Ministries and Departments, notifying them about an officer's last day of service.
- (3) The Head of Department shall submit the officer's file together with all relevant documents not later than three months to the Accountant General's office for the processing of an officer's terminal benefits before the officer's last day of service.
- (4) The period of notice shall be effective from the first day of the month and shall end on the last day of the months.

Amendment No. A 73
25th November 1994

- A.188
- (1) If an officer holding a pensionable post resigns from his appointment before he has qualified for a pension or gratuity he shall lose all rights to such pension or gratuity instead he shall be refunded his contributions. Normally three calendar months' notice of the officer's intention to resign shall be required, which shall be made to his Head of Department. (Any lesser period of notice shall require the approval of the Principal Secretary, Ministry of Public Service and Information. The period of notice shall not run concurrently with a period of leave, if any is due, unless the Principal Secretary authorises otherwise in any particular case.
- RESIGNATION
OF OFFICERS
HOLDING
PENSIONABLE
APPOINTMENT
- (2) In the case of an officer who is serving on probationary terms of service, he shall be required to give not less than one calendar months' notice of his intention to resign.
- (3) A Head of Department shall advise an officer resigning that once an officer's application for resignation has been received by the Principal Secretary, Ministry of Public Service and Information, there shall be no withdrawal of such an application for resignation. An officer shall have to re-apply to the Civil Service Board or appropriate authority for re-employment and his application shall be considered along with other applicants.

Amendment No. A73
30th April, 1980

- (4) The question of what privileges the officer may be given on resignation, in particular as regards earned leave and transport facilities, shall be governed by the terms of General Orders A.333 and A.575(1) or (2) respectively.

A.189	<p>If an officer holding a pensionable post is dismissed from the Service he shall lose all rights to pension and gratuity as well as government contribution .The terms of General Order A 332 and A.575(3) shall also apply. However the officer shall be paid his pension Contribution.</p>	<p><u>DISMISSAL</u> <u>OF OFFICERS</u> <u>HOLDING</u> <u>PENSIONABLE</u> <u>APPOINTMENT</u></p>
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Amendment No. A7
1st November 1993

(NEXT GENERAL ORDER - A.190)

SECTION 8: TERMINATION AND RESIGNATION OF NON-PENSIONABLE, CONTRACT AND TEMPORARY APPOINTMENTS : AND TRAINING POSTS

- A.190 (1) If a Head of Department considers that the appointment of an officer serving on the E scales, non-pensionable terms of service, shall be called upon to retire from the Service, on grounds which do not require formal disciplinary proceedings under the provisions of Section 1, Part Nine of Chapter A of these General Orders, he shall inform the officer in writing of his intentions, and invite the officer's representations on the matter in writing, within a time limit laid down by the Head of Department. After considering any such representations the Head of Department shall decide whether the officer shall be retired from the service in the public interest, and the officer shall be so informed (32).
- (2) In the event of an officer being retired from the Service in the terms of this General Order he shall be given at least one calendar months' notice of his retirement.
- TERMINATION OF
NON-PENSIONABLE
APPOINTMENTS:
PROCEDURE

Amendment No. A73
14th February, 1980

- A.191 (1) If a Head of Department considers that the appointment of an officer serving on contract terms shall be terminated before the normal expiration of his contract, on grounds which do not require formal disciplinary proceedings under the provisions of Part Nine, Chapter A, of these General Orders, the Head of Department shall inform the officer in writing of his intentions, giving his reasons, and inviting the officer's representations on the matter in writing. If, following consideration of the officer's representations, the Head of Department remains of the opinion that the officer's services shall be terminated he shall recommend accordingly to the appropriate Commission or Authority, supporting the recommendation with a copy of the representations put forward by the officer.
- (2) After considering the recommendation made by the Head of Department, the appropriate Commission or Authority shall direct in the light of the decision it has reached.(28)
- (3) The termination of an officer's contract of service shall be in accordance with terms of that contract.(28)
- TERMINATION
OF CONTRACT
APPOINTMENTS:
PROCEDURE

Amendment No. A73
14th February, 1980

- A.192 (1) If a number of officers are serving on unexpired contracts in the same grade and the Head of Department considers that one or more of such posts shall be vacated on grounds of redundancy, he shall make his recommendations to the appropriate Commission or Authority as to which of the officers holding such posts shall have their contract appointments terminated. The Commission or Authority shall consider the recommendations and direct in the light of the decision it has reached (29).
- TERMINATION
OF CONTRACT
APPOINTMENTS
ON GROUNDS
OF REDUNDANCY:
PROCEDURE
- (2) The termination of an officer's contract of service shall be in accordance with the terms of that contract. (28)
- A.193 (1) If a Head of Department considers that the appointment of an officer serving on temporary terms shall be terminated, on grounds which do not require formal disciplinary proceedings under the provisions of Part Nine, Chapter A of these General Orders, the Head of Department shall proceed in accordance with General Order A.191(1) (32).
- TERMINATION
OF TEMPORARY
ENGAGEMENT:
PROCEDURE

- (2) If in the event the appropriate Commission or Authority decides that the officer's temporary appointment shall be terminated, it shall so direct. The officer shall be given one calendar month's notice or one month's salary in lieu, unless his letter to appointment provides otherwise.(30).

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|-------|---|--|
| A.194 | If an officer holding an appointment on contract or temporary terms of service resigns his appointment before the completion of the period he has contracted to serve, he shall be liable for any penalties which may be set out in his form of contract or letter of temporary appointment. | <u>RESIGNATION
OF OFFICERS
HOLDING A CONTRACT
OR TEMPORARY
APPOINTMENTS</u> |
| A.195 | If an officer holding an appointment on contract or temporary terms of service is dismissed from the Service he shall lose all right to gratuity or bonus and instead he shall be refunded his contribution. Any other privileges, including leave and transport, shall also be forfeited (13) | <u>DISMISSAL OF
OFFICERS
HOLDING
CONTRACT OR
TEMPORARY
APPOINTMENTS</u> |
| A.196 | A candidate who is undertaking a training course within Swaziland with the intention of entering the Public Service shall not be regarded as a public officer during any stage of his training. He shall only become such an officer following the successful completion of his pre-service training, and he has been offered and has accepted an appointment in the Service. If at anytime during his training the officer in charge | <u>CANDIDATES
ON PRE-SERVICE
TRAINING
COURSES:
PROCEDURE FOR
TERMINATION</u> |

of the course decides that the candidate is unlikely to complete the course satisfactorily, or that he is otherwise unsuitable, the officer in charge shall make an appropriate recommendation to the head of the training establishment.

The latter shall then refer the matter to the Principal Secretary, Ministry of Public Service and Information, for his consideration and decision.

Amendment No. A73
14th February, 1980

PUBLIC SERVICE PAY GRADE STRUCTURE

AS AT 1ST APRIL 1993

OLD GRADE	NEW GRADE	OLD GRADE	NEW GRADE
28	19	11	6
27	18	10	5
26	17	9	5
25	16	8	4
24	15	7	3
23	14	6	3
22	13	5	3
21	12	4	2
20	12	3	2
19	11	2	1
18	10	1	1
17	10		
16	9		
15	9		
14	8		
13	7		
12	7		

Amendment No. A
1st April 1993

PART TWO

SALARY GRADES : ENTRY POINTS AND INCREMENTAL CREDIT : ANNUAL INCREMENTS : ACTING APPOINTMENT ALLOWANCES : OVERTIME AND STAND-BY ALLOWANCES:ISSUES OF UNIFORMS FOR HOSPITAL, POLICE, CORRECTIONAL SERVICE AND OTHER ESTABLISHED STAFFS : MISCELLANEOUS ALLOWANCES:

SECTION 1 : SALARIES AND SALARY GRADES

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|-------|---|------------------------------------|
| A.200 | The basic salary grades attached to established posts or offices in the Public Service shall be as set out in Appendix A.6. | <u>SALARY GRADES</u> |
| A.201 | If an officer is employed on contract terms of service, he shall be remunerated at the basic salary grades set out in Appendix A.6. | <u>CONTRACT OFFICERS: SALARIES</u> |
| A.202 | If an officer is employed on temporary conditions of service under Chapter B of these General Orders he shall normally be remunerated at the basic salary grades set out in Appendix A.6. | <u>TEMPORARY STAFF: SALARIES</u> |
| A.203 | Female staff shall be remunerated at the basic salary grades set out in Appendix A.6. | <u>FEMALE STAFF: SALARIES</u> |

A.204	Staff employed on part-time duties shall be remunerated on a pro-rata basis, in accordance with Appendix B.1 of Chapter B of General Orders.	<u>STAFF</u> <u>ENGAGED ON</u> <u>PART-TIME</u> <u>DUTIES</u>
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Amendment No.A.62
1st October, 1978

A.205	Salaries shall be paid monthly in arrear, at one-twelfth of the annual rate.	<u>PAYMENT OF</u> <u>SALARIES</u>
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A.206	Where payment for a period of less than one month is concerned, the salary shall be calculated according to the number of days in the particular month; for example, salary for four days in the month of March shall be assessed at $\frac{4}{31}$ of the monthly rate.	<u>COMPUTATION</u> <u>OF BROKEN</u> <u>PERIODS</u>
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A.207	The Accountant General shall be advised by the Head of Department by means of Treasury Form No. TF. 189 when an increment is due for payment. Without such a notification to the Accountant General an increment shall not be paid. The procedure for withholding or stopping an increment shall be as prescribed in General Order A.231 or A.232, as appropriate.	<u>PAYMENT</u> <u>OF SALARY</u> <u>INCREMENTS</u>
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- A.208 (1) The incremental date shall be the 1st April, irrespective of the date of an officer's appointment to the service. An officer shall be required to serve for at least six calendar months following appointment to the Service prior to an increment falling due, in order to qualify for the increment. This means that in the case of an officer who was:-
- INCREMENTAL
DATE

Amendment No. A.62
12th April, 1988

- (a) Appointed to the Service during the period 1st April to 1st October, inclusive, in a year beginning 1st April increment shall become due the first increment falls due on the 1st April in the year immediately following the year of appointment. (for example, if an officer was appointed on 1st October 1972, the first increment fell due on 1st April 1973;
- (b) Appointed to the Service during the period 2nd October to 31st March, inclusive, in a year beginning 1st April the first increment falls due on the 1st April immediately following the completion of six calendar months' service. (For example,

if an officer was appointed on 2nd October, 1972, the first increment fell due on 1st April, 1974, because on 1st April, 1973 he had not served for six calendar months).

- (2) In the case of an officer who is promoted to a grade carrying an incremental grade the following conditions shall apply:-
An officer who is promoted shall be required to serve for at least six calendar months following promotion in order to qualify, for a subsequent increment. This means that in the case of an officer who was:-
- (a) promoted during the period of 1st April to 1st October, inclusive, a year beginning 1st April he shall receive his promotion salary from the date of promotion, and the next increment of salary falls shall become due on the 1st April in the year immediately following the date of promotion. (For example, if an officer was promoted on 1st, October, 1972 and he shall received his promotion salary from that date, and the next increment fell shall become due on 1st April 1973;
 - (b) If he was promoted during the period 2nd October to 31st March, inclusive in year beginning 1st April he shall be receives his promotion salary from the date of promotion, and the next increment of salary falls shall become due on the 1st April immediately following the completion of six calendar months' service in the

promotion grade.(For example, if an officer was promoted on the 2nd October, 1972 he shall receive his promotion salary from that date, but the next increment only fell shall become due on 1st April, 1974, because on the 1st April, 1973 he had not served for six calendar months in the promotion grade).

- A.209 If an officer has been interdicted from the performance of his duties the rate of salary (which shall be not less than one half of his normal emoluments) which shall be paid to him, shall be authorised by the Principal Secretary, Ministry of Public Service and Information or an Authorised Officer or Head of Department, as appropriate. General Orders A.907, A.929 and A.945, as appropriate, refer.
- INTERDICTION
OFFICER:
SALARY
PAYMENTS
- A.210 (1) In the case of an officer who has been convicted of a criminal offence, (except where an admission of guilt has in fact been accepted; or where the Police authorities have been willing to accept such an admission; or where the officer has been merely reprimanded or cautioned by the Judicial Officer hearing the case) he shall be suspended from duty and shall not be paid any emoluments from the date of conviction pending a decision on his case. General Orders A.911, A.932
- SUSPENDED
OFFICER
CESSATION
OF SALARY
PAYMENT

and A.951, as appropriate, refer.

- (2) If an officer is suspended from duty by his Head of Department on reasonable grounds of suspicion that he has committed the crime of theft of public property, he shall not be paid any salary from the date of suspension nor shall he be paid any salary outstanding at that date. General Order A.974 refers.

A.211

- (1) An advance of salary shall be approved only as a most exceptional measure. It shall be restricted to occasions when an officer is concerned in one of the following circumstances, and it is shown beyond all reasonable doubt that he has been involved in heavy or unexpected expenditure because of such circumstances:-

ADVANCES
OF SALARY

- (a) if there is serious illness in an officer's family;
- (b) if on first appointment to the Service an officer's name could not immediately be included on the payroll, so entailing a delay in the payment of the first salary cheque;

- (c) when an officer is transferred from one duty station to another duty station within Swaziland;
 - (d) when an officer is seconded to the Swaziland Foreign Service for duty in a mission abroad;
 - (e) an officer shall make an application for a salary advance in order to help meet the expenses in respect of the education of his children or to help offset the financial burden incurred in paying for the education of his children.
- (2) An application for an advance shall be made to the Accountant General through the Head of Department, who shall take all reasonable steps to check the veracity of the application, and he shall confirm that this has been done when forwarding the application. It is essential for the application to contain sufficient information to show that the unforeseen expenses with which the officer is faced justify an advance and also the amount of money applied for. The following details shall also be given:-
- (a) The officer's salary and terms of appointment;
 - (b) The officer's gross and net salaries.
 - (C). Officers rank-

Amendment No. A62
1st October, 1978

- (3) In a case where an advance is required because of expenses incurred through serious illness (General Order A.211(1)(a) refers), the application shall be routed through the Director of Health Services by the Head of Department to the Accountant General.
- (4) If an advance is approved, it shall not exceed one month's salary, and except for an advance made in terms of General Order A.211(1)(b), (when the full recovery shall be made in the month following that in which the advance was drawn) the recovery of the advance shall be made in three equal and consecutive monthly instalments, starting in the month following that in which the advance was made.
- (5) An advance made in the terms of this General Order shall be entirely at the discretion of the Accountant General. In making his decision the Accountant General shall consider the facts of the case as presented to him by the officer requesting the advance, together with the observations made by the Head of Department in forwarding the application.

- (6) Financial embarrassment which falls within the terms of General Order A.1040(2), shall not be accepted as a reason for an advance of salary being made in the terms of this General Order.

Amendment No. A62
1st February, 1988

A.212	<p>An officer who absents himself from duty without permission, except in the case of illness or unavoidable circumstances, shall forfeit the whole of his salary for the period of absence, or such proportion as may be determined by the Principal Secretary, Ministry of Public Service and Information in the light of the circumstances of the case. He shall, in addition, render himself liable to summary dismissal from the Service and to the loss of all retiring benefits: General Order A.1000 (2) refers.</p>	<p><u>ABSENCE</u> <u>WITHOUT</u> <u>PERMISSION</u> <u>FORFEITURE</u> <u>OF SALARY</u> <u>AND DISMISSAL</u></p>
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Amendment No. A62
1st February, 1988

(NEXT GENERAL ORDER - A.220)

SECTION 2: ENTRY POINTS AND INCREMENTAL CREDIT

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| A.220 | (1) | The entry points into the various salary grades shall be those set out in Appendix A.8, as amended from time to time. | <u>ENTRY POINTS
INTO SALARY
GRADES</u> |
| A.221 | (1) | In authorising an initial entry point into a salary scale the Civil Service Board or appropriate authority shall, in making its assessment in a particular case, take into consideration - | <u>INCREMENTAL
CREDIT:
AUTHORITY</u> |
| | (a) | the requirements laid down from time to time in the Schemes of Service by the Principal Secretary, Ministry of Public Service and Information in regard to minimum qualifications (which may include a period of experience) needed for the post or office concerned; and | |

(b) the principles covering the grant of incremental credit for relevant experience as set out in General Order A.222.

(2) If it is necessary in any particular case, the Civil Service Board or appropriate authority shall consult the Principal Secretary, Ministry of Public Service and Information.

A.222

- (1) Incremental credit for approved experience shall normally be granted on the basis of one increment for each completed year of relevant experience, but where necessary the salary positions of officers with comparable qualifications and experience already serving in the grade shall be taken into consideration when making assessments. The following maximum limits shall apply:-
- INCREMENTAL CREDIT LIMITATION
- (a) Professional Officers and Lecturers (Technical)
- (i) if employed on permanent and pensionable terms of service up to a maximum of twelve increments may be granted;
- (ii) if employed on contract terms of service, there shall be no limit save for the maximum point of the salary grade.

- (b) All other categories of officers
 - (i) if employed on permanent and pensionable terms of service, up to a maximum of eight increments may be granted;
 - (ii) if employed on contract terms of service, there shall be no limit save for the maximum point of the salary grade.

A.223

- (1) A request for an officer's salary to be re-assessed, for example, because he has not been given the proper credit for previous experience shall be made to the Civil Service Board or appropriate authority within twelve months of the officer's first appointment, applications out side this time limit shall not be entertained.
- (2) Where a salary adjustment is made within the twelve months' time limit the adjustment shall have effect from the original date of appointment.
- (3) The terms of General Order A.223(1) and (2) shall apply also to an officer employed on contract terms of service. In the case of such an officer being promoted or transferred during the currency of an existing contract, the Civil Service Board or appropriate Authority shall be empowered to re-assess his incremental

RE-ASSESSMENT
OF INCREMENTAL
CREDIT AND
ENTRY POINTS:

credit in his new grade with effect from the date of his promotion or transfer, in accordance with the terms of General Orders A.221 and A.222.

A.224	Incremental credit shall not be given for military service, nor for post-war compulsory national service.	<u>INCREMENTAL CREDIT NOT GIVEN FOR MILITARY SERVICE</u>
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Amendment No. A62
1st October, 1978

(NEXT GENERAL ORDER - A.230)

SECTION 3: ANNUAL INCREMENTS AND EFFICIENCY BARS

A.230	(1) An increment is an increase of salary of a prescribed amount as set out in the appropriate salary grades (Appendix A.6) which, provided certain conditions are fulfilled, shall be granted annually to an officer until the maximum of the grade is reached: General Order A.207 refers. The primary conditions shall be that an officer has discharged his duties with efficiency, diligence and fidelity, and that his conduct has been satisfactory	<u>INCREMENTS GENERAL</u>
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during the year concerned. In the event of these conditions not being fulfilled in any particular case, a Head of Department shall initiate proceedings under General Order A.231 or A.232, as appropriate to have an increment withheld or stopped, as may be appropriate.

- (2) In some instances there may be further conditions to be fulfilled before an increment is granted, for example, an officer may be required to pass an examination or test, or obtain some other qualification as a pre-requisite to the payment of the increment. If these further conditions have not been satisfactorily completed the Head of Department shall follow the procedure set out in General Order A.231, in order to withhold the increment.
- (3) The terms of this General Order and General Order A.207 shall apply also when an officer is on paid leave, including leave pending retirement or on completion of contract, and an increment falls due during that leave, including "hypothetical" leave when an officer employed on contract is required by the Government to accept a terminal payment in lieu of leave.

- (4) In the case of an officer on probation to the pensionable establishment, no increment of salary shall be paid to him after the first increment has been paid until after he has been confirmed in his appointment: General Order A.142(2) refers.

A.231

- (1) An increment "withheld" means that as an officer has not qualified for an increment on the due date he shall not be paid the increment on that date, and it shall be withheld until he has fulfilled the conditions necessary to qualify for it. An increment shall normally be withheld if an officer:-
- (a) fails to pass within a stipulated period an examination or test which is a pre-requisite to the award of the increment or;
- (b) during the increment - earning period has failed to carry out his duties with efficiency, diligence and fidelity, or if his conduct has been unsatisfactory.
- (2) In the case of an officer holding an appointment which fall within the purview of the Civil Service Board, if the Head of Department considers that an increment of salary shall be withheld, he shall make a report to the Civil Service Board; giving his detailed reasons

INCREMENT
WITHHELD
PROCEDURE

for not recommending the payment of the increment. The Civil Service Board shall consider the case and advise the Prime Minister accordingly. It is essential that a Head of Department shall initiate action under this General Order not later than 2 months before the due date of the increment to allow the advice of the Civil Service Board to be tendered to the Prime Minister before that date.

- (3) Where an increment has been withheld under General Order A.231(1)(a), and the officer subsequently passes the required examination or test, subject to the advice of the Civil Service Board and the decision of the Prime Minister, the increment shall be restored from that date, and the next increment shall be due on the following incremental date. If, however, the increment has been withheld for a period in excess of twelve months, which means that at least two increments have been withheld, when the officer subsequently passes the required examination or test, consideration shall be given to awarding such increments from that date as will restore the officer's salary to the point which he would have reached if the increments had not been withheld. If such increments are granted the next increment shall be due on the following incremental date.

- (4) Where an increment has been withheld under General Order A.231(1)(b), it shall be the responsibility of the Head of Department concerned to review such a case at three-monthly intervals so that an increment is not withheld longer than is necessary. If and when an increment is granted, which shall be subject to the advice of the Civil Service Board and the decision of the Prime Minister, it shall be paid from the date the authority is given, and the next increment shall be due on the following incremental date.
- (5) In the case of an officer holding an appointment which does not fall within the purview of the Civil Service Board, it shall be the responsibility of an Authorised Officer or Head of Department (General Order A.901(a) or A.901(b) respectively refers) to take appropriate action without recourse to the Board.
- (6) In the case of a Police or Correctional Service Officer whose appointment does not fall within the purview of the Civil Service Board, the Commissioner of Police or Commissioner of Correctional Services, as appropriate, shall take such action as may be required without recourse to the Board.

- A.232
- (1) An increment "stopped" means that, for disciplinary reasons, or because the standard of his work or conduct justify such a step, an officer cannot be considered for the grant of an increment for a full year from the date on which the increment was stopped. INCREMENT STOPPED PROCEDURE
- (2) In the case of an officer holding an appointment which falls within the purview of the Civil Service Board, if the Head of Department considers that an increment of salary shall be stopped, he shall make a report to the Civil Service Board giving his detailed reasons for not recommending the payment of the increment. The Civil Service Board shall consider the case and advise the Prime Minister accordingly. It is essential that a Head of Department shall initiate action under this General Order not later than 2 months before the due date of the increment to allow the advice of the Civil Service Board to be tendered to the Prime Minister before that date.
- (3) Where an increment has been stopped it shall be the responsibility of the Head of Department concerned to keep the case under review and to report to the Civil Service Board, so that an increment is not stopped longer than is necessary after the initial period of one year. When the Civil Service Board advises the Prime Minister that a stopped increment shall be restored, only one increment, if approved, shall be granted. The next increment

shall not be due until the 1st April in the year immediately following the completion of 12 calendar months' service after the stopped increment restored. For example, if an officer had a stopped increment restored on 1st July 1978, his next increment will not be due until 1st April 1980, as he will not complete 12 calendar months service after the restoration of his increment until 1st July 1979.

- (4) In the case of an officer holding an appointment which does not fall within the purview of the Civil Service Board, it shall be the responsibility of an Authorised Officer or Head of Department, (General Order A.901(a) or A.901(b) respectively refers) to take appropriate, action without recourse to the Board.
- (5) In the case of a Police or Correctional Services Officer whose appointment does not fall within the purview of the Civil Service Board, the Commissioner of Police or Commissioner of Correctional Services, as appropriate, shall take such action as may be required without recourse to the Board.

(NEXT GENERAL ORDER - A.240)

SECTION 4: ACTING APPOINTMENT ALLOWANCES

- A.240 (1) When an officer who is considered to be of promotion calibre, and who possesses the specific qualifications demanded of the post, is required to act in one of the posts set out in Appendix A.41, provided:-
- ACTING
APPOINTMENT
ALLOWANCES:
GENERAL
- (a) he performs duties which are separate and distinct from those of his substantive post; and
- (b) he assumes a substantially higher degree of responsibility; he shall be granted an acting appointment allowance in accordance with the terms of General Order A.243, subject to the provisions of General Order A.241.
- (2) Acting appointment allowances shall be non-pensionable and non-gratuitable; that is to say, when pensions or gratuities are being computed the substantive salaries of officers in force during any acting periods shall be used for such computations, and the higher rates of acting appointment allowances shall be subject to Swaziland Income Tax.

Amendment No. A74
1st April, 1980

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|-------|---|---|
| A.241 | <p>(1) If an officer acts continuously in a post which qualifies for acting appointment pay for a period exceeding fifteen consecutive calendar days, the pay shall be effective from the date on which he commenced to act in that post. For example, if an officer is appointed to act in a post for the period September 20th and he then reverts to his substantive grade, he shall be entitled to the pay for 20 days.</p> <p>(2) The acting period shall commence not earlier than 48 hours before the senior officer's departure from the duty station, and shall end not later than 48 hours after his arrival back in that station.</p> <p>(3) If an officer acts continuously in a post which qualifies for acting appointment pay for more than fifteen consecutive calendar days, and he then reverts to his substantive grade, but within seven consecutive calendar days he is again appointed to act in the same post the pay shall be effective from the date on which he commenced to act again in the</p> | <p><u>ACTING</u>
 <u>APPOINTMENT</u>
 <u>PAY : WHEN</u>
 <u>GRANTED</u></p> |
|-------|---|---|

post; and it shall not be necessary for him to serve a further fifteen consecutive calendar days to qualify for the pay. For example, if an officer is appointed to act in a post for the period September 1st to 20th and he then reverts to his substantive grade, but on September 26th he is again appointed to act in the same post, he shall qualify for the pay again from September 26th without serving a further qualifying period of fifteen consecutive calendar days.

- (4) If an officer who is appointed to act in a post is absent from duty for short-periods of authorised absence because of sickness or paid leave, the Principal Secretary, Ministry of Public Service and Information may, in his discretion, permit the officer to retain the acting appointment and the pay during the period of authorised absence, provided that the absence does not exceed seven consecutive calendar days, and no other person is appointed to act simultaneously.
- (5) In assessing the amount of the pay due to an officer, where the acting period covers complete calendar months the monthly rate based on General Order A.243 shall be used. Where the acting period is less than one calendar month the assessment shall be made in terms of General Order A.206. For example, in the instance quoted in General Order A.241(1) the pay shall be assessed at 20/30th of the full monthly rate.

Amendment No.A101
1st April, 1985

- A.242 (1) Acting appointment pay shall not be granted when an officer acts in a post for fifteen consecutive calendar days or less, except in the circumstances covered by General Order A.241(3) for example, if an officer is appointed to act in a post for the period 1st September to September 15 and he then reverts to his substantive grade, he shall not be entitled to acting allowances except in the circumstances covered by General Order A 241 (3).
- (2) An officer shall not be appointed to act in a post, nor be granted the pay, unless he assumes the full duties and responsibilities of the post.
- The approved rates of acting appointment pay shall be:-
- (a) either the entry notch for the post in which an officer is acting; or
- (b) two notches above an officer's substantive salary; whichever is the greater
- ACTING
APPOINTMENT
PAY : WHEN
NOT GRANTED
PAID
- ACTING
APPOINTMENT
PAY : RATES

Amendment No. A101
1st April, 1985

- A.245 (1) An officer shall not normally act in a vacant post for more than 6 months without being promoted. In the case where the officer has acted in the same vacant post for more than 6 months continuously, the Ministry under which the vacancy falls shall take immediate action to promote the officer. If the officer does not have the pre-requisite qualifications, or experience to fill in vacancy he/she shall revert to his/her substantive post and a suitable candidate would have to be appointed to fill in the vacancy.
- (2) In the case of an officer who is acting in a post whose incumbent is on long-term study leave, sick leave, secondment etc, the provision of this General Order shall not apply.
- ACTING
APPOINTMENT
NOT TO LAST
MORE THAN
SIX MONTHS

Amendment No. A115
1st April, 1976

(NEXT GENERAL ORDER - A.250)**PART 5 : OVERTIME AND STAND-BY ALLOWANCES**

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| A.250 | (1) | <p>The remuneration of an officer is based on the assumption that his whole time is at the disposal of Government, and if the official hours are insufficient to deal with a volume of work it is his duty, if called upon to do so, to work such extra hours as may be needed, without additional remuneration. However, situations may arise from time to time affecting certain categories of officers, for example staff employed in the maintenance of essential services, who may be called upon by the nature of their jobs to be on duty call, or to perform long and irregular hours of duty outside the official hours, which require special consideration. In such instances it may be appropriate to recognise the conditions of work by the payment of overtime or stand-by allowances if other means, for example, time off duty, cannot be devised. But it is preferable, wherever possible, to allow an officer to take time off duty in recognition of long and irregular periods of overtime work. General Order A.302 refers.</p> | <p><u>OVERTIME AND
STAND-BY
ALLOWANCES:
GENERAL</u></p> |
|-------|-----|---|---|

Amendment No. A101
1st April, 1994

- (2) It is also necessary to make provision for emergency or other situations where officers are required to work for long and inconvenient hours because of the exigencies of the service. Each case shall be considered on its merits by the Principal Secretary, Ministry of Public Service, and Information, who shall decide whether or not the payment of overtime allowances shall be authorised. The allowance if approved shall be restricted to officers ranging from Grade A1-A7, B1-B5, C1- C4 and D1-D2. Such authority shall be given only in exceptional and demanding cases.
- (3) When overtime remuneration has been approved in accordance with the existing provisions of General Orders the following method of rate calculation will apply.
- (a) officers working a Monday to Friday 5 days a week.
- (i) the rates of pay in all cases shall be reduced to hourly rates, as amended from time to time; the daily rates shall be divided by eight hours to arrive at the hourly rate.

- (ii) for all approved overtime hours fractions of hours to be ignored worked during the normal working week (Monday to Friday) and on Saturday, the hours worked shall be multiplied by the factor of one half (1.5) to arrive at the number of pay hours. For any time worked on Sundays or public holidays the hours worked on these days must be multiplied by the factor of two (2) to arrive at the number of pay hours.
- (iii) the number of pay hours determined in accordance with (ii) above, are then multiplied by the appropriate hourly rate.

Example:

An officer who is on Grade A7, B5, C4 who works from 8am to 9pm will have his hourly rate calculated as follows:

- daily rate divided by 8 hours = $E72.05/8 = E9.01$ per hour.
- his pay hour will be: 4 hours x 1.5 = 6 hours.
- his overtime allowance amount will be:

pay hours x hourly rate = 6 hours x 9.01 per hour = E54.04.

Any hours worked on Saturday are treated as overtime and for such, the multiplying factor shall be 1.5

- (iv) all overtime allowance claims should be submitted on a monthly basis and paid via the payroll system.
 - (b) Officers working non-standard hours or working under shift or special arrangements.
- (1) The basic principles to be applied for non-standard hours/shift arrangements being that overtime worked during the normal shifts period and on the first rest day (irrespective of the day of the week) shall have a multiplication factor of one and half times (1.5) and overtime hours worked on the second rest day and a public holidays have a twice (2) multiplication factor.

Example:

If an officer's shift week starts on Wednesday to Tuesday:

- His first rest day will be Monday. Any overtime hours worked during this rest day period will be multiplied by the factor of one-and-half (1.5) to arrive at the number of pay hours. Principal Secretaries and Heads of Departments are empowered to authorise payment of overtime allowance claims without reference to the Principal Secretary, Ministry of Public Service and Information for consideration and decision. It shall be the responsibility of Heads of Departments to ensure that:
 - (a) Whenever overtime is to be worked, it is necessary, properly authorised in advance whenever possible), and
 - (b) A record of all overtime duty is kept which may be subjected to audit inspection/query, and

- (c) Controlling officers must comply with the provisions of Regulations 0802 to 0804 of Financial and Accounting Instructions read in conjunction with Regulation 3(1) of the Introductory Chapter of General Orders Chapter A and General Order A.250(2).
- (d) In authorising payment of overtime allowance claims, Principal Secretaries and Heads of Departments, must satisfy themselves that the expenditure is authorised, necessary, budgetary allocation are available to meet the expenditure and payment is in accordance with General Orders and Financial and Accounting Instructions.
- (e) The officer claiming payment of overtime shall fill Form 1/94; the forms must be countersigned by the supervising officer and approved by the Head of Department.

- A.251
- (1) In those exceptional cases where overtime or stand-by allowances are authorised, payment shall be confined to the categories of staff covered by Appendix A9, as amended from time to time, and to those officers for whom special authority is given in terms of General Order A.250(2).

<u>RATE</u>
<u>OVERTIME</u>
<u>AND STAND-BY</u>
<u>ALLOWANCES:</u>
<u>AND CATEGORIES</u>
<u>OF STAFF</u>
 - (2) The payment of the allowances shall be subject to the terms of General Order A.270.

Amendment No. A101
1st DECEMBER, 2007

(NEXT GENERAL ORDER - A.260)

SECTION 6: ISSUES OF UNIFORMS FOR HOSPITAL
POLICE, PRISONS AND OTHER
ESTABLISHED STAFFS:

- A.260
- (1) Staff Nurses who are required to wear uniform on duty shall be supplied with an annual issue of the regulation colour and pattern, in accordance with the scales authorised by the Government. Replacement shall take place when the uniforms are no longer serviceable because of normal usage.
- (2) In the case of Housekeepers, their annual issue shall be two complete sets of uniform of the regulation colour and pattern, in accordance with the scales authorised from time to time by the Government, subject to replacement in the terms of General Order A.260(1).
- ISSUES OF
UNIFORM FOR
CERTAIN
HOSPITAL
STAFF:

- (3) An officer, because of the nature of his duties requiring an issue of a uniform or protective clothing shall be issued with a set of uniform or protective clothing once per annum. But shall not be issued where existing uniform or protective clothing is still serviceable.
- (4) The hospital staff covered by this General General may purchase at their own expense One additional set of uniform per annum from The official stock at the landed price to the Government

AMENDMENT NO. A101
1ST APRIL, 1986

A.261 Nursing staff on scale N.5 and above who are required by the nature of their duties to live on hospital premises shall be provided with free laundering for their official uniforms.

FREE
LAUNDERING
OF OFFICIAL
UNIFORMS

A.262 (1) Members of the Royal Swaziland Police Force, shall be supplied with an initial issue of uniform in accordance with the scales authorised by the Commissioner of Police. Items of uniform shall be replaced when they are no longer serviceable because of normal usage.

ISSUE OF
UNIFORMS
FOR POLICE
OFFICERS:

- (2) Members of the Royal Swaziland Police Force may purchase at their own expense one additional set of uniform per annum from the official stock at the landed price to the Government.
- A.263 (1) Members of the Correctional Services who are required to wear uniform on duty shall be supplied with an initial issue of uniform in accordance with the scale authorised by the Government. Items of uniform shall be replaced when they are no longer serviceable because of normal usage. ISSUE OF UNIFORMS FOR POLICE OFFICERS
- (2) Members of the Correctional Services may purchase at their own expense one additional set of uniform per annum from the official stock at the landed price to the Government.
- A.264 Certain established staff shall be entitled to the issue of uniforms or protective clothing required because of the nature of their duties. The scales and frequency of issue shall be as authorised by the Government from time to time. UNIFORMS AND PROTECTIVE CLOTHING ESTABLISHED STAFF:
- A.265 Officers in a Ministry/Department may make applications to their Head of Department to introduce a group uniform (standard dress made) for themselves. The cost of the uniform will be the individual LOANS FOR STAFF TO PURCHASE UNIFORMS

responsibility of each officer. If officers can not meet the bill in purchasing the uniform, providing the uniforms accord with the provisions of General Order A.1008 and providing funds are available, the officers through their Head of Department may make an application to the Accountant General for financial assistance in the form of an advance. In order to qualify for this assistance, the following conditions shall apply:

- (a) Officers should be in a group scheme and be approved by the Head of Department.
- (b) If the financial assistance is approved, the order to the supplier shall be placed by the respective Head of Department and shall be charged to an advance account in Treasury.
- (c) The maximum period of repayment shall be 12 months. Officers may settle their loans within a shorter period if they so wish. Only one loan is allowed to be outstanding at any one time.
- (d) In the event of an officer's death the money owed shall be deducted from his/her death gratuity.

- (e) In the case of an officer who resigns from Government service, any balance outstanding shall be payable in cash.
 - (f) In approving the uniform, the Head of Department shall ensure that the design of the uniform is within the provisions of General Order A.1008.
- (3) The hospital staff covered by this General Order may purchase at their own expense one additional set of uniform per annum from the official stock at the landed price to the Government.

(NEXT GENERAL ORDER - A.270)

SECTION 7: MISCELLANEOUS ALLOWANCES

A.270 The allowances set out in this Section of General Orders may be approved by the Head of Department concerned, and shall be subject to the following conditions, unless in any particular General Order it is stated otherwise:-

MISCELLANEOUS
ALLOWANCES:
GENERAL

- (a) allowances shall be paid monthly in arrear.
- (b) allowances shall be non-pensionable and non-gratuitable.
- (c) allowances shall be subject to Swaziland Income Tax.
- (d) allowances shall not be paid for any period of authorised absence from duty in excess of twenty-one consecutive calendar days.
- (e) allowances shall not be paid during leave pending retirement or termination of contract; or when a terminal payment in lieu of leave has been granted.

A.271

- (1) Matrons, Nursing Sisters and Radiographers who are required to wear uniforms on duty shall be entitled to an annual allowance of E40 for the upkeep and replacement of their official uniforms. They shall not be entitled to a free issue of uniform under General Order A.260.
- (2) The allowance shall be paid when an officer is absent from duty on authorised leave, and the terms of General Order A.270 (d) shall not apply.

UNIFORM
ALLOWANCES
FOR CERTAIN
HOSPITAL
STAFF:

- A.272 (1) An infectious diseases allowance shall be paid to the following medical staff at the rates indicated, who are in regular contact with patients suffering from infectious diseases in the T.B. Hospital, and in the infectious diseases wards in general hospitals:-
- INFECTIOUS
DISEASES
ALLOWANCES
- (a) Staff Nurse - E48 per annum
- (b) Hospital Orderly - E24 per annum
- (2) An infectious diseases allowance shall be paid at the rate of E40 per annum to a Microscopist employed in the T.B. Section of the Central Laboratory, Manzini.
- A.273 (1) An allowance in lieu of private practice shall be paid to the following Medical Officers at the rate of E800 per annum
- ALLOWANCES
IN LIEU OF
PRIVATE
PRACTICE:
MEDICAL
OFFICERS
- (a) Director of Health Services
- (b) Specialist;
- (c) Senior Medical Officer;
- (d) Senior Medical Officer of Health
- (e) Medical Officer;
- (f) Medical Officer of Health;
- (g) Dental Officer.

- (2) The allowance shall not be paid to the Principal Secretary, Ministry of Health, even if the substantive holder of the post is professionally qualified in medicine. The terms of General Order 243 (2) shall apply, where appropriate, when an officer acts as Principal Secretary.

- A.274 When a Staff Nurse is stationed for duty at a rural clinic she shall be paid a Clinic Allowance at the rate of E60 per annum. CLINIC ALLOWANCES
- A.275 (1) An X-ray allowance at the rate of E36 per annum shall be paid to a Staff Nurse who is regularly employed in taking X-ray photographs in the X-ray Department of a hospital. X-RAY ALLOWANCE
- (2) This allowance shall not be paid to an officer who holds the appointment of a Radiographer.
- A.276 (1) An allowance in lieu of private practice shall be paid to the following Veterinary Officers at the rate of E600 per annum:- ALLOWANCES IN LIEU OF PRIVATE PRACTICE: VETERINARY OFFICERS
- (a) Director of Veterinary Services;
- (b) Senior Veterinary Officer;
- (c) Veterinary Officer.

- (2) The allowance shall not be paid to the Principal Secretary, Ministry of Agriculture, even if the substantive holder of the post is professionally qualified in veterinary science. The terms of General Order A.243(2) shall apply, where appropriate, when an officer acts as Principal Secretary.

- A.277 (1) An officer who is employed at the Matsapha Abattoir (Swaziland Meat Corporation), and holds one of the following posts, shall be paid allowances as set out:-
- ALLOWANCES
FOR STAFF
EMPLOYED
AT MATSAPHA
ABATTOIR:

Allowance	Post	Rate of Allowance
Abattoir Allowance	Veterinary Officer	E200 per annum
	Meat Inspector	
	Factory Supervisor	
	Abattoir Attendant	
Flush Seasonal Allowance	Veterinary Officer	E33.33 per month Subject to a maximum of 6 months in any one year
	Meat Inspector	
	Factory Supervisor	
	Abattoir Attendant	E6.66 per month Subject to a maximum of 6 months in any one year
Meat Grading Allowance	Veterinary Officer	E20 per month
	Meat Inspector	

Clothing and Equipment Allowance	Veterinary Officer	E80 per annum
	Meat Inspector	
	Factory Supervisor	E 20 per Annum
	Abattoir Attendant	

- (2) A Veterinary Officer who qualifies for allowances in the terms of this General Order, shall also be entitled to the allowance in lieu of private practice in terms of General Order A.276.

A.278

- (1) Officers serving in the Royal Swaziland Police Force shall be eligible for the following allowances, when appropriate, and at the authorised rates, as laid down by the Commissioner of Police from time to time in Police Force Standing Orders, following approval by Government:-

ROYAL
SWAZILAND
POLICE FORCE:
MISCELLANEOUS
ALLOWANCES

- (a) Detective Allowance;
(b) Plain Clothes Allowance;
(c) Daily Plain Clothes Allowance;
(d) Police Instructor's Allowance;
(e) Police Driver's/Constable's Allowance;
(f) Bandsman's Allowance;
(g) Radio Operator's Allowance.
- (2) The terms of General Order A.270 shall apply when any of the above allowances are paid.

A.279 A Prisons Service driver shall be paid a driver's allowance at the rate of E36 per annum. PRISONS SERVICE DRIVERS ALLOWANCES

A.280 (1) A tool kit allowance shall be paid to an officer employed in the Central Transport Organisation of the Public Works Department, provided he is in possession of the standard tool kit as laid down from time to time by the Principal Secretary, Ministry of Public and Transport. TOOL KIT ALLOWANCE

(2) The rates of the allowances shall be:-

Class	Value of Tool Kit	Allowance per quarter
I	E70 - E90	E3.00
II	E50 - E65	E2.25
III	Over E30 but below E50	E1.50

(3) The allowance shall be paid quarterly in arrear.

A.281 (1) If a teacher is required to undertake the responsibilities of one of the teaching posts set out in Appendix A.10, he shall be entitled to the additional allowances set out in that Appendix. ADDITIONAL ALLOWANCES FOR TEACHING POSTS OF RESPONSIBILITY

- (2) The allowance shall be paid during During school holidays and when a Teacher is absent from duty on Authorised leave, General Order A.270 (d) shall not apply.

A.282

- (1) If an Inspector of Schools, or a teacher, is required to perform one of the following duties in connection with the conducting of Standard V School Examinations held by the Ministry of Education, the following allowances shall be paid:-

SCHOOL
EXAMINATIONS
SETTING,
MARKING AND
INVIGILATING
PAPERS:

- (a) Setting examination papers - E6.50 per paper
- (b) Marking examination papers - 7 1/2 cents per script.
- (c) Invigilating examinations - E1 per day

- (2) In respect of duties concerned with the conducting of the Domestic Science Teacher's Certificate Examination, the following allowances shall be paid:-

<u>Subject</u>	<u>Setting Examination Papers</u>	<u>Marking per Script</u>
Principles and Methods	E6.30	7 1/2c
Theory of Cookery	E6.30	7 1/2c

Theory of Needlework	E6.30	7 1/2c
Housewifery	E5.00	5c
Laundry	E5.00	5c
Mother craft	E5.00	5c
Physiology and Hygiene	E5.00	5c
Practical Cookery (3hrs) Setting and Conducting Examination		E6.30
Practical Needlework (4hrs) "		E8.00
Individual Practical Teaching "		E6.30

- (3) The rates of allowances for setting, moderating and marking other examination papers shall be as authorised from time to time by the Principal Secretary, Ministry of Public Service and Information.

- A.283 (1) An officer who is required to moderate papers for a local law examination shall be paid E2.50 for each paper, and 25 cents for each script. LOCAL LAW EXAMINATIONS: MODERATING AND SETTING PAPERS
- (2) An officer who is required to set papers for a local law examination shall be paid E10.50 for each paper, and 50 cents for marking each script.

- A.284 (1) An officer who is engaged on full-time instructing duties at the Swaziland Industrial Training Institute shall be paid allowances at the following rates:-
- S.I.T.I.:
INSTRUCTORS'
ALLOWANCES
AND
RESPONSIBILITY
ALLOWANCE
- (a) Senior Instructor -E216 per annum
- (b) Instructor -E144 per annum
- (2) In the case of the officer holding the post of Vice Principal of the Institute, he shall be paid a responsibility allowance of E360 per annum.
- A.285 (1) A Typist on Scale D, graded D.5 or D.6, shall be eligible for shorthand allowances at the following rates provided she is qualified at the appropriate speeds:-
- SHORTHAND
ALLOWANCES
- Shorthand 80 w.p.m. - E96 per annum
Shorthand 100 w.p.m. - E192 per annum
- (2) The allowance shall be paid when an officer is absent from duty on authorised leave, including leave pending retirement or on termination of services.

- A.286
- (1) An officer, including a teacher who is not a member of the Unified Teaching Service, who was in the Service prior to 14th May, 1968, and who was at that date in receipt of a salary of E1488 per annum and above:-
- PERSONAL ALLOWANCES: ELIGIBILITY AND PAYMENT
- (a) who opted for the Gardener-Brown salaries and conditions of service, or
- (b) did not opt for the Gardener-Brown salaries and conditions of service, but who was subsequently promoted by the appropriate Commission or the Director of Prisons, shall, with effect from 14th May, 1968, or the date of his promotion, whichever is appropriate, be eligible for a personal allowance in lieu of any former entitlement he may have possessed to -
- (i) subsidised water charges; and
- (ii) free refuse removal; and
- (iii) holiday travel concessions.
- (2) The rates of the allowances, which shall be non-pensionable, and shall not earn gratuity, shall be:-
- (a) An officer on a salary of E1488 per annum and above, but below E2300 per annum - E84 per annum.

- (b) An officer on a salary of E2300 per annum and above E96 per annum.
- (3) An officer who comes within the terms of General Order A.286 (1) who holds, or is promoted to a post which provides him with a salary of E1488 p.a., and above, but below E2300 p.a. and who receives a personal allowance of E84 p.a., General Order A.286(2)(a) refers, shall, if he is subsequently promoted to a post carrying a salary of E2300 p.a. and above, be entitled to the higher rate of personal allowance, that is E96 p.a., from the date of such subsequent promotion.
 - (4) An officer, including a teacher who is not a member of the Unified Teaching Service, who was in the Service prior to 14th May, 1968, and who was not at that date in receipt of salary of E1488 per annum and above, but who is subsequently promoted by the appropriate Commission, or the Director of Prisons, to a post which provides him with a salary of E1488 per annum, and above feet below E2,300 per annum, shall be eligible for the personal allowance of E84 per annum in the terms of General Order A.286(2)(a) in lieu of the following:-
 - (a) subsidised water charges; and
 - (b) free refuse removal; and
 - (c) holiday travel concessions

If such an officer is subsequently promoted to a post carrying a salary of E2300 per annum and above, he shall be entitled to the higher rate of personal allowance, that is, E96 per annum from the date of such subsequent promotion.

- (5) The personal allowance shall be paid when an officer is absent from duty on authorised leave, and the terms of General Order A.270(d) shall not apply.
- (6) In the case of an officer employed on c contract terms of service who is entitled to personal allowances in the terms of this General Order, the entitlement shall apply only during the period of his "current contract" as defined in Establishment Circular No.33 of 1970. Thereafter the entitlement shall lapse.

A.287

- (1) The allowances which shall be paid to students attending educational and training institutions, whether inside or outside Swaziland, shall broadly be those set out in Appendix A.11. But the Principal Secretary, Ministry of Public Service and Information, shall be empowered to vary such allowances in particular cases.

<u>ALLOWANCES</u>
<u>FOR STUDENTS</u>
<u>ATTENDING</u>
<u>EDUCATIONAL</u>
<u>AND TRAINING</u>
<u>INSTITUTIONS</u>
- (2) The question of whether the terms of General Order A.270 shall apply shall be decided in the light of the particular case involved.

(NEXT GENERAL ORDER - A. 290)

PART THREE

LEAVE PRIVILEGES

SECTION 1: LEAVE - GENERAL MATTERS

- | | | |
|-------|---|----------------------------------|
| A.300 | The grant of any type of leave under this Part of General Orders shall be a privilege and not a right, except when it is written into and forms part of a contract of service. | <u>LEAVE IS NOT
A RIGHT</u> |
| A.301 | The leave year shall begin on the 1st April and shall end on the 31st March each year, during which time an officer shall earn vacation leave at the rates set out in General Orders A.320 or A.321(2) as appropriate. This period shall include periods of authorised official duty spent in other countries. But other absences shall be conditioned by the terms of General Order A.323. | <u>LEAVE EARNING
PERIODS</u> |

- A.302 (1) An officer who is required because of the nature of his duties to work on a public holiday, or on a day other than a normal working day, shall be allowed a day off-duty in lieu up to a maximum of seven such days in a leave year. OFF-DUTY DAYS IN LIEU OF PUBLIC HOLIDAYS ETC.
- (2) Off-duty days which are granted in terms of this General Order shall be utilised within the leave year to which they are applicable, otherwise they shall be forfeited. They cannot be carried forward to a subsequent year or years.
- (3) The approved Public holidays which shall be observed in Swaziland shall be as set out in Appendix A.12.
- A.303 The grant of any type of leave under this Part of General Orders shall be subject to the exigencies of the Service. GRANT OF LEAVE SUBJECT TO THE EXIGENCIES OF THE SERVICE
 An officer may be recalled from leave before its expiration by his Head of Department if this is necessary in the interests of the Service. Except that this shall not apply in the case of an officer who is on leave pending retirement, or on leave granted on termination of service.

- A.304 A Head of Department may require an officer at any time to take the whole, or part of his earned vacation leave, if the exigencies of the Service so require.
- AN OFFICER
REQUIRED TO
VACATION LEAVE
-
- A.305 A Head of Department may, subject to the exigencies of the Service, permit an officer on first appointment to proceed on vacation leave before the completion of six months' residential service, provided that the leave granted shall not exceed the amount earned at the time of proceeding on leave.
- WHEN VACATION
LEAVE MAY BE
GRANTED TO AN
OFFICER ON
FIRST
APPOINTMENT
-
- Amendment No. A.86
1st January, 1982
-
- A.306 An officer who has proceeded on approved vacation leave shall be required to take all the leave granted to him, unless he is recalled to duty by his Head of Department before the expiration of that leave. If an officer of his own volition curtails his leave, such curtailment may entail its forfeiture.
- APPROVED
VACATION
LEAVE SHALL
BE UTILISED

- A.307
- (1) An application for vacation leave for an officer below the rank of Head of Department shall be made on the appropriate Departmental form, and when approved by the Head of Department shall be entered on the officer's leave card (Form AG.15). AUTHORITY TO APPROVE VACATION LEAVE
- (2) An application for vacation leave for a Head of Department shall be submitted in writing to the Secretary to the Cabinet for approval, after consultation with the appropriate Minister. When the leave is approved it shall be entered on the officer's leave card (Form A.G.15).
- (3) In the case of the Chief Justice and the Attorney General, the application shall require the approval of the Minister of Justice subject to the concurrence of the Prime Minister. When the leave is approved it shall be entered on the officer's leave card (Form A.G.15).

Amendment No. A78
1st January, 1978

- (4) In the case of the Secretary to Cabinet, the application shall require the approval of the Prime Minister. When the leave is approved it shall be entered on the officer's leave card (Form A.G.15).

A.308 An officer may, with the approval of his Head of Department, anticipate vacation leave in a leave year, provided that the total leave anticipated does not exceed the amount of vacation leave which would be earned in that particular leave year. If in the event an officer anticipates vacation leave but he does not earn it, for example, he retires or leaves the Service before the leave year is completed, any such leave shall, with the approval of the Principal Secretary, Ministry of Public Service and Information be counted as leave without pay for the computation of retiring or other benefits, and overpayment of leave salary shall be recovered from any monies which may be due to the officer.

ANTICIPATION
OF VACATION
LEAVE

Amendment No. A78
1st January, 1978

- A.309
- (1) Subject to the exigencies of the Service, and to the terms of General Orders A.309(2), or A.310 as appropriate, an officer shall be required to take all the vacation leave earned within a leave year before he begins a new leave year.
- (2) In an extreme individual case, where the exigencies of the Service do not permit an officer to enjoy his full quota of earned vacation leave before he begins a new leave year, his Head of Department shall extend the leave taking period to 30th June of the succeeding year. If this request is approved it shall enable the officer to take the balance of leave within three months of the beginning of the new leave year, That is, before the 31st March in that year, if the leave is not so taken it shall be forfeited.
- (3) In the case of Heads of Department, approval in terms of General Order A.309(2) shall be sought from the Secretary to the Cabinet and Head of the Civil Service.
- (4) If an officer of his own volition chooses not to enjoy all the vacation leave earned within a leave year, he shall forfeit it.
- VACATION
LEAVE : WHEN
IT SHALL BE
UTILISED

- A.310 An officer who is appointed to the Service on or after 1st July in any leave year shall be permitted to carry over any leave standing to his credit on the following 1st April, until the 30th June of the succeeding year. If not used by that date the leave shall be forfeited. VACATION LEAVE: WHEN IT IS NOT FORFEITED
- A.311 An officer who is dismissed from the Service shall forfeit all vacation leave due to him/her at the time of dismissal; General Order A.189 refers. VACATION LEAVE: FORFEITED ON DISMISSAL
- A.312 (1) Subject to the terms of General Order A.312(3), if an officer resigns from the Service, provided he has served for at least twelve months he shall be allowed the privilege of his earned vacation leave. Say that if the officer resigns to avoid disciplinary action being taken against him, the grant of earned vacation leave shall be at the discretion of the Principal Secretary, Ministry of Public Service and Information. VACATION LEAVE: ON RESIGNATION
- (2) Subject to the terms of General Order A.312 (3), if an officer resigns his appointment before he has completed twelve months service, or his appointment is terminated on grounds of misconduct or inefficiency, he shall be liable to forfeit any earned vacation leave due to him. The grant of leave in the circumstances shall be at the discretion of the Principal Secretary, Ministry of Public service

and Information.

- (3) If a Government teacher resigns from the Service, he shall not be permitted the privilege of any school holidays which follow his resignation, except that if he resigns at the end of a school term, that is in April, August or December, having given at least one school term's notice of his intention to resign, the period between the date when a school closes and 30th April, 31st August, or 31st December, as appropriate, shall be regarded as a school holiday, and the officer shall be remunerated for that period.

- | | | |
|-------|--|---|
| A.313 | If an officer, whether serving on pensionable or contract terms of service, dies in service. And at the time of his death he had some vacation leave standing to credit, the value of such leave shall be paid to his legal personal representative, based on the officer's salary at the time of his death. | <u>OFFICER DIES
IN SERVICE:
OUTSTANDING
LEAVE</u> |
| A.314 | A Head of Department shall be responsible for ensuring that | <u>MAINTENANCE
OF LEAVE
RECORDS:</u> |
| | (a) an officer's leave card (Form AG.15) is properly maintained, and that it is available for inspection by the Auditor General upon request; | |

- (b) a leave roster for members of his staff is prepared at the beginning of each leave year, and properly maintained, to ensure that the provisions of General Order A.309 are strictly adhered to.

Amendment No. A78
1st January, 1978

(NEXT GENERAL ORDER - A.320)

SECTION 2 : LEAVE-EARNING RATES: NON-QUALIFYING PERIODS: ACCUMULATED LEAVE: LONG SERVICE LEAVE

A.320	(1)	An officer, except for a Government teacher or lecturer at a Government training Institution in the Ministry of Education who is covered by General Order A.321, shall be eligible for the following annual rates of vacation leave on full salary for each leave year:-	<u>VACATION</u> <u>LEAVE : RATES</u> <u>PER LEAVE</u> <u>YEAR BEGINNING</u> <u>1ST APRIL</u>
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<u>Salary Grades of Officers</u>	<u>Working days per annum</u>
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- | | |
|---|----|
| (a) officers on salary
grades D5-D7; E2-E6;
F1-F4; RSP6-RSP10;
HMCS6-HMCS10 inclusive | 25 |
| (b) officers on salary
grades A5-A7; B4-B7;
C1-C6; D1-D4; E1; RSP1-RSP5
HMCS1- HMCS5 inclusive | 20 |
| (c) officers on salary
grades A1-A4; B1-B3
inclusive | 15 |

- (2) The amount of vocational leave which may be granted to an officer for a period of residential service less than a full leave year shall be as set out in the following table:-

Amendment No. A55
1st January, 1978

Period of residential days service within a leave year to nearest month	Annual Allowances of Leave in working		
	15	20	25
30			
1	1	2	2
2	2	3	4
3	3	5	6
4	5	6	8
5	6	8	10
6	7	10	12
7	8	11	14
8	10	13	16
9	11	15	18
10	12	17	21
11	14	18	23
12	-	-	-

A.321 (1) A Government teacher or lecturer at a Government training institution in the Ministry of Education, with the exception of staff to whom General Order A.321(2) applies shall not earn vacation leave by virtue of his residential service, but instead he shall be granted the leave provided by the school holidays.

VACATION
LEAVE FOR
CERTAIN
TEACHING STAFF
MINISTRY OF
EDUCATION

(2) The annual rates of vacation leave on full pay which a Government Headmaster or Deputy Headmaster of a Senior Secondary School, or a Government Headmaster of a Junior Secondary School, or a Government Principal of a Teacher Training College, shall earn during a leave year shall be:-

<u>Grade of staff by rank</u>	<u>Calendar days per annum</u>
(a) Principal Teacher Training College	25
(b) Headmaster Senior Secondary School Headmaster Junior Secondary School Deputy Headmaster Senior Secondary School	20

(3) The rates of leave authorised in General Order A.321(2) shall be in addition to the periods provided by the school holidays or college vacations for the staff concerned.

Amendment No. A42
1st February 1990

- A.322 (1) An officer who is a member of staff of a Government training institution or similar establishment, which does not come under the control of the Ministry of Education, and does not include a school, shall be eligible for the rates of vacation leave as prescribed in General Order A.320.
- VACATION LEAVE:
RATES FOR STAFF
OF TRAINING
INSTITUTIONS
NOT CONTROLLED
BY THE MINISTRY
OF EDUCATION
- (2) In addition to the vacation leave an officer shall also be eligible for the holiday periods of the institution, provided he is available within his duty station and on call during such holiday periods if required. If, however, the officer leaves his duty station and -
- (a) uses the holiday period, or a part of it, specifically for vacation or for private purposes; or
- (b) if he is outside Swaziland during the holiday periods, and he is not therefore available for duty, such periods of absence shall count as vacation leave and charged against his leave entitlement under General Order A.320.
- It is incumbent on Heads of Departments to ensure that this General Order is strictly complied with, and that such absences are recorded on Form AG.15.

Amendment No. A55
1st January, 1978

- A.323 (1) Subject to the terms of General Order A.323(2), the annual leave allowance at the rates prescribed in General Order A.320 shall be reduced in accordance with the table set out in General Order A.320(2) for any authorised period of absence from duty on the following occasions:-
- PERIODS OF
ABSENCE
WHICH DO
NOT EARN
VACATION
LEAVE
- (a) On special leave without pay; General Order A.330 refers;
- (b) On sick leave; General Order A.341 refers;
- (c) On study leave outside Swaziland; General Order A.370 and A.371 refer.
- (2) When an officer is absent from duty in any one of the above circumstances-
- (a) for a period or periods not exceeding five working days in the aggregate in any one month, the absence or absences shall not be recorded on his leave card (Form AG.15) and his leave entitlement shall not be affected;

- (b) for a period or periods exceeding five working days in the aggregate in any one month, the full aggregate period of absences shall be recorded on his leave card (Form AG.15) and shall, subject to the terms of General Order A.323(2)(c), affect his leave entitlement;

Amendment No. A55
1st January, 1978

- (c) recorded absences under General Order A.323(2)(b) which, in the aggregate, are fifteen working days or less in any one leave year, shall not affect his leave entitlement;
- (d) recorded absences under General Order A.323(2)(b) which, in the aggregate, exceed fifteen working days in any one leave year shall be converted to calendar days by multiplying the number of working days of absence from duty by $7/5$ and rounding off to the nearest month. The number of months so assessed shall be used to determine the amount of leave an officer shall forfeit in accordance with the table set out in General Order A.320(2). For example, an officer who has been absent for sixty-nine working days in leave year, and whose leave entitlement is twenty working days per annum, shall be required to forfeit five working days' leave, assessed as follows:-

69 working days x 7/5 = 97 calendar days which, rounded off to the nearest month is three months. Under the table in General Order A.320(2) this gives a total of five working days leave to be forfeited.

A.324 Officers who have accumulated (frozen) ACCUMULATED VACATION LEAVE vacation leave standing to their credit shall be required to utilise all such leave by the 30th June of that year, otherwise it shall be forfeited.

Amendment No. A55
1st January, 1978

A.325 An officer with long service LONG SERVICE LEAVE which is continuous and unbroken shall, with effect from 1st January, 1976, qualify for additional leave over and above the rates prescribed in General Orders A.320,A.321(2) or A.322 as appropriate, in accordance with the following table:-

<u>Number of years of continuous and unbroken Service</u>	<u>Long Service Leave working days per annum</u>
(a) after 10 years	2
(b) after 20 years	4
(c) after 30 years	6

- A.326 (1) The terms of this General Order shall apply to local officers who hold the following posts, and shall be effective either from the date such officers were appointed or promoted to the posts, or from the 1st January 1976, whichever is the later:-
- DEFERMENT/
CARRY OVER
OF LEAVE BY
PRINCIPAL
SECRETARIES
AND OTHER
OFFICERS
- (i) Principal Secretary, Ministry of Public Service and Information
 - (ii) Secretary to Cabinet
 - (iii) Chief Justice
 - (iv) Attorney General
 - (v) Principal Secretary
 - (vi) Auditor General
 - (vii) Commissioner of Police
 - (viii) Commissioner of Correctional Service
 - (ix) Private Secretary to His Majesty
 - (x) Senior Liaison Officer
- (2) Serving local officers who hold the posts detailed in General Order A.326(1) who have accumulated leave standing to their credit, earned since the 1st January 1976, or from the date of their appointment or promotion to the posts, whichever is the later, shall be required to utilise such accumulated leave during the period 1st August 1983 through to

31st December 1984 accumulated leave which is not utilised within this period shall be forfeited.

- (3) Serving local officers who hold the posts detailed in General Order A.326(1) shall, with effect from 1st January 1983, be required to utilise their earned vacation leave within the leave year in which it is earned. Leave which is not so utilised shall be forfeited except in cases where the exigencies of the Service have prevented its use, and prior approval has been sought and obtained from the Principal Secretary, Ministry of Public Service and Information for Any unutilised leave to be carried over and used within the first three months of the succeeding leave year; General Order A.309(2)(3) refers.
- (4) In those cases where local officers who held the posts detailed in General Order A.326(1) have retired from the Service since 1st January 1976, and were required to forfeit vacation leave because of not utilising it, such forfeited leave shall be re-instated, and they shall be paid for it. Their terminal benefits, gratuities and pensions, shall be re-assessed.

The terms of this General Order shall supersede the following authorities insofar as they were deemed applicable to local officers holding the posts detailed in General Order A.326(1):-

- (i) Establishments Circular No.6 of 1976: paragraph 11.
- (ii) Establishments Circular No.19 of 1977: paragraph 6
- (iii) Establishments Circular No.5 of 1978: paragraph 8

- (iv) General Order A.324(2) : Amendment No.A42
- (v) General Order A.324 : Amendment No.A55

Amendment No. A93
1st January, 1976

- A. 327
- (1) If an officer has accidentally overdrawn his leave entitlements the overdrawn leave shall be off-set by leave in another leave year. For instance if an officer is entitled to 20 working days leave per annum and he accidentally utilises 25 working days, then in the following year, he shall be entitled to 15 working days leave.
 - (2) Heads of Department shall be empowered to off-set overdrawn leave in another leave year, without reference to the Principal Secretary, Ministry of Public Service and Information.
- OVERDRAWN
LEAVE TO BE
OFF-SETTED
BY LEAVE IN
ANOTHER
LEAVE YEAR

Amendment No. 116
4th July 1983

(NEXT GENERAL ORDER - A.330)

SECTION 3: SPECIAL LEAVE WITHOUT PAY

A.330	(1)	<p>Special leave without pay, including leave on urgent private affairs, may be authorised at the discretion of the Principal Secretary, Ministry of Public Service and Information when an officer has no vacation leave, or insufficient vacation leave due to him, to cover the period of special leave required. Each case shall be considered on its merits, and the Principal Secretary Public Service and Information shall only give his authority for such leave if he is fully satisfied it is essential to do so. If special leave is approved it shall not, in the aggregate, exceed thirty calendar days in a leave year, unless there are compelling reasons for an extension to enable the officer to take the balance of such leave within three month of the beginning of the new leave year, that is before 30th June in that year. If the leave is not so taken it shall be forfeited.</p>	<p><u>SPECIAL LEAVE</u> <u>WITHOUT PAY</u></p>
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- (2) A Government teacher or lecturer at a Government training institution who is granted special leave in terms of this General Order shall only be required to take unpaid leave for that part of his authorised absence which falls outside the approved institution vacations.
- (3) Special leave shall not be granted in order to allow an officer to take a course on instruction in terms of General Order A.371, unless exceptional circumstances are present.
- (4) Only in exceptional circumstances shall unpaid special leave be taken into account as pensionable service, although continuity of service shall be preserved. If however such leave is granted on grounds of public policy, with the approval of the Principal Secretary, Ministry of Public Service and Information acting on behalf of the Prime Minister, the period of unpaid special leave shall be regarded as pensionable service (31). For example, this dispensation shall apply in the case of a female pensionable officer whose husband (also a civil servant) is serving overseas with the Foreign Service at a Swaziland Mission, and she wishes to join her husband at the overseas mission; the period of her authorised absence shall be accepted as pensionable service on grounds of public policy. A female officer in such circumstances shall also earn annual increments of salary during the authorised period of absence.

Amendment No. A93
1st January, 1976

(NEXT GENERAL ORDER A 340)

Section 4 Maternity Leave: Sick and Dental Leave

A.340 (1) A female officer who has been in the continuous employment with Government for twelve months' or more shall be granted maternity leave on full pay for a period not exceeding twelve weeks (84 calendar days) before and after confinement. In addition she may be permitted to take any earned vacation leave which is due to her, together with a period of unpaid leave. MATERNITY LEAVE WITH PAY

The following requirements must be met before an application for maternity leave is granted:-

- (a) A certificate issued by a medical practitioner or a mid-wife setting forth the expected date of her confinement;
- (b) A certificate issued by a medical practitioner or a mid-wife setting forth the actual date of her confinement;
- (c) Such other evidence in support of the entitlement to maternity leave as is reasonable having regard to all the circumstances of the case;

- (d) The maximum period of maternity leave shall be 84 calendar days.
- (e) The maximum period of an officer's absence from duty including paid maternity leave, earned vacation leave and unpaid leave shall not exceed 109 calendar days in the aggregate;
- (f) Paid maternity leave shall normally be granted at intervals of not less than 2 years from the birth of each child.
- (g) A female Government teacher whose confinement period falls entirely within a normal school holiday shall be entitled to full salary for that period, but she cannot concurrently claim paid maternity leave for that same period. If the confinement period falls partly within a normal school holiday, and partly before or after the holiday, paid maternity leave for any period outside the school holiday, subject to the maximum period permitted under General Order A.340(1) may be granted.
- (h) An officer shall be allowed to resume duty on the production of a medical certificate from a Government or Mission Medical Officer stating that she is fit to do so.

A.341 (1) "Sick leave" shall mean the approved absence of an officer from duty because of illness, including hospitalisation, and any period of absence for recuperative purposes immediately following the illness, approved and authorised by the Director of Health Services. If an officer has consulted a private medical practitioner the terms of General Order SICK LEAVE DEFINITION

A.802(3) shall apply.

- (2) If the cause of a female officer's sickness is due to pregnancy, any absences this may entail shall not be considered as sick leave in the terms of this General Order. Such absences, unless they fall within the confinement period when the terms of General Order A.340 shall apply, may, subject to the authority of the Principal Secretary, Public Service and Information be approved as unpaid leave up to a maximum of 30 calendar days in a leave year.

Amendment No. A94
1st February, 1988

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| A.342 | <p>(1) An officer may be absent from duty because of illness for a period of up to forty-eight hours without the production of a medical certificate. But the officer shall report his absence, and the reasons for it, by the quickest means to his Head of Department.</p> | <p><u>PERIODS OF</u>
<u>ABSENCE</u>
<u>FROM DUTY:</u>
<u>MEDICAL</u>
<u>CERTIFICATE</u></p> |
| | <p>(2) An absence in excess of forty-eight hours shall require a medical certificate from the Government or Mission Medical Officer treating the sick officer; otherwise the period of absence shall be unpaid, apart from the question of disciplinary action being taken against the officer. General Order A.802(1) refers.</p> | |

- A.343 (1) If an officer travels from his duty station, on the instructions of a Government or Mission Medical Officer for the purpose of obtaining ordinary medical attention in Swaziland, General Order A.831 refers, the time spent in such travelling shall be regarded as sick leave. SICK LEAVE: TRAVELLING TO OBTAIN MEDICAL ATTENTION
- (2) If an officer travels from his duty station, with the approval of the Director of Health Services, for the purpose of obtaining specialist medical attention outside Swaziland, General Order A.845 refers, the time spent in such travelling shall be regarded as sick leave.
- A.344 (1) If an officer falls sick during his approved vacation leave, and his return to duty is likely to be delayed, the officer shall ensure that his Head of Department is promptly informed of this, and that a medical certificate is sent to him. SICKNESS OF AN OFFICER WHILE ON VACATION LEAVE
- (2) An extension of leave because of illness shall normally be charged against an officer's earned vacation leave entitlement, except that any period spent in hospital or in a nursing home, may be allowed to count as sick leave at the discretion of the Director of Health Services. A Head of Department shall report any such case to the Director of Health Services for consideration and decision.

Amendment No.A43
1st April, 1976

- A.345 (1) In any period of three years reckoned from date of an officer may, subject at any time to a decision being taken on medical grounds under the provision of General Order A.184, be granted sick leave in accordance with the following:-
- LIMITATION
OF SICK
LEAVE
- (a) up to six months' sick leave on full pay; followed by
- (b) any vacation leave which the officer has standing to his credit, followed by
- (c) up to six months' sick leave on half pay.
- (2) If after these periods there are still grounds for believing that an officer will be fit to return to duty within a reasonable time, a further period of sick leave on half pay may be granted on the authority of the Principal Secretary, Ministry of Public Service and Information, following consultation with the Director of Health Services. This shall also apply in case where it is the opinion of the Director of Health Services that the illness was specifically attributable to the nature of an officer's duties.
- (3) In the case of an officer who is severely injured in the performance of his duties, necessitating, for example, long periods of hospitalisation and convalescence, the question of whether the officer shall be given more generous sick leave privileges than those provided for under this General Order shall be

decided on the merits of the case by the Principal Secretary, Ministry of Public Service and Information, following consultation with the Director of Health Services.

Amendment No. A78
1st January, 1978

- (4) In appropriate cases reference shall be made to the Workmen's Compensation Proclamation, 1963; General Order A.812 refers.

A.346 Sick leave shall not be granted to an officer on leave pending retirement, or on termination of his appointment.

SICK LEAVE:
WHEN ON LEAVE
PENDING
RETIREMENT OR
TERMINATION
OF SERVICE

A.347 (1) The Government shall not provide facilities for the free dental treatment of an officer and his family, and no responsibility shall be accepted for any expenses so incurred. An officer shall be expected to take advantage of his vacation leave to obtain such dental treatment as may be needed for himself and family.

DENTAL LEAVE

- (2) Notwithstanding, if an officer needs urgent or emergency dental treatment, a Head of Department may, on the recommendation of a Government or Mission Medical Officer, grant dental leave with pay not exceeding seven days in any one leave year; General Order A.850 refers. An officer's absence shall only be approved as dental leave by the Head of Department provided the officer obtains the treatment at a dentist's surgery in Mbabane or in Manzini, whichever is the nearer to his duty station, and produces a receipted dentist's bill.
- (3) Dental leave shall not be approved in a case where, for example, an officer visits a dentist for a routine visit or check-up. In such cases an officer shall be required to utilise his earned vacation leave.

(NEXT GENERAL ORDER - A.350)

SECTION 5: COMPASSIONATE LEAVE WITH PAY

- A.350 (1) A female officer who is widowed by the death of her husband shall be granted compassionate leave on full salary for a period not exceeding 28 calendar days. This leave may be authorised by a Head of Department, subject to the production of the appropriate evidence. Leave which may be approved in terms of this General Order shall be additional to earned Vacation leave.
- COMPASSIONATE
LEAVE WITH PAY

- (2) In all other cases where bereavement has occurred, the granting of compassionate leave shall lie within the discretion of the Head of Department concerned, and shall be decided on the merits of each individual case. The approval of such leave shall be restricted to those cases where the death of a close relative is involved, for example, wife, son or daughter, either parent, brother or sister. An officer in applying for compassionate leave in terms of this General Order shall provide the fullest details and evidence in support of his application to enable the Head of Department to reach his decision. Leave which may be approved in terms of this General Order shall not exceed 7 calendar days, and shall be additional to earned vacation leave.

Amendment No. A.43

April 1976

(NEXT GENERAL ORDER - A.360)SECTION 6: LEAVE FOR SCOUTERS: MEMBERS OF NATIONAL SPORTING TEAMS: AND OFFICERS REQUIRED FOR STATE CEREMONIES, SWAZILAND RED CROSS SOCIETY

- A.360 (1) An officer who is a Scouter who is nominated to attend a Scouter or a member of the Baphalali Red Cross Society Training Course may, subject to the exigencies of the Service, be granted up to ten working days paid leave in a leave year for such a purpose. This absence shall not count against the officer's earned vacation leave entitlement.
- (2) Application for an officer to be released from duty in order to attend a training course or conference shall be made by the Chief Scouter Commissioner or direct or in case of Baphalali Swaziland Red Cross Society to the Head of Department concerned.
- (3) Periods of authorised absence in the terms of this General Order shall be leave-earning.
- LEAVE FOR SCOUTERS AND MEMBERS OF BAPHALALI SWAZILAND RED CROSS SOCIETY

Amendment No. A75
20th August, 1988

- A.361 (1) An officer who is chosen to take part in the official Celebration Games, not necessarily in a representative capacity, during the Swaziland Independence Celebrations from 1st to 10th September, may be granted up to twenty-eight working days paid leave in a leave year. This absence shall not count against an officer's earned vacation leave entitlement, Any period in excess of twenty-eight working days shall count against an officer's vacation leave entitlement, unless special authority is granted by the Principal Secretary, Ministry of Public Service and Information.
- LEAVE : FOR
SWAZILAND
INDEPENDENCE
CELEBRATIONS
AND FOR
OFFICIAL GAMES
- (2) If an officer is chosen to represent Swaziland in official games, whether within Swaziland or outside the Kingdom, he shall be granted leave in accordance with General Order A.361(1). This authority shall apply to any member of an official team, including the manager, trainer, coach and any named official reserve.
- (3) Periods of authorised absence in the terms of this General Order shall be leave-earning.

Amendment No. A75
20th August, 1988

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| A.362 | <p>(1) If an officer is required by the King to attend State Ceremonies, for example the Incwala Ceremony, may be granted up to twenty-eight working days paid leave, in the aggregate, in a leave year. This leave shall not count against an officer's vacation leave entitlement. Any period in excess of the twenty-eight days shall count against an officer's vacation leave entitlement, unless special authority is granted by the Principal Secretary, Ministry of Public Service and Information.</p> <p>(2) Periods of authorised absence in the terms of this General order shall be leave-earning.</p> | <p><u>LEAVE : FOR</u>
 <u>STATE</u>
 <u>CEREMONIES</u></p> |
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Amendment No. A78
1st January, 1978

(NEXT GENERAL ORDER - A.370)

SECTION 7: ATTENDANCE OF COURSES OF INSTRUCTIONS :
AND OTHER DUTIES:

- A.370 (1) If an officer is nominated by the Government to attend a course of instruction within or outside Swaziland the following conditions shall apply:-
- OFFICERS
NOMINATED
BY GOVERNMENT
TO ATTEND
COURSES OF
INSTRUCTION
SEMINARS OR
OTHER TRAINING:
- (a) unless it is stated to the contrary in the letter advising an officer of his/her selection for a course of instruction, the whole period of the course, including any vacation periods during the course shall count as duty;
- (b) Provided the length of the course does Not exceed 12 months the officer shall be paid a salary for the period of the course;
- (c) If an in-service training course is in excess of 12 months in duration an officer shall be paid full salary for the first 12 months including any vacation leave due to the officer prior to beginning the training course. The remaining period of the course shall be regard as study leave without pay.
- (i) full salary for the first twelve months period;
- (ii) seventy-five percent of his/her basic salary for the next twelve months period;

- (iii) fifty percent of his/her basic salary for the following twelve months period, and
 - (iv) twenty-five percent of his/her basic salary for the remaining period of his/her study leave;
 - (v) the maximum period of study leave for which a salary shall be payable at the above rates shall be forty-eight months. Any period after the forty-eight months shall be considered to be leave without pay.
- (2) The period of a course undertaken in accordance with the conditions of General Order A.370(1) shall not be leave earning, the (terms of General Order A.323 shall apply) but it shall earn increment.
 - (3) The terms of this General Order shall apply also in the case of an officer nominated by Government to attend a Workshop, Seminar, Study tour, or any other form of instruction or training.
 - (4) An officer on study leave shall no longer be eligible for dependants allowance in terms of this General Order.
 - (5) An officer who is nominated to attend a course in accordance with the provisions of General Order A.370(1)(b)(i)(ii)(iii)(iv) shall not be re-instated into the payroll during vacation period with full salary, instead the provisions of General Order A.370(1) shall apply up till the expiry of the training course. (EC.2/94)

Amendment A.87
18th September 2001;

- A.371 (1) If an officer wishes to undertake a course of training or instruction which is primarily in his own interests, and for which he has not been nominated by the Government, he shall be required to do so during a period of vacation leave. Subject to the exigencies of the Service he may be permitted to use any vacation leave standing to his credit. If an officer has insufficient leave standing to his credit to allow him to complete the course, he may, exceptionally, be permitted an additional period of leave without pay; although normally an officer will be expected to resign his appointment, or retire from the Service provided his age so allows, in such circumstance.
- OFFICERS
NOT NOMINATED
BY GOVERNMENT
WHO ATTEND
COURSES OF
INSTRUCTION
- (2) An application to undertake a course in the terms of this General Order shall be made by an officer through his Head of Department to the Principal Secretary, Ministry of Public Service and Information. Any extension of leave without pay which may be needed shall be subject to the prior approval of, and entirely within the discretion of the Principal Secretary.
- (3) The terms of General Order A.323 shall apply.

- A.372 If an officer is required by the Government to attend a course of in-service training at a training institution in Swaziland, the period involved shall be regarded as duty, and it shall be leave-earning.
- ATTENDANCE
AT A TRAINING
COURSE IN
SWAZILAND

Amendment No. A78
1st January, 1978

- A.373 If an officer is required by the Government to undertake official visits outside Swaziland, such periods shall count as duty. Provided that such participation is not specifically a form of instruction or training, the periods shall be leave-earning.
- OFFICIAL
VISITS OUTSIDE
SWAZILAND

Amendment No. A78
1st January, 1978

- A.374 (1) An officer whether serving on CASUAL LEAVE pensionable or non-pensionable terms of service shall be entitled to seven (7) working days casual leave in each leave-earning year beginning 1st April to 31st March. Casual leave may be authorised for legitimate reasons for an officer to attend urgent domestic commitments e.g. Commitments connected with the education of the officer's children, hospitalisation of an officer's member of family or closer relative.
- (2) Heads of Departments shall be empowered to authorise casual leave.
- (3) Casual leave shall not be accumulative and it shall be utilised during the relevant leave earning year, otherwise it shall be forfeited if not utilised.
- A.375 (1) A local officer, whether serving ACCUMULATION OF LEAVE: on pensionable or temporary terms may defer taking up to five (5) working days of his/her earned vacation leave each leave year and accumulate it over a period NOT exceeding four years. At the expiration of the four (4) years period an officer shall be required to utilize all the accumulated leave if the exigencies of the service permit or otherwise accept payment in lieu thereof.

- (2) Establishment Circular No. 5 of 1993 supersedes the provisions of paragraph 4 of Establishment Circular No. 14 of 1988. This means that the category of officers listed in that Circular shall no longer be entitled to the privilege of accumulating their earned vacation leave days. Those officers who have accumulated earned Vacation leave in terms of Establishment Circular No. 14 of 1988 shall be required to utilise all their accumulated leave by the 31st December, 1993 if the exigencies of the service do permit or otherwise accept cash payment in lieu thereof.
- (3) Expatriates officers are excluded from the provision of this General Order.

Amendment No. A.106
1st November 1987

- A.376 (1) When an officer has completed one year's continuous service with the public service, or more, and the employment is subsequently terminated by either the officer or the public service, the Head of Department, shall if the officer has not utilized his vacation leave due to him in respect of that year's employment, on ,or before the date of such termination, pay the officer an amount equivalent to the number of days he has not utilized because of the exigencies of the service.
- Payment
of Unused
Leave due
to exigencies
of the service**

- (2) The Head of Department shall satisfy himself before approving payment of the unused leave that the officer concerned had applied for permission to proceed on vacation leave and there is evidence that his request was refused by the head of Department because of the exigencies of the service. Such communication between the officer and the head of Department shall be in writing. However, in the event there is no justification that the officer was indeed refused permission to proceed on vacation leave, the Head of Department shall not approve such payment.

Amendment A.111
1st April, 19

PART FOUR

SUBSISTENCE AND RELATED ALLOWANCES SECTION 1 : SUBSISTENCE ALLOWANCES – GENERAL

A.400	The object in paying subsistence allowances to an officer when he is required to travel on official duty is to compensate him for the extra expenses he incurs because of such travelling and to ensure that so far as possible, he is not out of pocket. But by the same token it is not intended that an officer shall make a profit from	<u>PURPOSE OF</u> <u>SUBSISTENCE</u> <u>ALLOWANCES</u>
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the allowances authorised under General Orders, and it is essential that he shall be scrupulous when making claims. If an officer does otherwise he shall render himself liable to disciplinary action, including the likelihood of criminal proceedings being taken against him.

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| A.401 | The procedure for obtaining approval for visits on Government business to countries outside Swaziland shall be as prescribed in General Order A.1010. | <u>AUTHORITY FOR
DUTY VISITS
OUTSIDE
SWAZILAND</u> |
| A.402 | A female officer who is graded on a proportionate scale (General Order A.203 refers) shall have her salary converted to the corresponding notch in the appropriate full basic scale for the purpose of arriving at her correct rates of subsistence allowance. | <u>RATES OF
SUBSISTENCE
ALLOWANCES
FOR FEMALE
OFFICERS ON
PROPORTIONATE
SCALES</u> |
| A.403 | <p>(1) A Head of Department shall be empowered to approve claims for the allowances covered by this Part Four of General Orders.</p> <p>(2) Claims for expenditure incurred on official duty shall be submitted on the appropriate Treasury forms, normally within one month of the date on which the expenditure was incurred. Only in exceptional circumstances shall a claim be considered for payment if it is not presented within six months of the expenditure being incurred.</p> | <u>AUTHORITY TO
APPROVE CLAIMS
FOR ALLOWANCES</u> |

- A.404 Payment vouchers Treasury PAYMENT VOUCHERS
Forms TF.92 shall be DOCUMENTS NEEDED
supported by the attachment IN SUPPORT
of appropriate receipts, and
such other documents covering
the expenditure as may be needed.
Where receipts cannot be produced
a payment voucher shall be
supported by an honour certificate,
countersigned by the officer
authorising the voucher for payment.

(NEXT GENERAL ORDER - A.410)

SECTION 2: SUBSISTENCE ALLOWANCES):
OFFICIAL DUTY IN SWAZILAND

- A.410 The Subsistence Allowances covered SUBSISTENCE
by this section of General Orders ALLOWANCES:
are those for which an officer WHEN
shall be eligible when he is absent APPLICABLE
from his duty station engaged on official
duties within Swaziland. Except for lesser
periods of absence on duty from his duty
station which are covered by General Order
A.418, the various approved rates shall apply
when an officer is absent for up to twenty-four
hours or more from his duty station provided
that the period of absence shall not be less
than twelve hours and shall include a night-spent
away from that station.

- A.411 If an officer spends a night away from his duty station when travelling on official duty, and stays elsewhere than in an hotel, he shall be eligible for the rates of Field Allowances appropriate to his grade asset out below:-
- FIELD
ALLOWANCES
WHEN PAYABLE
AND RATES
- (a) Officers on salary 12.50 per night
 grades D5-D7; E2-E6; F1-F4 and above
- (b) Officers on salary 11.20 per night
 grades A6- A7; B5-B7; C2-C6; D1-D4
 and E1
- (c) Officers on salary 8.40 per night
 grades A1-A5; B1-B4 and C1

Amendment No. A87
1st December, 2007

- A.412 (1) If an officer spends a night or more away from his duty station when travelling on official duty and stays in an hotel, evidence of which shall be produced in the form of an hotel bill, the following allowances shall be payable:-
- HOTEL` ALLOWANCES:
WHEN AN OFFICER
IS ON DUTY

- (a) Officers on salary- E65.00 per night, grades D5-D7; E2-E6; F1-F4; RSP6-RSP10 HMCS6- HMCS10 and above or the actual charges for board and accommodation, whichever is the lesser.
 - (b) Officers on salary E60.00 per night, grades A6-A7; B5-B7; C2-C6; D1-D4 and E1 on the actual inclusive charges board and accommodation whichever is the lesser.
- (2) An officer shall pay his hotel bill himself in the first place, and then submit his claim. He shall not instruct the hotel management to send the bill to his Ministry or Department for settlement (but see G.O. A.414(5) for an exception to this rule).
- (3) An officer who is graded below salary grade A7, B4 shall not be eligible for hotel allowances if he stays in an hotel, unless he has obtained the prior approval of his Head of Department, in which case the rates of allowances shall be as set out in General Order A.112(1)(b).

Amendment No. A87
1st December, 2007

- A.413 (1) An officer who on first appointment is posted for duty to a station other than the place in Swaziland in which he was resident at the time of recruitment, shall be
- SUBSISTENCE
ALLOWANCE:
TRAVELLING
ON FIRST
APPOINTMENT

eligible for subsistence allowances for himself, and for his family, when travelling from his place of residence to his duty station in Swaziland. An officer shall be required to travel by an approved direct route, and the allowances shall only be paid for the normal time necessary for that route.

- (2) The rates of allowances payable under this General Order shall, subject to the terms of General Orders A.412(3), be those set out in General Orders A.411, A.412 or A.418, as appropriate, for the officers his wife and children aged ten years and over accompanying him. For children aged less than ten years, field allowances under General Order A.411 shall be one half of the full rates; if hotel allowances under General Order A.412 are claimed, they shall be paid at rates, depending on the rates levied by the hotel concerned.

Amendment No. A89
1st April, 1982

- A.414 (1) An officer who is entitled to Government quarters, and who finds on arrival at his duty station on first appointment that such quarters have not been allocated to him, or he cannot take up an allocation made to him because his personal and household effects have not arrived in the station, shall be eligible for such subsistence allowances for himself and for his family up to seven days in the first instance.
- (2) An officer who is not entitled to Government quarters, who is posted for duty to a station other than the place in Swaziland in which he was resident at the time of his recruitment, shall be eligible for subsistence allowances for himself and for his family for up to seven days in the first instance, so that he may arrange accommodation.
- (3) The rates of allowances payable under this General Order shall be those set out in General Order A.411 or A.412, as appropriate, subject to the provisions of General Order A.412(3), for the officer, his wife and children aged ten years and over accompanying him. For children aged less than ten years, field allowances under General Order A.411 shall be one half of the full rates; if hotel allowances under General Order A.412 are claimed, they shall be paid at rates proportionate to the full rates, depending on the rates levied by the hotel concerned.
- SUBSISTENCE ALLOWANCE: ON ARRIVAL AT DUTY STATION ON FIRST APPOINTMENT

- (4) If in any particular case an officer cannot, for exceptional reasons, move into Government quarters or is unable to arrange accommodation within the period of seven days, an application for the period to be extended shall be made to the Principal Secretary, Ministry of Public Service and Information, through the Head of Department, stating fully the exceptional reasons involved. If an extension is approved it shall not exceed a further seven days over and above the original seven days (See General Order A.707 for arrangements subsequent to this).
- (5) In the circumstances covered by this General Order, if an officer is accommodated in a hotel he may arrange with the hotel management to forward the bill for settlement to the Principal Secretary, Ministry of Public Service and Information. General Order A.419 sets out the hotel charges which are admissible & those which are inadmissible.

- A.415 (1) An officer who is transferred from one duty station to another one, shall be eligible for subsistence allowances for himself, and for his family, for the journey by the approved direct route between the two duty stations. The allowances shall only be paid for the normal time necessary for this route.
- (2) The rates of allowances payable under this General Order shall be in accordance with General Order A.413(2).
- SUBSISTENCE ALLOWANCES:
TRAVELLING ON TRANSFER

- A.416 (1) An officer who is entitled to Government quarters, who is transferred from one duty station to another one, shall be eligible for subsistence allowances for himself and for his family for up to seven days in the first instance, both at the station he is leaving and the one to which he has been transferred. This period is intended:-
- SUBSISTENCE
ALLOWANCES:
ON TRANSFER
AT DUTY
STATIONS
- (a) to facilitate the packing of household effects, and the vacating and handing over of quarters at the station he is leaving; and
- (b) to alleviate any delay in the allocation of quarters at the new station, or the delayed arrival of household effects even though quarters have been allocated; or for the purpose of arranging accommodation.
- (2) In the case of an officer who is not entitled to Government quarters, who is transferred from one duty station to another one, he shall be eligible for subsistence allowances for himself and for his family on arrival in the new station for a period not exceeding two days.

- (3) The rates of allowances payable under this General Order shall be in accordance with General Order A.414(3). General Order A.419 sets out the hotel charges which are admissible, and those which are inadmissible.
- (4) The terms of General Order A.414(4) shall apply to an officer entitled to Government quarters who comes within the terms of General Order A.416(1).

- A.417
- (1) An officer shall be eligible for subsistence allowances for himself and for his family, when travelling from his duty station to his home in Swaziland when proceeding on leave pending retirement from the Service, or final termination of appointment. SUBSISTENCE ALLOWANCES: WHEN TRAVELLING ON LEAVE
 - (2) The allowances shall only be paid for journeys by an approved direct route, and payment for any period additional to the normal time by an approved route shall only be permitted if the circumstances so justify. Where the approved direct route is not used, reference shall be made to the Principal Secretary, Ministry of Public Service and Information for consideration and decision.
 - (3) The rates of the allowances payable under this General Order shall be in accordance with General Order A.413(2).

Amendment No. A47
1st November, 1977

- A.418 (1) When a period of absence travelling on official duty is more than six hours, but less than twelve hours, and it does not include a night spent away from an officer's duty station, the officer shall be eligible for the following rates of allowances:-
- SUBSISTENCE
ALLOWANCES
SHORT PERIOD
OF ABSENCE
- (a) Officers on salary - E16.50 per period
Grades D5- D7; E2-E6; F1-F4 and above
- (b) Officers on salary - E15.50 per period
grades A6-A7; B5-B7; C2-C6; D1-D4 and E1
- (c) Officers on salary - E14.50 per period
grades A1-A5; B5-B7; C1 and below
- (2) If a case arises in which an officer is absent for a period in excess of 12 hours, but it does not include a night spent away from his duty station it shall be referred for decision to the Principal Secretary, Ministry of Public Service and Information.
- (3) The terms of this General Order shall also apply to an officer whose period of absence from his duty station is in excess of twenty-four hours but where excess period of absence does not include a subsequent night spent away from the duty station in such an event the twenty four hours period shall be dealt with in accordance with the provisions of General Order A.411 or A.412, as appropriate, and the excess period shall be dealt with under this General Order.

Amendment No. A87
1st December 2007

- A.419 (1) For the requirements of ADMISSIBLE
 General Orders A.414, A416 CHARGES ON
 and A.707 the admissible HOTEL BILLS
 charges on a hotel bill WHILE AWAITING
 shall include:- ACCOMMODATION
- (a) The daily inclusive hotel
 charges for full board and
 accommodation. Where a hotel does
 not offer an inclusive daily
 rate, the next most comprehensive
 rate, for example, dinner, bed
 and breakfast; or failing that,
 bed and breakfast shall be
 accepted. Main meals which are
 not included in such comprehensive
 arrangements shall be acceptable
 as table d'hôte if available, or
 failing that, on an a la carte basis.
- (b) Government taxes or levies on
 such charges.
- (2) The inadmissible charges on a hotel
 bill shall include:-
- (a) Bar and Wine accounts;
- (b) A'la carte meal charges if taken
 either:-
- (i) instead of a meal which was
 available on the inclusive
 daily rate; or

- (ii) instead of a table d'hote meal if such was available;
 - (c) Telephone charges;
 - (d) Laundry charges;
 - (e) Baby sitting charges;
 - (f) Any other "extras";
 - (g) Government taxes or levies on any of the above items.
- (3) Officers shall make arrangements with hotel management for such "excluded" charges as listed in General Order A.419(2) to be billed separately by the hotel, so that they can be settled personally by the officer; this will simplify the accounting for the admissible charges.

Amendment No. A.47
1st November, 1997

- A.420
- (1) The definition of a “Field Officer” OFFICERS
is an officer who works permanently STATIONED IN
in the field, compete with his mobile THE FIELD
office or workshop and living accommodation.
He is not a static officer, and he moves
his office and living accommodation from
place to place wherever he is required
to work, which shall be regarded as his
duty station.
- (2) A field officer shall not be eligible to
claim the allowances set out in General
Orders A.411, A.412, or A.418, while in
the area in which he normally works, as
such living conditions are part of his
conditions of service.
- (3) In exceptional circumstances a field
officer can however, claim the
allowances set out in General Orders
A.411, A412 or A.418, as appropriate,
on those occasions when, for duty
purposes, for example, visiting his
Headquarters, he leaves his office
and living accommodation and travels
elsewhere, provided he is required
to travel a distance of 16 kilometres
or more from his duty station by the
most direct route.

- (4) A Head of Department shall keep a close check on the need for paying commuted subsistence allowances; for example, the duties required of an officer may change and the continued payment of the allowance is no longer necessary in his particular case. It is essential that officers shall be so stationed, and their work so organised so that without impairing the efficiency of field staff payment of commuted subsistence allowances is kept to a minimum.

- A.421 (1) An officer may be required to spend a considerable time away from his duty station as part of his normal duties, for periods which are consistent throughout the year, or throughout a particular season of the year, and are not occasional periods. In such a case a commuted allowance may be payable. This commuted allowance shall not be paid for any month in which an officer is not on duty during that month for fifteen consecutive days or more, for example, because he is absent on vacation leave or sick leave.
- (2) The rates of the allowance, and the grade of officer, or individual officer, to whom it shall be applicable, shall be authorised by the Principal Secretary, Ministry of Public Service and Information. A Head of Department shall submit full details of such a case to the Principal Secretary, Ministry of Public Service and Information for consideration and decision.
- COMMUTED
SUBSISTENCE
ALLOWANCES

- (3) If an officer for whom a commuted allowance has been approved is required by his Head of Department to undertake duties which are unconnected with those for which the commuted allowance was granted, and which necessitate his absence from his duty station, he shall be paid the subsistence allowances under General Orders A.411, A.412 or A.418, as appropriate. He shall not at the same time be paid the commuted allowance under this General Order.
- (4) A Head of Department shall keep a close check on the need for paying commuted subsistence allowances; for example, the duties required of an officer may change and that continued payment of the allowance is no longer necessary in his particular case. It is essential that officers shall be so stationed, and their work so organised so that without impairing the efficiency of field staff payment of commuted subsistence allowances is kept to a minimum.

Amendment No. A.47

1st November 1979

- A.422 (1) If an officer is absent from his duty station for the purpose of acting as a relief for an officer in another station, or on other special duties, provided he retains his quarters in his duty station, allowances under General Orders A.411, A.412 or A.418, as appropriate, shall be payable up to a maximum of thirty days.
- (2) In exceptional circumstances it may be necessary to extend the period of thirty days, provided that the total period in the aggregate shall not normally exceed sixty days. A Head of Department shall make application for an extension to the Principal Secretary, Ministry of Public Service and Information giving full reasons for the extension requested. Where this maximum period of sixty days is likely to be exceeded, a Head of Department shall normally be expected to arrange the transfer of the officer concerned.
- ALLOWANCES
RELIEF AND
SPECIAL
DUTIES

Amendment No. A.71
1st October, 1979

(NEXT GENERAL ORDER - A.430)

SUBSISTENCE ALLOWANCES : OFFICIAL DUTY IN
BOTSWANA, LESOTHO, MOZAMBIQUE AND THE
REPUBLIC OF SOUTH AFRICA
SECTION 3:

- A.430 (1) The subsistence allowances covered by this Section of General Orders are those for which an officer shall be eligible when he is absent from his duty station, engaged on official duties in Botswana, Lesotho, Mozambique and the Republic of South Africa. Except for lesser periods of absence on duty station which shall be dealt with in the terms of General Order A.418, the authorized rates shall apply when an officer is absent for up to twenty-four hours or more from his duty station, provided that the period of absence shall not be less than twelve hours, and shall include a night spent away from that station.
- (2) The Daily subsistence allowance rates are designed to cover the following:-
1. Accommodation, including any related taxes.
 2. Meal, including any related taxes.
- SUBSISTENCE
ALLOWANCE
WHEN APPLICABLE

3. Other out of pocket expenses such as tips, laundry, bus or taxi costs for short distances and miscellaneous expenses.

- A.431
- (1) If an officer travels on official duty in Botswana Lesotho, Mozambique or the Republic of South Africa, he shall be eligible for the appropriate standard rate of subsistence allowance as set out in Appendix A42, which shall be non-accountable; but claims shall be supported by a certificate from the Head of Department stating that the officer was absent on official duty for the period claimed.

SUBSISTENCE
ALLOWANCES:
STANDARD
RATES
 - (2) If an officer stays in an hotel where the daily rates for full board and lodging are in excess of the standard rates permitted in terms of this General Order, he may be re-imbursed the actual costs for such services on production of the receipted hotel bills in support of his claim.
 - (3) If a sponsoring host Government or other organisation is responsible for the expenditure incurred in attending a conference in one of the countries covered by this General Order, an officer shall be able to claim only 25% of the standard rates of subsistence allowances in terms

of General Order A.431(1). For the purpose of this General Order "Conference" shall be defined as any formal meeting held outside Swaziland, attended by two or more persons; but it shall not include any type of in-service training.

- (4) An officer undergoing in-service training such as a workshop, seminar, study tour, or any other form of instruction or training, for which a sponsoring host Government or other organisation is responsible for the expenditure incurred, shall not be entitled to claim subsistence allowances under General Order A.431(3).
- (5) The 25% of the standard rates of subsistence allowance payable in terms of General Order A.431(3) and A.440(3), shall not be paid unless the provisions of General Order A.1011 has been complied with.

Amendment No. A.102
8th April, 1999

- A.432 If an officer is required to visit a country outside Swaziland on official duty in connection with important Government business which involves policy considerations or significant negotiations of any kind including attendance at International Conference, and he/she incurs heavy expenses on: Accommodation, including related taxes, meals, including any fares for short distances, and miscellaneous expenses, out of pocket expenses such as tips, long distance telephone calls, fax, etc. he/she shall be eligible to claim expenses incurred on production of receipts and documentary proof that these expenses were incurred as part of their official duties. (EC21/91).
- RE-IMBURSEMENT
OF EXPENSES
INCURRED BY
GOVERNMENT ON
OFFICIAL VISIT
OUTSIDE THE
COUNTRY:

Amendment No. A102
27th December, 1991

(NEXT GENERAL ORDER A.440)

SECTION 4: SUBSISTENCE ALLOWANCES : OFFICIAL DUTY IN COUNTRIES NOT COVERED BY SECTION 2 AND 3 OF THIS PART

- A.440
- (1) If an officer travels on official duty in a country which does not come within those covered by Sections 2 and 3 of this Part of General Orders, he shall be eligible for the appropriate standard rates of subsistence allowance as set out in Appendix A.42 which shall be non-accountable; but claims shall be supported by a certificate from the Head of Department stating that the officer was absent on official duty for the period duty for the period claimed. SUBSISTENCE ALLOWANCES: STANDARD RATES
- (2) The terms of General Order A.431(2) shall apply to this General Order.
- (3) If a sponsoring host Government or other organisation is responsible for the expenditure incurred in attending a conference in a country which is covered by this General Order, an officer shall be able to claim only 25% of the standard rates of subsistence allowances in terms of General Order A.440(1). For the purpose of this General Order "Conference" shall be defined in terms of General Order A.431(3).
- (4) An officer undergoing in-service training such as a workshop, seminar study tour, or any other form of instruction or training for which a sponsoring host Government or other organisation is responsible for the expenditure incurred, shall not be entitled to claim subsistence allowances under General Order A.440(3).

AMENDMENT NO. A.102
20TH NOVEMBER, 1989

SECTION 5: MISCELLANEOUS SUBSISTENCE ALLOWANCES:
CONFERENCE AND ENTERTAINMENT
ALLOWANCES: DISTRICT COMMISSIONER'S
CHARGE ALLOWANCES (REGIONAL SECRETARY)

- A.450 The payment of any allowance not authorised in these General Orders shall require the prior approval of the Principal Secretary, Ministry of Public Service and Information, in consultation with Principal Secretary, Ministry of Finance. Where such allowances are approved their continued payment shall be reviewed annually at the time the draft Estimates are prepared paragraph 3 of the Introductory Chapter refers.
- MISCELLANEOUS
ALLOWANCES:
APPROVAL
REQUIRED
- A.451 (1) An officer shall be eligible for the allowances provided for under General Orders A.412, A.411A.418, as appropriate, when he travels from his duty station for the purpose of -
- SUBSISTENCE
ALLOWANCES:
TRAVELLING
TO OBTAIN
MEDICAL OR
DENTAL
TREATMENT
- (a) obtaining urgent or emergency dental treatment at Mbabane or Manzini whichever is nearer to his duty station, in accordance with the terms of General Order A.850, on the prior authority of a Government or Mission Medical Officer, whose written authority shall be attached to the claim,

together with the dentist's receipted bill. An officer's family shall qualify for the allowances in the terms of this General Order in the circumstances prescribed in General Order A.850(4) or (5) as appropriate.

- (b) obtaining ordinary medical treatment within Swaziland, either for himself or for a member of his family, which is not available at his duty station, or the prior authority of a Government or Mission Medical Officer whose written authority shall be attached to the claim. General Order A.851 refers.
- (2) If, with the prior approval of the Director of Health Services, an officer is required to travel from his duty station to a place outside Swaziland for the purpose of obtaining specialist medical treatment for himself, he shall be eligible for subsistence allowances in terms of General Order A.431 or A.440, as appropriate. An officer's family shall not qualify for the allowances in the terms of this General Order in the circumstances prescribed in General Order A.845(1)(2) or (3) as appropriate.
 - (3) In assessing the rates of subsistence allowances for children the principles set out in General Order A.413(2) shall be followed.

- A.452 If an officer is required by Government to attend a training course, either within Swaziland or outside the Kingdom, the question of the payment of personal and dependants' allowances shall be dealt with on the basis of Appendix A11. PERSONAL AND DEPENDANTS ALLOWANCE SPONSORED OFFICERS STUDY COURSE
- A.453 If an officer, at the request of his Head of Department, is required to accommodate an official visitor/s including a Minister of the Government, but excluding a public officer, he shall be eligible for an allowance at the rate of E10.00 per night for each person he accommodates, this rate is effective from 1st May, 1978. SUBSISTENCE ALLOWANCES ACCOMMODATION OFFICIAL VISITORS
- A.454 (1) For the purpose of this General Order "Conference" shall be defined as any formal meeting attended by two or more persons, but it shall not include any form of in-service training such as a workshop, seminar, study tour, or any other form of training or instruction. CONFERENCE EXPENSES ALLOWANCES
- (2) If an officer is required to attend a conference outside Swaziland as part of an official delegation, or in a representative capacity, he shall be granted a non-accountable conference expenses allowance at the following rates:-

- | | | |
|-----|---|------------------------------|
| (a) | Principal Secretaries -
and Heads of
Department | - US Dollars
9.00 per day |
| (b) | Other officers | - US Dollars
8.00 per day |

This allowance shall be additional to any other subsistence allowances for which an officer may be eligible.

Amendment No. A97;
18th September 2001;

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| A.455 | (1) | A non-accountable charge allowance at a flat rate of E240.00 per annum shall be paid to a Regional Secretary whilst he is in charge of an administrative region. | <u>REGIONAL</u>
<u>SECRETARY</u>
<u>ALLOWANCES</u> |
| | (2) | The allowance shall not be paid to a substantive Regional Secretary during a period of authorised absence provided a paid acting appointment has been approved to cover the period of his absence in such a case the allowance shall be paid to the officer who is appointed to act as Regional Secretary undertaking full responsibility for the overall administration of the Region. | |

- (3) If a paid acting appointment is not made during a period of authorised absence, the allowance shall be admissible for the period of such authorised absence not exceeding twenty-one consecutive calendar days, provided an officer retains his appointment as Regional Secretary and returns to that Region or to another Region at the end of the authorised period of absence.
- (4) The allowance shall be non-pensionable, non-gratuitable, and shall be paid monthly in arrear. It shall be subject to Swaziland Income Tax.

Amendment No. A96
1st January, 1992

- A.456 (1) A non-accountable entertainment allowance at the rate of E150.00 per month shall be paid to an officer holding one of the following posts:-
- ENTERTAINMENT ALLOWANCES:
- (a) Chief Justice
 - (b) Secretary to the Cabinet/Head of the Civil Service.
 - (c) Attorney General
 - (d) Principal Secretary
 - (e) Senior Liaison Officer to His Majesty the King
 - (f) Auditor General
 - (g) Commissioner of Police
 - (h) Correctional Services Commissioner

The allowance is intended for the normal entertainment of official dignitaries and delegations which an officer may be required to provide in the course of his official duties.

- (2) The allowances shall not be paid to a substantive holder of one of the above posts during a period of authorised absence if a paid acting appointment has been approved to cover the period of his absence. In such a case the allowance shall be paid to the officer who is appointed to act in the post.
- (3) If a paid acting appointment is not made to cover the authorised absence of a substantive holder of one of the above posts, the allowance shall continue to be paid to that substantive holder for a period not exceeding twenty-one consecutive days, provided the officer:-
 - (a) retains the substantive appointment which attracts the entertainment allowance: and
 - (b) he returns to that substantive appointment on completion of the period of authorised absence.
- (4) The allowance shall be non-pensionable and non-gratutiable, it shall be paid monthly in arrear. It shall not be subject to Swaziland Income Tax.

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| A.457 | An officer who is on salary grade 8 and above shall be entitled to allowance for up to two servants at the rate of 50 cents per day per servant when he transfers between duty stations within Swaziland. | <u>SUBSISTENCE</u>
<u>ALLOWANCES:</u>
<u>SERVANTS</u>
<u>ON TRANSFER</u> |
| A.458 | <p>(1) A candidate for appointment to the Service who is required by the Civil Service Service Board to attend an interview board, shall be granted the rate of subsistence allowance which would be paid to an officer holding the same type and grade of post for which the candidate is applying.</p> <p>(2) Charges raised under this General Order shall be debited against the Head of Expenditure of the Ministry for which the candidate is being interviewed.</p> | <u>SUBSISTENCE</u>
<u>ALLOWANCES:</u>
<u>CANDIDATES</u>
<u>FOR PPOINTMENT</u>
<u>TO THE SERVICE</u> |

Amendment No. A88
20th December, 1989

- A.459
- (1) An officer who is nominated by the Government to attend a training course, workshop seminar, study tour, or any other form of instruction or in-service training, for which a host government or organisation is fully responsible for the expenditure incurred, shall be provided with transit allowances for periods of the journeys to and from the in-service training venues. Such allowances shall be authorised by the Principal Secretary, Ministry of Public Service and Information, and shall be paid prior to an officer's departure from Swaziland.
- SPONSORED OFFICERS ON IN-SERVICE TRAINING COURSES: TRANSIT ALLOWANCES FOR PERIODS OF JOURNEY TO AND FROM TRAINING VENUES:
- (2) The payment of the transit allowances shall subject to General Orders A.459(3) and (5), be restricted to the following periods:
- (a) if the in-service training venue is in Kenya Tanzania, Egypt, Israel, United Kingdom or other EEC countries one night in each direction shall be paid at the rates set out in Appendix A42 according to salary grade.
- (b) if the in-service training venue is in the United States of America, Canada, Australia, India, or West African countries, two nights in each direction shall be paid at the rates set out in Appendix A42, according to salary grade.

Amendment No. A88
20th December, 1989

- (c) if the in-service training venue does not appear in the list of countries set out in Appendix A42 the matter shall be referred to the Principal Secretary, Ministry of Public Service and Information for consideration, and for authorisation of an appropriate rate of allowance.
- (3) If in any case an officer through no fault of his own is delayed in reaching the in-service training venue, or on returning there from, he may make application to the Principal Secretary, Ministry of Public Service and Information for the payment of transit allowances for the additional period involved. Such applications shall state the full and precise reasons for the delayed journeys.
- (4) The terms of this General Order shall apply also in cases where officers are sponsored by the Swaziland Government, and the Government is fully responsible for the expenditure incurred in respect of the in-service training.
- (5) The payment of transit allowances in terms of this General Order is based on the circumstances obtaining at the time journeys are undertaken, this may mean in some instances that the allowances shall not be payable. Government reserves the right to decide when such a situation prevails.

Amendment No. A82
20th December, 1989

- A.460 (1) If a delegation has to attend a meeting outside the country e.g. the annual United Nation General Assembly in New York, the International Labour Organisations in Geneva etc, it shall be accommodated at a predetermined hotel which shall have been identified prior to the delegation's arrival to their destination and identified hotel's group rate shall be paid for the specific dates of the meeting. The delegation shall be given money for "food and incidentals" before they leave Swaziland and these would cover for their personal upkeep.
- SUBSISTENCE
ALLOWANCE
FOR
SWAZILAND
DELEGATIONS
WHICH ATTEND
MEETINGS/
CONFERENCES
FOR LONG
PERIODS ABROAD
- (2) Where Swaziland has accreditation, the procedure shall be that the Ministry which is proposing that a delegation undertakes a trip destined for abroad, shall request the Swaziland Mission abroad, through the Principal Secretary in the Ministry of Foreign Affairs, to negotiate the group rate for the delegation and the Mission shall advise on the negotiated costs for accommodation and food.
- (3) On the basis of that advice, the Principal Secretary, Ministry of Public Service and Information shall set and authorise appropriate subsistence rates for the delegation.

- (4) Where Swaziland does not have accreditation, the procedure shall be that the Ministry which is proposing to undertake the trip shall present its case to the Principal Secretary in the Ministry of Public Service and Information to authorise appropriate subsistence rates for the delegation.

Amendment No.A119
31st July, 1999

PART FIVE

TRANSPORT AND BAGGAGE : ALLOWANCES

SECTION 1: TRANSPORT : GENERAL

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| A.500 | (1) | <p>"Transport" shall mean the approved method of transport which an officer is permitted to use when he is making essential journeys for the proper performance of his official duties. This shall include those occasions when an officer makes an authorised journey from his duty station for the purpose of obtaining ordinary or specialist medical treatment, or dental treatment under General Orders A.831 A.845 or A.850 as appropriate.</p> | <p><u>TRANSPORT</u>
<u>DEFINITION</u></p> |
|-------|-----|---|---|

- (2) The approved method of transport shall be by air or railway in the appropriate class, or by road. Road transport shall include travel in an officer's motor vehicle as well as by public road transport services.

A.501

- (1) It is essential that all duty journeys shall be undertaken in the most economical manner, bearing in mind the need for the expeditious despatch of Government business generally, and the efficient performance of an officer's duties on arrival at his destination. A Head of Department shall ensure that public funds are not wasted.

TRANSPORT
ECONOMY IN
USE

- (2) In those cases where rail or bus transport is used, the fares may be issued in cash in advance on completion of Treasury Form TF.116 by the Ministry or Department concerned. The Ministry or Department shall also effect any necessary reservations when duty air travel is authorised, and issue the appropriate official order on Treasury Form TF.115.

- A.502 (1) If a Head of Department or below that rank is required to make a visit whether local or outside his duty station, for the purpose of conducting official business of any kind, approval for such duty visit shall require the approval of the Prime Minister before such duty visits are undertaken.
- AIR TRANSPORT
CLASS OF
TRAVEL ON
OFFICIAL DUTY
- (2) In the case where spouses also have to travel, the same arrangement shall apply.

Amendment No. A74
8th April, 1999

- (3) Applications for such duty visits shall be made by the Minister of that Ministry or Department concerned in a minute form and the Minister shall indicate whether or not he/she supports the application. In submitting the minute to the Prime Minister, the Minister shall also indicate that funds are available to meet the expenditure. Soon after the Prime Minister has approved such duty visits, air tickets shall be purchased from Royal Swazi National Airways Corporation. In the case air tickets are purchased from any other

airliner, it shall be the responsibility of the officer concerned to settle the bills himself and public funds shall not be responsible for such improper expenditure. Sub-section 3(1) of the Introductory Chapter of General Orders Chapter A shall apply.

- (4) The classes of travel shall be:-
- (a) Officers on salary grades F3, F4, RSP10 and HMCS10 and 19 first class (provided such passages are available).
 - (b) Officers on salary grades D7, E4-E6, F1-F2, RSP8-RSP9, HMCS8-HMCS9 business class/club class (provided such passages are available).
 - (c) Officers on salary grades A1-A6, B1-B7, C1-C6, D1-D6, E1-E3, RSP1-RSP7, HMCS1-HMCS7 and below economy class.

If in any particular case it is not possible to obtain the approved class of travel as specified above or if for other reasons it is necessary for an officer to change (upgrade) his or class of travel, prior authority for the change shall be sought by the Head of Department from the Principal Secretary, Ministry of Public Service and Information.

- (5) If in any particular case prior authority is given by the Prime Minister for an officer's spouse to accompany him by air on his official journeys, he/she shall be provided with air passages in the same class as that enjoyed by the officer.

- A.503 (1) An officer who is required to travel by air on duty or when going on leave, shall be entitled to insurance cover at the public expense for himself only up to the sum of E12,000.00. He shall be personally responsible for arranging such insurance cover, and paying the premium. The latter can be claimed from his Ministry on production of a receipt. If an officer wishes to increase the amount of insurance cover, the extra premium shall be his personal responsibility. AIR INSURANCE
- A.504 (1) The class of travel by rail transport when an officer is travelling on official duty within Southern Africa shall be as set out in Appendix A.13. RAIL TRANSPORT CLASS OF TRAVEL ON OFFICIAL DUTY:
- (2) When an officer is required to travel by rail on official duty outside Southern Africa the class of travel shall be:-
- (a) officers on salary grades F3-F4, RSP10, HMCS10 first class;
 - (b) officers on salary grades D5-D7, E2-E6, F1-F2, RSP7-RSP9, HMCS7-HMCS9 second class;
 - (c) officers on salary grades A1-A7, B1-B7, C1-C6, D1-D4, E1, RSP1-RSP6, HMCS1-HMCS6 and below Third class

- (3) If in any particular case prior authority is given by the Principal Secretary Ministry of Public Service and Information for an officer's wife to accompany him on his official journeys he shall be provided with the same class of travel as that enjoyed by the officer.

- A.505 (1) The rates of motor vehicle allowances payable when an officer has been authorised to use his motor vehicle for the proper performance of his official duties shall be those set out in General Order A.522. TRANSPORT
MOTOR VEHICLE
ALLOWANCES
- (2) The authorised distances between the main duty stations and elsewhere shall be the official road distances as laid down from time to time by the Principal Secretary, Ministry of Works, and Transport, and these distances shall be used in making claims. Any official duty running not covered by these authorised distances shall be entered separately on the claims.

Amendment No. A74
1st December 2007

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| A.506 | The use of vehicles owned by the Government shall be as set out in Stores Regulations, Part II, (Vehicle and Mechanical Plant Regulations). | <u>USE OF
GOVERNMENT
VEHICLES</u> |
| A.507 | <p>(1) A candidate for appointment to the Service who is required by the Civil Service Board or appropriate authority to attend before an interview board shall be granted those transport facilities which would normally be provided for an officer holding the same type and grade of post for which the candidate is applying.</p> <p>(2) Charges raised under this General Order shall be debited against the Travelling Expenses Vote of the Ministry for which the candidate is being interviewed.</p> | <u>TRANSPORT:
CANDIDATES
FOR
APPOINTMENT
TO THE SERVICE</u> |

Amendment No. A.40
1st April, 1976

(NEXT GENERAL ORDER - A.520)

SECTION 2: MOTOR VEHICLE ALLOWANCES

A.520 An officer shall be permitted to use his motor vehicle for the proper performance of his official duties on the authority of his Head of Department, and to claim motor vehicle allowances for such use at the rates prescribed in General Order A.522.

Provided that an officer who has been granted financial assistance for the purchase of motor vehicle shall be required to use that vehicle on official duty whilst any part of the loan is outstanding, unless in exceptional circumstances his Head of Department authorises the use of a Government vehicle for any particular duty.

A.521 In authorising an officer to use his motor vehicle for official duties, and in approving subsequent claims for motor vehicle allowances, the Head of Department shall ensure that the utmost economy is practised. If in any case cheaper means of transport are available, for example, if it is possible to share a vehicle between officers on a particular duty journey, a Head of Department shall instruct his staff accordingly.

MOTOR VEHICLE
ALLOWANCES:
USE OF MOTOR
VEHICLE FOR
DUTY PURPOSES

MOTOR VEHICLE
ALLOWANCES:
ECONOMY IN
THE USE OF
VEHICLE

Amendment No. A97
1st November, 1991

- A.522 1) If an officer has been authorised by his Head of Department to use his motor vehicle for the proper performance of his official duties, he shall be paid motor vehicle allowance at the following rates, depending on the licensed engine capacity of the vehicle used:-
- MOTOR VEHICLE
ALLOWANCES:
RATES

Licensed engine capacity of vehicles	<u>Rates per kilometre</u> <u>Cents</u>
Up to 1,500cc	E1.24
1,501 to 2,000cc	E1.36
2,001cc and above	E1.55
Motorcycles	E0.64

Amendment No. A97
18th September, 2001

- A.523
- 1) In those cases where an officer makes an official journey in his motor vehicle over a route which is covered by a public rail or bus transportation system, or by scheduled air services, the claims for travelling shall be met either in accordance with General Order A.522, or else by the payment of an allowance equivalent to the cost to Government of rail or bus fares in the appropriate class, or the cost air tickets in the appropriate class, whichever is the lesser.
 - (2) If a Head of Department can certify in any such case that it is essential for duty reasons that a journey shall be done by road in an officer's motor vehicle, the terms of General Order A.522 shall apply.

MOTOR VEHICLE
ALLOWANCES:
RESTRICTIONS

Amendment No. A48
1st November, 1977

- A.524
- 1) In certain cases it may be expedient to authorise a commuted motor vehicle allowance, at a fixed monthly rate, for an officer whose official duties necessitate short and frequent journeys within a town, or within other defined areas. Such commuted motor vehicle allowances shall be granted in respect of an established post, and not on a personal basis to an individual officer. The allowances shall be subject to annual review.
- COMMUTED
MOTOR VEHICLE
ALLOWANCES
- (2) A Head of Department shall submit full details of such cases to the Principal Secretary, Ministry of Public Service and Information, for consideration and decision. The details shall include log sheets based on three months duty running in such circumstances.
- (3) The allowances shall not be payable for any month during which an officer is absent from duty for more than fifteen consecutive days in that month, irrespective of the reasons for his absence.

- A.525 (1) For the purpose of this General Order the term "because of circumstances beyond his control "means one of the following situations:
- MOTOR VEHICLE ALLOWANCES: TRAVEL BETWEEN HOME AND PLACE OF WORK
- (a) an officer employed in Mbabane or Manzini has not been allocated a Government quarter within 6 kilometres either from the Swazi Plaza Shopping Complex in Mbabane, or from the main Post Office in Manzini, whichever is appropriate to the case; or
 - (b) an officer employed in Mbabane or Manzini is unable to rent private accommodation within 6 kilometres either from the Swazi Plaza Shopping Complex, Mbabane or from the main Post Office in Manzini whichever is appropriate to the case; or
 - (c) an officer employed elsewhere than in Mbabane or Manzini has not been allocated a Government quarter within 6 kilometres of his place of work or;
 - (d) an officer employed elsewhere than in Mbabane or Manzini is unable to rent private accommodation within 6 kilometres of his place of work.

- (2) An officer shall not be entitled to motor vehicle allowances for journeys between his home and his place of work except when, because of circumstances beyond his control, it is necessary for him to reside at a distance in excess of 6 kilometres from the Swazi Plaza Shopping Complex in Mbabane, or from the main Post Office in Manzini, or from his place of work, whichever is appropriate. In such instances his Principal Secretary may authorise the payment of motor vehicle allowances at a reduced rate of 13 cents per kilometre for the distance in excess of 6 kilometres once in each direction, (12 kilometres per return journey), per working day, subject to a maximum payment of E215.00 per month.
- (3) An officer who owns and lives in his own home or homestead outside the limits defined in this General Order shall be eligible to claim motor vehicle allowance when travelling between his home and place of work.
- (4) If an officer who occupies Government quarters in his duty station is subsequently posted for duty to another station, say from Mbabane to Manzini, but he refuses to vacate such quarters even though quarters have been allocated to him in his new duty station, he shall not be able to claim the allowances in terms of this General Order in respect of journeys made between the two stations.

Amendment No. A.48
18th September, 2001

- (5) Heads of Departments or Sections shall submit to their Principal Secretaries, each six months, that is on the 10th December, and the 10th June each year, a schedule of officers whom they recommend as being eligible for the allowances. The schedules shall be submitted in duplicate and shall contain the following information:-
- (a) Name of officer and post held;
 - (b) Salary grade and salary notch;
 - (c) Place of residence and its distance from the defined limits;
 - (d) Whether application has been made for the allocation of Government quarters, if so, the dates of such applications.

When the Schedules of each ministry concerned, have been approved by the Principal Secretaries/ Heads of Departments they shall be valid for six calendar months, from the 1st January and the 1st July respectively. Thereafter fresh authorization shall be needed. Officers shall be required to complete and submit each month form TF.20, on which shall be endorsed by the Principal Secretary or Head of Department before they are sent to the Accountant General for checking and payment

- (2) An officer shall not be entitled to bus allowances for journeys between his home and place of work except when, because of circumstances beyond his control, it is necessary for him to reside at a distance in excess of 6 kilometres from the traffic lights in Mbabane or from the main Post Office in Manzini, or from his place of work, whichever is appropriate. In such instances his Principal Secretary may authorise the following:-
 - (a) either a bus allowance of E215.00 per month; or
 - (b) the cost of the journeys by bus assessed at the rate of 13 cents per kilometre between the recognized bus-stop nearest to his place of residence, and the appropriate defined limit of 6 kilometres, for one return journey per working day; whichever is the lesser.
- (3) An officer who owns and lives in his own home or homestead outside the limits defined in this General Order shall be eligible to claim Bus Allowances when travelling between his home and place of work.
- (4) The terms of General Order A.525(4) shall apply to this General Order.
- (5) Heads of Departments or Sections shall be required to submit Schedules to their Principal Secretaries, on the 10th December and the 10th June each year in terms of General Order A.525(5), making recommendations as to those officers eligible for bus allowances.

The Schedules when approved shall be valid for six calendar months from the 1st January and the 1st July respectively. Thereafter fresh authorization shall be needed. Officers shall be required to complete and submit each month to their Heads of Departments a certificate in the form Appendix A14, on which shall be endorsed by the Principal Secretary, of each ministry concerned.

Amendment No. A103
18th September, 2001

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| A.527 | <p>(1) If an officer is authorised or required by his Head of Department to use his motor vehicle for the proper performance of his official duties, he shall maintain a record in triplicate of all duty journeys in the standard form of log book (TF.20). The original pages shall support each claim when submitted to the Accountant General for payment.</p> <p>(2) An officer shall be required to produce his log book for inspection if called upon to do so by his Head of Department, or by officers of the Treasury or Audit Departments.</p> <p>(3) Entries are not required in log books in support of claims for commuted motor vehicle allowances under General Order A.524.</p> | <p><u>MOTOR VEHICLE</u>
<u>ALLOWANCES:</u>
<u>METHODS OF</u></p> |
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- A.528 (1) Claims for motor vehicle allowances shall normally be submitted by an officer in the month following that to which they refer. Claims shall be made on the prescribed form TF.192, supported by the original pages of the log book entries, and shall be authorised by the Head of Department, or by an officer authorised to approve such claims on his behalf.
- MOTOR VEHICLE ALLOWANCES: METHOD OF CLAIMING

Amendment No. A77
18th September, 2001

(NEXT GENERAL ORDER - A.540)

SECTION 3: LOANS FOR THE PURCHASE OF MOTOR VEHICLE

- A.540(1) A Car Loan Advances Committee, consisting of the following officers, shall consider applications for loans to officers for the purchase of motor vehicles for duty purposes:-
- CAR LOAN ADVANCES COMMITTEE

Chairman: Accountant General

Members: Under Secretary (Personnel Administration).
(Terms and Conditions of Services) Ministry
of Public Service and Information
Mechanical Engineer, Ministry of Public Works
and Transport.

Secretary: An officer nominated by the Accountant General.

- (2) The approval of the Committee is required before a loan can be made to an officer. An officer is therefore advised not to anticipate the Committee's approval of an application and negotiate the purchase, or take delivery of a vehicle, before the necessary approval has been given. To do otherwise shall render an officer personally responsible for any commitments into which he may have entered.

Amendment No. A77
18th September, 2001

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| A.541 | (1) | An officer who is serving on permanent and pensionable terms, or one who is serving on contract terms of service provided he is in receipt of a basic salary in salary grade 8 or above, may apply for financial assistance from the Government towards purchasing a motor vehicle, including a motor cycle, in terms of General Order | <u>APPLICATION</u>
<u>FOR A MOTOR</u>
<u>VEHICLE</u>
<u>LOAN</u> |
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A.542(4). A motorised bicycle shall be regarded as a motor cycle for purposes of this General Order. A Head of Department shall forward only those applications which he regards as being of the highest priority for the efficient performance of officers' official duties. If more than one application is submitted by a Ministry, the Head of Department shall indicate which application/s, in his view, merit priority consideration by the Committee.

- (2) An officer employed on temporary conditions of service shall not be eligible for a loan to purchase a motor vehicle, except in the most exceptional circumstances. But where such exceptional circumstances are invoked and a loan is approved, the terms of this Section of General Orders shall apply.
- (3) An application for a loan shall be made on Treasury Form TF.185 and the Head of Department shall forward it to the Car Loan Advances Committee with his recommendations. In dealing with applications a Head of Department shall not delegate his responsibilities under paragraph 5 of the Preliminary Chapter of General Order, and he shall be guided by the following criteria:-
 - (a) that the vehicle an officer wishes to purchase is both essential and suitable for his official duties;
 - (b) that an officer will find it possible within his means, having regard to his family and other pertinent commitments, both to maintain the vehicle properly and to repay the loan.

- (4) If the vehicle an officer wishes to purchase is a second hand one, he shall be required to produce the following certificates from the Central Transport Administration in support of his application:-
 - (a) A certificate of road worthiness;
 - (b) A certificate stating that the price asked for the vehicle is fair and reasonable taking into account market conditions, and that in the opinion of the Central Transport Administration the vehicle will sustain at least two years usage.

- (5) When the Committee approves an application, Form TF.185 shall be forwarded to the Accountant General for appropriate action. The successful applicant shall be duly advised by the Secretary to the Committee and requested to contact the Accountant General.

Amendment No. A77
18th September, 2001

- A.542 (1) The amount of a loan, exclusive of the interest charged, shall be restricted to the following:- AMOUNT OF LOAN:
- (i) The maximum loan to be granted to any officer would be twelve and half time his annual salary.
- (ii) The maximum loan to be granted to any officer for the purchase of a motor cycle would be E2,500.00.
- (2) If an officer wishes to purchase a motor vehicle costing more than his loan maximum in terms of General Order A.542(1), he may be granted a loan up to his maximum eligibility towards the cost of the vehicle, provided his Head of Department certifies that the intended vehicle is suitable in all respect for the proper performance of his official duties. The officer shall be responsible for the balance of the purchase price of the vehicle.
- A. 543 An officer shall not normally be given a loan to purchase a motor vehicle if he has received such assistance within the previous two years in respect of another motor vehicle. But if in exceptional circumstances an officer applies for a loan within this two years' period, he may, after full repayment of the outstanding balance of the original loan, be advanced a further loan in the terms of General Order A.542, subject to the approval of the Car Loan Advances Committee. FREQUENCY IN GRANTING LOAN

Amendment No. A542 (1)
21st July 2000

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| A. 544 | A loan shall not be granted to an officer in respect of more than one vehicle at any one time. | <u>LOAN</u>
<u>RESTRICTED</u>
<u>TO ONE</u>
<u>VEHICLE</u> |
| A. 545 | The cost of registration and comprehensive insurance cover shall not be regarded as part of the basic cost of a vehicle. | <u>CHARGES NOT</u>
<u>RECOGNISED</u>
<u>AS BASIC</u>
<u>COST OF</u>
<u>VEHICLE</u> |
| A.546 | An officer who receives a loan for the purchase of a motor vehicle shall be required to enter into an agreement with the Government regulating the terms of the loan. The terms of an agreement may be varied from time to time, save that agreements already in force shall not be affected by any such variation unless by mutual consent. | <u>FORMS OF</u>
<u>AGREEMENT</u>
<u>TO COVER</u>
<u>GRANT OF</u>
<u>LOAN</u> |
| A.547 | 1) The monthly instalments in repayment of a loan which an officer is required to make under the signed agreement in terms of General Order A.546, shall include elements for the repayment of the principal sum borrowed, and the interest thereon. | <u>METHOD OF</u>
<u>PAYMENT</u> |

- (2) In the case of an officer on the permanent and pensionable establishment, the repayment period of a loan shall not exceed sixty months, that is, sixty equal consecutive monthly instalments. But the officer may repay the loan, if he so wishes, in a shorter period of time.
- (3) In the case of an officer serving on contract terms of service, provided the balance of the loan and outstanding interest at the end of the contract period will be less than any gratuity due to the officer, repayment may be made on the basis of a 60 months' repayment period. If the officer is not returning for further service any such balance shall be deducted from the gratuity. Where, however, an officer has been offered, and has accepted a renewal of contract, the balance may, with the prior approval of the Principal Secretary, Ministry of Public Service and Information, be carried forward, and the repayment of the loan shall continue by monthly instalments during the tenure of the renewed contract period. As an added safeguard during an officer's absence on leave, he shall be required to sign a legal undertaking in respect of the safe custody of the motor vehicle. This signed undertaking shall be in addition to the terms of the original agreement referred to in General Order A.546.
- (4) Instalments shall be deducted monthly from an officer's salary, and the first deduction shall be made from his salary in the month immediately following the month in which the agreement was signed.

- (5) In the event of an officer dying, or leaving the Service for any reason before a loan is fully repaid, the balance outstanding at the time shall be recovered in accordance with the terms of the agreement referred to in General Order A.546.

Amendment No. A100
15th August, 1985

- A.548 Even though an application for a loan may have been approved by the Car Loan Advances Committee under General Order A.541(6), the actual payment for the vehicle shall not be made by the Accountant General until the officer has produced evidence that the vehicle has been insured in accordance with the requirements both of the appropriate law and of the agreement referred to in General Order A.546. The insurance policy shall be ceded to the Government as security. INSURANCE OF VEHICLE
- A.549 (1) When an application for a loan has been approved, payment shall be made for the vehicle, within the limits set out in General Order A.542(2) by the Accountant General. PAYMENT FOR VEHICLE

- (2) In the case of a vehicle costing more than the prescribed maximum set out in General Order A.542(2), that is, when the terms of General Order A.542(3) apply, the officer concerned shall pay the balance of the money direct to the Accountant General. It shall not be permissible in any circumstances for the balance of the money to be financed under an hire purchase agreement.

A.550 An officer must be in possession of a current driving licence which is both valid for use in Swaziland, and also for the class of vehicle he wishes to purchase and use, before an application for a loan can be considered.

DRIVING
LICENCE

A.551 (1) If an officer wishes to sell or otherwise dispose of a motor vehicle which he purchased with the aid of a loan from the Government, and part of the loan remains outstanding, he may do so provided that -

DISPOSAL OF
A MOTOR
VEHICLE
PURCHASED
WITH A LOAN

- (a) if he wishes to sell or dispose of a vehicle within two years of the date he purchased it, prior authority to do so shall be obtained from the Car Loan Advances Committee, to whom the officer shall address his request setting out fully his reasons. In forwarding the request to the Committee, the

Head of Department shall state whether or nor he supports it;

- (b) if he wishes to sell or dispose of a vehicle after two years from the date of purchase he may do so, but the sale shall be reported at that time to the Car Loan Advances Committee.
- (2) In either of the events covered by this General Order, the officer shall be required to repay the balance of the loan to the Accountant General on, or immediately after, the sale or disposal of the vehicle.
- (3) An officer may sell his vehicle once he has paid off any outstanding loan balance without reference to the Car Loan Advances Committee.
- (4) The question of whether a second or subsequent loan may be approved following the sale or disposal of a motor vehicle in the terms of this General Order shall be dealt with in accordance with General Order A.543.

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| A.552 | (1) If an officer is involved in an accident or other incident with a vehicle purchased with the aid of a loan from the Government, he shall report the matter immediately to the Accountant General, through his Head of Department, giving full details | <u>ACCIDENT TO</u>
<u>VEHICLE</u>
<u>PURCHASED</u>
<u>WITH LOAN</u> |
|-------|---|--|

of the damage involved, and the estimated cost of repairs.

- (2) If an officer can make a claim for damages thorough his insurers, or if the other party in the accident makes a claim or counter-claim, the officer shall immediately report the matter fully to the Accountant General through his Head of Department.
- (3) If the vehicle becomes a write-off because of an accident or other incident, the officer shall instruct his insurers to pay to the Accountant General any monies due under the terms of the insurance policy. If the amount paid by the insurers is insufficient to cover the balance of the loan and outstanding interest, the officer shall be required to pay the balance immediately, or within such time as the Accountant General may require.

Amendment No. A53
1st April, 1978

SECTION 4: BICYCLE ALLOWANCES

- A.560 1) A Head of Department may authorise a monthly allowance when an officer uses his bicycle regularly for his official duties. The rate of the allowances shall be E12.00 per month, paid in arrear.

ALLOWANCES
OR BICYCLES
USED ON
OFFICIAL DUTY

- (2) In dealing with cases under this General Order, Heads of Departments shall take into account the duties which need the regular use of a bicycle.

Amendment No. A103
1st July, 1985

(NEXT GENERAL ORDER - A.570)

SECTION 5: TRANSPORT AND BAGGAGE ALLOWANCES: ON FIRST APPOINTMENT: ON TERMINATION OF SERVICES : ON TRANSFER: AND FOR FAMILIES OF DECEASED OFFICERS

- A.570 1) Unless it is stated otherwise in DEFINITIONS any General Order, for the purpose of this Section of General Orders the following definitions, shall apply:-
- (a) "transport" shall mean transportation, including the transport of personal effects, by rail or road, as set out in Appendix A.13, by an approved direct route;

- (b) "place of residence" shall mean:-
- (i) in the case of an officer on first appointment, the place within Swaziland at which the person engaged was residing at the date of signature accepting an offer of probationary, non-pensionable, contract or temporary appointment, as appropriate; and
 - (ii) in the case of an officer who leaves the Service in the terms of General Order A.573(1), either the place set out in General Order A.570(1)(b)(i) or the place where he intends to live in Swaziland;
- (c) "family" shall be defined in the terms of General Order 4(1)(xiv) in the Preliminary Chapter of General Orders.
- (2) In the case of a local candidate who is residing outside Swaziland at the time of accepting an offer of appointment, his transport entitlement on first appointment, and subsequently, shall be determined by the Principal Secretary, Ministry of Public Service and Information.

- A.571
- 1) It is essential that all journeys shall be undertaken in the most economical way, and in fulfilment of this a Head of Department shall regard it as an important part of his duties to ensure that public funds are not wasted.
- (2) Provided an officer has 10 years or more service, the use of a pantechnicon to convey his personal effects may be authorised by the Principal Secretary, Ministry of Public Service and Information but due regard shall be paid to the cost involved, and the availability of cheaper forms of transport.
- TRANSPORT
ECONOMY USE
- A.572
- 1) An officer on first appointment to the Service shall be entitled to transport for himself, and his family in accordance with Appendix A.13 between his place of residence, and the duty station to which he is posted.
- TRANSPORT
ON FIRST
APPOINTMENT
- (2) If an officer on first appointment to the Service wishes to use his motor vehicle for the purpose of reporting for duty, he may do so, and claim the cost of the journey by the most direct route at the motor vehicle allowance rates set out in General Order A.522, subject to the restrictions of General Order A.523.
- (3) .The terms of General Order A.570(2) shall apply where appropriate

- A.573 1) An officer who leaves the Service in one of the following circumstances;
- TRANSPORT OFFICER LEAVES THE SERVICE FOR REASONS OTHER THAN RESIGNATION OR DISMISSAL
- (a) on retirement in accordance with Section 6 of the Pensions Order 993
- (b) on satisfactory completion of a final period of service on contract or temporary terms; shall be entitled to transport for himself and family in accordance with Appendix A.13 between his duty station and the place where he intends to live in Swaziland, provided he takes advantage of it within the term of any earned vacation leave for which he may be due. Thereafter the entitlement shall lapse.
- (2) If an officer in the circumstances set out in General Order A.573(1) wishes to use his motor vehicle for the journey, he may claim the cost of the journey by the most direct route at the motor vehicle allowance rates out in General Order A.522, subject to the restrictions of General Order A.523.

- A.574 1) A pensionable female officer who retires from the Service, after completion of not less than five years service because of her manage or because she is about to marry, shall be entitled to transport in accordance with Appendix A.13 for herself only between her duty station and the place where she intends to live in Swaziland, provided she takes advantage of it within the term of any earned vacation leave. Thereafter the entitlement shall lapse.
- TRANSPORT:
PENSIONABLE
FEMALE OFFICER
RETIRES
BECAUSE OF
MARRIAGE
- (2) If a female officer in the circumstances set out in General Order A.574(1) wishes to use her motor vehicle for the journey, she may claim the cost of the journey by the most direct route at the motor vehicle rates set out in General Order A.522, subject to the restrictions of General Order A.523.
- A.575 1) If an officer on first appointment resigns from the Service before he has completed twelve months' residential service, he shall refund to Government the whole, or such proportion of the transport costs incurred when he reported to his duty station on first appointment as may be determined by the Principal Secretary, Ministry of Public Service and Information. The officer shall be responsible for the transport of himself and family on leaving his duty station.
- TRANSPORT:
ON RESIGNATION
OR DISMISSAL

- (2) If an officer who holds a pensionable appointment resigns from the Service, he shall lose all entitlement to transport privileges for himself and family, unless in any particular case the Principal Secretary, Ministry of Public Service and Information authorises the retention of such rights, either in whole or in part.
- (3) If an officer who holds a pensionable appointment is dismissed from the Service, he shall lose all entitlement to transport privileges for himself and his family: General Order A.189 refers.
- (4) If an officer who holds a contract appointment resigns from the Service, he shall lose all entitlement to transport privileges for himself and family, unless in any particular case the Principal Secretary, Ministry of Public Service and Information authorises the retention of such rights, either in whole or in part.
- (5) If an officer who holds a contract appointment is dismissed from the Service he shall lose all entitlement to transport privileges for himself and family: General Order A.195 refers.

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| A.576 | 1) | An officer who is transferred from one duty station to another duty station within Swaziland shall be entitled to transport for himself and family, and servants where appropriate, in accordance with Appendix A.13. | <u>TRANSPORT:</u>
<u>TRANSFER</u>
<u>WITHIN</u>
<u>SWAZILAND</u> |
| | (2) | An officer on transfer from one duty station to another duty station shall, if he owns a motor vehicle, be expected to use that vehicle for the purpose of the transfer, and he may claim the cost of the journey between the two stations by the most direct rout at the motor vehicle allowance rates set out in General Order A.522, subject to the restrictions of General Order A.523. | |
| A.577 | 1) | An officer who is transferred from one duty station to another duty station in Swaziland may claim reasonable expenses if he incurs expenditure in getting his personal effects packed for transfer if such packing is required, subject to obtaining the prior authority of the Principal Secretary, Ministry of Public Service and Information. | <u>PACKING</u>
<u>PERSONAL</u>
<u>EFFECTS ON</u>
<u>TRANSFER</u>
<u>WITHIN</u>
<u>SWAZILAND</u> |

- (2) To ensure economy, if an officer employs a firm to transport his personal effects he shall, if possible, obtain quotations for the work, and details of the tenders shall be attached when making application to the Principal Secretary, Ministry of Public Service and Information for the charges to be met from public funds under this General Orders.
- (3) The Government shall not accept the cost of packing charges in any circumstances other than when an officer is on transfer, as set out in this General Order.

A.578 An officer is advised to insure his personal effects against loss, damage or breakage, when on transfer. The cost of the premium shall not be accepted as a charge against public funds. INSURANCE OF PERSONAL EFFECTS

A.579 1) If an officer's personal effects get lost, damaged or broken in the course of his transfer from one duty station to another duty station in Swaziland, the officer may make a claim for cost of repairing or replacing any such items of his personal effects. A claim shall be forwarded by the Head of Department to the Principal Secretary, Ministry of Public Service and Information for his consideration and decision. COMPENSATION OR DAMAGE TO PERSONAL EFFECTS TRANSFER WITHIN SWAZILAND

- (2) Before forwarding any such claim, a Head of Department shall satisfy himself:-
- (a) that the officer concerned has not been negligent or careless in the packing, handling, delivery or acceptance of the goods;
 - (b) that the packers or carriers cannot be held liable for the damage or loss sustained;
 - (c) that the amount claimed by the officer in respect of damage or loss has been assessed as reasonable by an impartial and competent person whose assessment shall be attached to the claim;
 - (d) that the damage or loss sustained could not have been covered by insurance at a reasonable rate by the officer, except where the transporting was done by a Government vehicle;
 - (e) that the officer has provided a detailed and accurate statement (which shall be attached to the claim) setting out the probable cause, and listing the damage or loss

A.580 If an officer who is entitled to the transport facilities set out in Appendix A.13 dies while in service, his family shall retain their entitlement to such transport to their place of residence for a period not exceeding twelve months after the death of the officer. Thereafter the entitlement shall lapse. The Head of

TRANSPORT:
FOR
DEPENDANTS
WHEN AN
OFFICER
DIES IN
SERVICE

Department concerned shall ensure that the bereaved family is aware of its entitlement.

- A.581
- 1) An officer who is serving on permanent and pensionable terms, or one who is serving on contract terms of Service provided he is in receipt of a basic salary Grades A6, B5, C3, D1, RSP3 HMCS3 or above, may apply for financial assistance from the Government towards overhauling a motor vehicle or motor cycles. The loan shall include these motor vehicles or motor cycles which are not purchased through the Car Advance Committee but are bought by Individuals provided those vehicles or motor cycles are also used for official duties. Before such an application is considered, a Head of Department shall confirm in writing that the motor vehicle or motor cycle is indeed used for official duties. The latter shall be forwarded by the Head of Department to the Accountant General and copied to the Principal Secretary, Ministry of Public Service and Information and Auditor General.
- APPLICATION FOR A LOAN TO OVERHAUL MOTOR VEHICLE COMPREHENSIVE INSURANCE COVER
- (2) The loan shall be considered and approved by the Accountant General and not by the Car Advance Committee.

- (3) The re-payment of the loan shall be deducted from the salary of an officer until such time the loan is repaid in full.
 - (i) If the period of payment does not exceed six (6) months, interest shall be free.
 - (ii) If the period of payment is above (6) six months but does not exceed twelve (12) months, interest shall be 2%;
 - (iii) If the period of payment is above (12) twelve months but does not exceed (18) eighteen months, interest will be 4%;
 - (iv) If the payment is above (18) eighteen months but does not exceed (24) twenty-four months, the interest will be 6%.
- (4) The requirements of General Order A.581(1)(2)(3) shall apply to an officer who wishes to ask for a loan to enable him repay charges incurred when servicing his motor vehicle or motor cycle, and as well in paying for comprehensive Insurance Cover
- (5) The entitlement for overhauling of the engine shall not exceed his entitlement for the car advance.
- (6) In the case where the officer wishes to apply for an advance to pay for the Comprehensive Insurance Cover, the loan if approved, the repayment shall not exceed (12) twelve months.

Amendment No. A.112
15th August, 1988

PART SIX

RETIREMENT BENEFITS

SECTION 1 : GENERAL MATTERS

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| A.600 | The Current law relating to the grant of pensions, gratuities and other allowances to officers employed in the Public Service is contained in the Public Service Pension Order 1993. | <u>THE LAW RELATING TO THE GRANT OF PENSIONS, GRATUITIES AND OTHER ALLOWANCES:</u> |
| A.601 | The information contained in this Part of General Orders shall be regarded only as a general guide to the award of retiring benefits, and the provisions of the Public Service Pension Order in 1993 shall Always over-ride any inconsistency or error apparent in these General Order. An officer is, therefore, advised to consult the current Pensions Order 1993 in considering his/her own individual case, or any other case. | <u>THE PUBLIC SERVICE PENSION ORDER 1993</u> |
| A.602 1) | The Minister for Public Service and shall be empowered under the Public Service Pension, by means of notice in the Gazette, to declare those officers which shall be pensionable. He shall also be empowered to add to or to revoke such pensionable offices by means of notice in the Gazette. | <u>PENSIONABLE OFFICERS:</u> |

- (2) A Head of Department shall ensure, particularly when the annual re-current budget estimates are approved, that details of those new posts approved which are not already pensionable, but which are intended to be pensionable offices, shall be submitted to the Principal Secretary, Ministry of Public Service and Information for appropriate action.

- A.603
- 1) If a person to whom a pension or other allowance has been granted under the Pensions Order is adjudicated bankrupt, or is declared insolvent, the payment of the pension or allowance shall cease forthwith. The Minister for Public Service and Information shall be empowered to direct what part of a pension or allowance so withheld in any particular case shall so require.
- CESSATION OF
PENSION OR
OTHER
ALLOWANCE
- (2) If a person to whom a pension or other allowances has been granted under the Public Service Pension Order 1993 is sentenced to death or to a term of imprisonment, the pension or allowance shall, if the Minister so directs, cease from such date as the Minister determines. The Minister shall be empowered to direct what part of a pension or allowance withheld in the terms of the General Order, shall be paid if circumstances in any particular case shall so require.(33)

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| A.604 | Qualifying service shall be the inclusive period between the date on which an officer begins to draw salary in respect of his public service and the date of leaving the Service, subject to the Pensions Regulation 1993 (34). | <u>QUALIFYING
AND
PENSIONABLE:
SERVICE</u> |
| A.605 | Except as provided for in the Pensions Regulations, 1993(35) only continuous public service shall be taken into account as qualifying or as pensionable service. | <u>CONTINUITY
OF SERVICE:</u> |
| A.606 | No period during which an officer has been absent from duty on leave without pay shall be taken into account as pensionable service, unless such leave has been granted on grounds of public policy by the Principal Secretary, Ministry of Public Service with the approval of the Minister (36). | <u>LEAVE
WITHOUT
SALARY:</u> |
| A.607 | Except as provided for in the Regulations, 1993(37) no period of service shall be taken into account as pensionable service while an officer was under the age of 20 years. | <u>SERVICE
UNDER AGE
OF 20 YEARS</u> |

(NEXT GENERAL ORDER - A.610)SECTION 2: STATUTORY AWARDS:

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| A.610 | The award of retirement benefits, other than those payable in accordance with contract agreements, shall be governed by the provisions of the Pensions Order 1993 in force at the date of an officer's retirement. If an officer needs clarification, on any point regarding an award under the Pensions Order he shall consult the Accountant General's Department. | <u>RETIREMENT</u>
<u>BENEFITS:</u>
<u>AWARDS</u>
<u>GOVERNED BY</u>
<u>PENSIONS ORDER 1993</u> |
| A.611 | <ol style="list-style-type: none"> 1) An officer shall not have an absolute right to compensation for past services, as nothing in the Pensions Order shall affect the right of the appropriate Commission or Authority to dismiss an officer at any time without compensation.
 (2) In a case where it has been established to the satisfaction of the appropriate Commission or Authority that an officer has been guilty of negligence, irregularity or misconduct, a pension, gratuity or other allowances may, on the authority of the Minister, be reduced, or altogether withheld (38). | <u>PENSIONS-NOT</u>
<u>AN ABSOLUTE</u>
<u>RIGHT:</u> |

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| A.612 | <p>1) An officer on retirement from the Public Service shall be granted a pension only in one of the following cases:- (18).</p> <p>(a) <u>If he retires from the Public Service of the government of Swaziland -</u></p> <p>(i) if the officer has reached a Compulsory retiring age of 60 years or if he/she has attained the age of 45 years and has served continuously for at least ten (10) or more years in the Public Service; or</p> <p>(ii) if he was admitted to the Pensionable Establishment on or after 1st April, 1968, on or after he attains the age of 60 years; or subject to six months' notice of his retirement, on or after he attains the age of 45 years; or</p> <p>(iii) on the abolition of his office, on reduction of establishment or on grounds of redundancy; or Section 12 of the Public Service Order 1993.</p> <p>(iv) on compulsory retirement for the purpose of facilitating improvement in the organisation of the department to which he belonged, by which greater efficiency or economy may be affected; or Section II.</p> | <p><u>CIRCUMSTANCES</u>
<u>IN WHICH</u>
<u>PENSIONS MAY</u>
<u>BE GRANTED</u></p> |
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- (v) on medical evidence, to the satisfaction of the appropriate Commission or Authority that he is incapable, by reason of infirmity of mind or body, of discharging the duties of his office and that such infirmity is likely to be permanent; or
 - (vi) in the case of termination of employment in the public interest as provided in the Pensions Order 1993 (II).
- (b) If, following transfer to other Public Service (20)
- (i) he retires after he attains the age at which he is permitted by the law or regulations of the Public Service in which he is also employed to retire on pension or gratuity; or, if no age is prescribed by the appropriate law or regulations, he retires after he attains the age of 45 years; or
 - (ii) he retires in any other circumstances in which he is permitted by the appropriate law or regulations to retire on pension or gratuity. (Provided that this sub-paragraph (ii) shall not apply in the case of a female officer who retires for the reason that she has married or is about to marry).
- (2) although she is not otherwise eligible under the Pension Order (2) for the award pension, gratuity or other allowance, a gratuity may be granted to a female officer, in accordance with the provision of the Pension Order who retires from the Public Service for the reason that she has married or is about to marry.

- (3) An officer who is not otherwise qualified for a pension, gratuity or other allowance under the Pensions Order, other than a pension under Regulations, 1993 shall, on his retirement or resignation from the Service for not less than five years, be granted a gratuity in accordance with the provisions of Regulation 19 of the Pensions Order 1993.

- A.613 1) If an officer is qualified for the award of a pension, the rate at which the pension may be granted shall be in accordance with the Pensions Order namely, that an officer who holds a pensionable office under the Government for ten (10) years or more and who is eligible to retire in the terms of the Public Service Pensions Order shall be granted on his retirement a pension at the rate of one six-hundredth of his pensionable emoluments in respect of each completed month of pensionable service.
- PENSION : TO
WHOM GRANTED
AND AT WHAT
RATES
- (2) The amount of a full pension shall be limited to two-thirds of the highest pensionable emoluments drawn by an officer at any time while in the Service of the Government. (1) If, however, the officer served for less than three years in his last pensionable post, that is, he was promoted during that period, the figure taken for calculation shall be an "averaged" figure, based on the emoluments drawn by the officer in his last three years of pensionable service(48).
- (2) The terms of General Order A.607 shall be taken into account in dealing with matters under this General Order.

- A.614 An officer who is otherwise qualified for a pension, but who has not completed the minimum period of service necessary to qualify for the award of a pension, may be granted on his retirement a gratuity which shall not exceed five times the annual amount of the pension which, if there had been no qualifying period of ten years service, might have been granted to the officer under the Pensions Order (43). GRATUITY WHEN LENGTH OF SERVICE DOES NOT QUALIFY FOR PENSION:
- A.615 Only when an officer has served in a pensionable office and has been confirmed in that office shall he be eligible for pension. Continuous non-pensionable service immediately followed by pensionable service may be taken into account for a pension in certain circumstances.(45) A request that non-pensionable service may be allowed to count for pension shall be referred to the Principal Secretary, Ministry of Public Service and Information. NON-PENSIONABLE SERVICE MAY COUNT FOR PENSION IN CERTAIN CIRCUMSTANCES
- A.616 (1) In accordance with the Pensions Order (46) a gratuity may be granted to a pensionable or temporary officer who retires or resigns from the service, after a period of not less than five years.(19) GRATUITIES FOR CERTAIN SERVICE:
- (a) For each of the first five completed years, two weeks' pay

- (b) For each of the next five completed years, one weeks' pay
- (c) For each additional completed year, four weeks' pay.

Provided that the total amount of the gratuity shall not exceed the amount of one year's pay. Only continuous service shall be taken into account, unless any general or specific directions to the contrary are given by the Principal Secretary, Ministry of Public Service And Information.

- (2) If an officer who is covered by this General Order dies in service, whether or not as the result of injuries received in the discharge of his duties, his legal personal representative may be eligible for a gratuity under the Pensions Order (16).

- A.617 (1) There are other types of awards payable under the Pensions Order 1993. OTHER AWARDS UNDER THE PENSIONS ORDER
- (a) Death Gratuities:
If an officer dies in service a death benefit equal to two year's salary will be paid to the officer's estate (16).
 - (b) His/her surviving spouse(s) shall be entitled to a pension equal to one half of the base pension that the officer would have been entitled to receive (16).

- (c) In addition, the officer's children (maximum 5) will each receive a pension of 10% of the pension that the officer would have been entitled to receive (17).
- (2) If an officer, or his/her dependants (children), considers that there is a prima facie entitlement to any such awards, they shall approach the Master of the High Court to divide the spouse's pension in the event that there is more than one surviving spouse;
- (3) In the case where there was no surviving spouse the amount available for distribution to each child (maximum 5 children) is doubled (20% x 5 children = 100% of the pension) would be divided between the children.

A.618

- (1) There are other types of awards payable under the Pensions Order for example:- OTHER AWARDS UNDER THE PENSIONS ORDER
- (a) Death gratuities.
- (b) Dependants' pensions when an officer dies in service as the result of injuries or disease contracted in the discharge of his official duties.
- (c) Additional pensions when an officer is injured or contracts a disease in the discharge of his official duties.

- (2) The awards under General Order A.618(1)(b) and (c) may, in certain circumstances, be subject to abatement in the terms of General Order A.812(4).
- (3) If an officer, or his dependants, considers that there is a prima facie entitlement to any such awards, a fully detailed approach shall be made to the Accountant General through the Head of Department concerned, requesting that the matter shall be investigated and considered.

(NEXT GENERAL ORDER - A.630)

SECTION 3 : PROCEDURE FOR APPLYING FOR PENSIONS AND GRATUITIES

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| A.630 | To enable his pension and/or gratuity to be computed by the Accountant General, when an officer is due to retire from the Service, his Head of Department shall complete Treasury Form TF.133 and forward it to the Accountant General, accompanied by the officer's personal file and leave record card, preferably not later than 3 months before the officer is due to cease duty. | <u>APPLICATIONS FOR PENSIONS GRATUITIES: PENSIONABLE OFFICERS:</u> |
| A.631 | (1) In the case of an officer who is employed on non-pensionable service under Chapter B of General Orders, who has qualified for the award of a gratuity under the Pensions Order, (19) the application for a gratuity shall be made on Treasury Form TF.133 which shall be submitted by the Head of Department to the Accountant General accompanied by the officer's personal file and leave record card, preferably not later than 3 months before the officer is due to cease duty. For the purpose of such an award under the Pensions Order proof that an officer's service has been continuous is required in the form of a certificate signed personally by the Head of Department (this duty cannot be delegated). If continuity of service for any period cannot be ascertained from existing | <u>APPLICATIONS FOR GRATUITIES: NON-PENSIONABLE AND TEMPORARY OFFICERS</u> |

records to enable a certificate to be furnished, affidavits sworn by other officers or employees (preferably) those under whom the claimant worked), and the officer himself, are required.

- (2) The payment of a bonus to an expatriate female officer employed on temporary terms of service shall be in accordance with the conditions prescribed in Section 2, Part Six of Chapter B of General Orders.

A.632 If the payment of a pension is delayed an officer may, with the approval of the Principal Secretary, Ministry of Finance, be paid an alimentary allowance not exceeding the final reduce pension if an officer has elected to commute a part of it, pending the award of the pension under the Pensions Order.

PAYMENT OF ALIMENTARY ALLOWANCES

A.633 (1) If a pensionable officer who is proceeding on leave pending retirement from the Service has irrevocably elected to commute a portion of his pension, he may be granted an advance of his commuted pension subject to the following:-

ADVANCES AGAINST COMMUTED PENSION GRATUITIES

- (a) The amount of the advance shall not exceed the amount of the commuted pension calculated as at the last day of the officer's residential service, government on

that day, for example, a motor vehicle advance or any amount due in respect of Income Tax.

- (b) The advance shall be made not earlier than the officer's last week of residential service.
 - (c) The advance shall bear interest at a rate of 5 1/2% per annum, and shall be repayable, together with the interest, on the date of the officer's retirement, or on the date of his death, whichever is the earlier.
- (2) If an officer wishes to take advantage of the facilities afforded under this General Order he shall make application to the Accountant General through his Head of Department. It is the policy of the Government that an officer shall be required to retire from the Public Service when he/she has reached the age of 60 years and such retirement shall be referred to as compulsory retirement. However, if an officer decides to retire from the public service when he/she has reached the age of 45 years, the Government of Swaziland will have no objection to such a request. But no pension, gratuity or other allowances shall be granted under the Pensions Order 1993 to an officer unless he/she has served in the public service for at least 10 years or more years to his/her credit

- A.635 An officer's date of birth that will be acceptable by Government as the true date of birth is the date the officer wrote on first appointment. If an officer decides to furnish a sworn affidavit, baptismal or birth certificate with the purpose of amending the original date of birth, the Civil Service Board, or Principal Secretary, Ministry of Public Service and Information shall not accept such a certificate. (CM ESC 41/5) when determining his/her retirement.
- DATE OF BIRTH
THAT WILL BE
ACCEPTABLE
BY THE CIVIL
SERVICE BOARD

Amendment No. A115
9th December, 1988

GOVERNMENT QUARTERS AND FURNITURE: RENTS
AND RELATED MATTERS

SECTION 1: GOVERNMENT QUARTERS: GENERAL MATTERS

- A.700 (1) All officers shall be entitled to be considered for the provision of Government housing as and when it becomes available but preference shall be given to the officer falling within one of the following categories of staff for whom special consideration shall apply because of the nature of their duties, or the terms of their employment.
- ELIGIBILITY
FOR
GOVERNMENT
QUARTERS

- (a) Institutional staff, namely:
 - (i) who are required to live within certain fixed confines, e.g. police and Correctional Services Staff or
 - (ii) who are required to live in premises, for supervisory purpose, for example, staff at boarding schools;
 - (b) Rural development staff, namely staff who are required to work in remote areas where there is no alternative source of housing or accommodation available.
 - (c) Expatriate staff recruited on contract conditions of service from outside Swaziland.
- (2) When it is established that an officer has an eligibility for Government quarters, an allocation of such quarters shall whenever possible, be made on the basis of Appendix A.15. But it must be emphasized that because of the heavy demand for housing it may not always be possible for a House Allocation authority to allocate quarter strictly within the ranges set out in that Appendix, which shall be regarded as guide only.
- (3) Staff employed on temporary conditions of service under Chapter B of General Orders shall have no eligibility for Government quarters.

- (4) Notwithstanding the terms of this General Order no officer has an entitlement as of right to the provision of Government quarters, and nothing to the contrary shall be construed there-from.

Amendment No. A109
1st December, 1982

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| A.701 | <p>(1) The Principal Secretary, Ministry of Public Works and Transport responsible for the allocation of Government housing to the public service throughout the Kingdom. In practice this responsibility shall be delegated by him to House Allocation Committees. The Principal Secretary, shall also be empowered to negotiate the leasing of houses and other accommodation from the private sector when this may be needed to meet the exigencies of the service. An officer has the right of appeal to the Principal Secretary, Ministry of Public Works and Transport if he considers that his reasons for doing so are justified; General Order A.712(2) refers.</p> | <p><u>HOUSE</u>
<u>ALLOCATION</u>
<u>AUTHORITIES</u></p> |
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- (2) With the exception of Mbabane in each station where Government quarters are available, the allocation of such quarters shall be made by the Regional Secretary, except for institutional quarters which shall be allocated by the Principal Secretary of the Ministry concerned, and those covered by General Order A.711(2).
- (3) In Mbabane the Mbabane Housing Committee, which shall be composed of the following officers, shall be responsible for the allocation of Government quarters and those covered by General Order A.711(2).

Chairman: Principal Secretary, Ministry of Public Works and Transport.

Members: Principal Secretary, Ministry of and Public Service and Information.

Principal Secretary, Ministry of Finance;

Principal Secretary, Ministry of Home Affairs;

Commissioner of Police;

Controller of Government Stores;

Secretary: A Personnel Officer, Ministry of Public Works and Transport.

- (4) House Allocation Committees shall be responsible within their areas for ensuring that appropriate publicity is provided when quarters become available for allocation.

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| A.702 | (1) | An officer shall not let or sub-let, either in whole or in part, Government quarters which have been allocated to him. If he does so he shall be liable to disciplinary action. | <u>SUB-LETTING OF
GOVERNMENT
QUARTERS</u> |
| A.703 | (1) | Privately owned houses which are leased by the Government shall be regarded as Government quarters for the purpose of this part of General Orders. | <u>QUARTERS
LEASED BY
GOVERNMENT</u> |
| A.704 | (1) | If an officer or his wife owns a house within an urban area which is the officer's duty station he shall be expected to occupy that house, and a government quarter shall not be allocated for his use. | <u>QUARTERS
OWNED AND
OCCUPIED
BY AN OFFICER
OR HIS WIFE</u> |

Amendment No. A72
1st April, 1980

- A.705 (1) If an officer owns a house in an urban area which is not his duty station, and the officer wishes to make an application for the allocation of Government quarters in his duty station (always provided he has an eligibility for such quarters in terms of General Order A.700), a pre-requisite to the allocation of such quarters shall be that he gives Government the first opportunity of taking over his private property for official use. If such arrangements are agreed they shall be completed in terms of General Order A.706.
- QUARTERS OWNED BY AN OFFICER OR HIS WIFE: WHEN GOVERNMENT MUST BE GIVEN THE OPPORTUNITY TO USE FOR OFFICIAL PURPOSES
- (2) If an officer does not wish to allow Government to use his private property for official purposes, but prefers to rent it out privately, he shall not in such circumstances be allocated Government quarters in his duty station, even though he may possess an eligibility for such quarters in terms of General Order A.700.
- (3) If Government does not wish to use an officer's private property for official purposes, it shall be within the officer's discretion whether to retain it for his personal needs, or to rent it out privately. Whatever he decides to do, the question of the allocation of Government quarters to him in his duty station (always provided he has an eligibility for such quarters in terms of General Order A.700), shall be decided by the Principal Secretary, Ministry of Public Works and Transport.

Amendment No. A32
29th April, 1976

- (4) The requirements of this General Order shall apply also in a case where a house is owned by an officer's wife, and not by an officer himself.

A.706 If an officer or his wife owns a house, but it is not occupied by them and it is made available to Government for allocation as an official quarter, the following conditions shall apply:-

QUARTERS
OWNED, BUT
NOT OCCUPIED
BY AN OFFICER
OR HIS WIFE

- (a) The officer shall not be required to pay rent to the Government as set out in General Order A.750 if he is allocated a Government quarter.
- (b) The Government shall be responsible for the necessary maintenance of the officer's house for such period as it remains at Government's disposal, up to the amount of 1 1/4% of its assessed value, subject to a maximum of E150 per annum.

- (c) The Government on taking over an officer's house shall prepare a schedule of dilapidations (which the owner shall sign in token of agreement), and shall be responsible for returning the house to the officer in due course in the same condition as when it was taken over by the Government.

Amendment No. A50
1st November, 1977

A.707(1) If an officer who is eligible for the allocation of Government quarters cannot for any reason be allocated such quarters, and he is required by the Principal Secretary, Ministry of Public Service and Information to live in a hotel, he shall be entitled to the following allowances on first appointment, or on transfer within Swaziland:-

GOVERNMENT
QUARTERS
NOT AVAILABLE:
ALLOWANCES
FOR STAY IN
AN HOTEL
AWAITING
ACCOMMODATION

- (a) The provisions of General Orders A.414 or A.416 as appropriate shall apply for the first fourteen days.

- (b) From the fifteenth day onwards the officer shall be required to pay 60% of his salary as a partial monthly contribution or prorate contribution depending on the length of the stay, towards the cost of the accommodation. The bill for this (subject to the provisions of General Order number A.416) shall be paid by the first instance.
- (2) The attention of officers shall be drawn to the provisions of General Order A.712.

Amendment No.A50
1st November, 1977

(NEXT GENERAL ORDER - A.710)

SECTION 2: APPLICATION FOR GOVERNMENT QUARTERS

- A.710 (1) An officer who is eligible for Government quarters shall make application to the appropriate House Allocation Authority on Form ST.16/72. This form shall also be used if an officer wishes to change his quarters.
- GOVERNMENT
QUARTERS:
APPLICATION
FOR
- (2) In the case of an officer recruited from overseas, or from outside Swaziland, the Head of Department concerned shall make an application for quarters well ahead of the officer's arrival.

- (3) Heads of Departments shall discourage their officers from making personal calls, or telephone calls to the Principal Secretary, Ministry of Public Works and Transport concerning their applications for allocation of Government quarters. All such enquiries shall be referred in writing through an officer's Head of Department. To do otherwise may prove disadvantageous to officers when the allocation of quarters is under consideration.

A.711 (1) With the exception of the quarters covered by General Order A.711 (2), and institutional quarters, a House Allocation Authority shall be empowered to allocate all other Government quarters which fall vacant, or are likely to become vacant, within its area of operations, except that the Principal Secretary, Ministry of Public Works and Transport, may, where the interests of the Service so require, direct an Authority as to the allocation of a particular quarter.

GOVERNMENT
QUARTERS:
METHOD OF
ALLOCATION

- (2) The allocation of houses for certain senior officers shall be the responsibility of the Minister of Public Works and Transport, and applications for such housing shall be sent to the Principal Secretary, Ministry of Public Works and Transport in accordance with the instructions issued from time to time.

- (3) In making an allocation of Government quarters to an eligible officer, a House Allocation Authority shall be guided by the following criteria:-

- (a) A single officer, or a married officer unaccompanied by his wife and/or family shall so far as possible be allocated a flat;

- (b) A single officer shall be required, if necessary, to share a house with other officers, on the understanding that he may be required to vacate the house if it ceases to be shared. (General Orders A.751(1) deals with the payment of rent when quarters are shared);
- (c) Short term advisory and technical assistance personnel shall, so far as possible be allocated flats, except where the size of a family makes this impracticable. "Short term" shall mean an assignment of less than twelve months' duration.

A.712(1) If an officer, without reasonable cause, Declines to accept a Government quarter which has been allocated to him by a House Allocation Authority, he shall be responsible for finding his own accommodation. He shall not be paid an allowance in the terms of General Order A.707.

REFUSAL
TO OCCUPY
GOVERNMENT
QUARTERS

- (2) But if an officer considers he has justifiable grounds for refusing to accept a particular quarter he may appeal to the Principal Secretary, Ministry of Public Works and Transport. The appeal shall be sent through the officer's Head of Department.

(NEXT GENERAL ORDER - A.720)

SECTION 3: MAINTENANCE OF GOVERNMENT QUARTERS:

- A.720 (1) The Ministry of Public Works, and Transport, is responsible for Government Works, and shall be directly responsible for ensuring that Government quarters are kept in a satisfactory state of repair and renovation, subject to the terms of General Order A.720(2). RESPONSIBLE MINISTRY
- (2) Privately owned quarters leased by Government shall be regarded as Government quarters in terms of General Order A.703, and the question of the responsible authority for ensuring that such quarters are kept in a satisfactory state of repair and renovation shall be decided in accordance with the leasing arrangements.
- A.721 (1) When an officer is allocated Government quarters he shall be responsible taking care of them as may be required to prevent undue deterioration, and to observe the basic elementary precautions necessary to maintain them in a sanitary condition, together with all the fixtures and fittings belonging to them. This shall include the quarters provided for the use, of servants and domestic staff. When ordinary routine maintenance is needed an officer shall apply to the Maintenance Section of the Ministry of Public Works, and Transport for the work to be put in hand. No structural alterations shall be made without prior authority being given by that Ministry. MAINTENANCE OF GOVERNMENT QUARTERS

- (2) If an officer wishes to apply for structural alterations or improvements to be made to his quarters, he shall do so through his Head of Department. If the latter supports the request, he shall obtain an estimate of the cost of the work from the local office of the Ministry of Public Works, and Transport and forward it to the Principal Secretary of that Ministry for consideration. In appropriate cases, for example, if extra funds have to be provided, the Principal Secretary, Ministry of Finance, and Principal Secretary, Ministry of Economic Planning and Development shall also be consulted.

A.722 When an officer is allocated a Government quarter which includes a garden and compound area, he shall be responsible for keeping them in a clean and tidy condition. MAINTENANCE OF GARDENS AND COMPOUNDS

A.723 (1) There shall be no objection to the keeping of domestic pets, such as a dog or cat, but it shall be the responsibility of an officer to ensure that such pets are kept under control and do not foul the compound area. DOMESTIC PETS

(2) It shall be the responsibility of an officer to ensure that the keeping of domestic pets does not violate the bye-laws of a town, or the terms of the lease in the case of private quarters leased by Government.

Amendment No. A5
1st November, 1977

(NEXT GENERAL ORDER - A.730)

SECTION 4: FURNITURE FOR GOVERNMENT QUARTERS

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| A.730 | <p>(1) The scales of furniture for the different grades of Government quarters shall be as set out in Appendix A.17, but the provision of the furniture shall be subject to its availability at the time. Issues of furniture in excess of the approved scales shall not be made, save in exceptional circumstances, and with the prior authority of Principal Secretary, Ministry of Public Service and Information.</p> <p>(2) An officer shall be responsible for the furniture provided for his quarter, and shall be liable for any damage which occurs to it, except for damage due to fair wear and tear.</p> <p>(3) If an officer declines to accept the furniture issued for his quarters he shall, nevertheless, be required to pay the appropriate rent for the quarters as set out in Appendix A.18. He shall be responsible for providing his own furniture in such circumstances.</p> | <p><u>SCALES OF FURNITURE</u></p> |
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Amendment No. A50
1st November, 1977

(NEXT GENERAL ORDER - A.740)

SECTION 5: OCCUPYING AND VACATING GOVERNMENT QUARTERS

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| A.740 | For the purpose of this Section of General Orders the term "Furniture Officer" shall mean:- | <u>DEFINITION</u> |
| | (a) The officer delegated by the Controller of Government Stores to supervise the taking and handing over of Government furniture in Mbabane; or | |
| | (b) the officer delegated by a Regional Secretary to supervise the taking and handing over of Government furniture in a district; or | |
| | (c) the officer delegated by Head of Department to supervise the taking and handing over of Government furniture in institutional quarters under his control. | |

- A.741 When an officer takes up occupation of a Government quarter he shall sign the Furniture Handing Over Receipt (Form S2) in quadruplicate. The officer shall be accompanied by the Furniture Officer at the time of taking over a quarter.
- OCCUPATION OF
GOVERNMENT
QUARTERS

Amendment No. A50
1st November, 1977

- A.742 (1) When an officer vacates a Government quarter he shall sign the Furniture Handing Over Receipt (Form S2) in quadruplicate. The officer shall be accompanied by the Furniture Officer at the time of vacating a quarter.
- VACATING
GOVERNMENT
QUARTERS
- (2) When an officer vacates a quarter, and it is prima facie evident that repairs or maintenance to the quarters are needed, and that a surcharge may arise, the Furniture Officer shall report the matter to the appropriate Department of the Ministry of Public Works and Transport so that the damage and repairs likely to be

needed can be assessed. If required a report shall be made to the Principal Secretary, Ministry of Finance, who shall decide on the amount of surcharge, if any, to be made against the officer.

Amendment No. A50
1st November, 1977

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| A.743 | <p>(1) In the case of an officer who is proceeding on leave pending retirement or on completion of service if employed on contract, resigns, or absconds from the service, shall be required to vacate his/her quarter not later than the last day of service</p> <p>(2) It shall be the responsibility of the parent Ministry/Department to ensure that Government keys of the house of the outgoing officer are taken to the appropriate authority. e.g. Controller of Government Stores, Regional Secretaries etc. The outgoing officer shall be accompanied by an officer who has been delegated by the parent Ministry/Department.</p> | <p><u>VACATING</u>
<u>GOVERNMENT</u>
<u>QUARTERS:</u>
<u>ON COMPLETION</u>
<u>OF SERVICE</u></p> |
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- A.744 An officer who has not been allocated Government quarters when on vacation leave, may have his furniture and household effects (excluding ammunition or electric batteries) stored by Government Stores without charge, provided space is available. The Government shall not accept liability for any loss or damage to the furniture and effects so stored, and an officer is advised to arrange appropriate insurance cover.
- STORAGE OF
PRIVATE
FURNITURE
AND HOUSEHOLD
EFFECTS

Amendment No. A56
1st January, 1992

(NEXT GENERAL ORDER - A.750)

SECTION 6 : RENTS FOR GOVERNMENT QUARTERS

- A.750 (1) For the purpose of this Section of Part Seven of General Orders, the following definitions shall apply:-
- DEFINITIONS

- (a) "institutional housing" shall be defined as those quarter for staff who are required:-
 - (i) because of their official duties to be accommodated within specifically defined areas which are enclosed or restricted, for example, certain Police and Correctional Services Staff are required to be so accommodated or
 - (ii) because of their supervisory duties to live in specifically defined premises, for example, staff of Boarding schools who are required to carry out certain hostel or residential duties.
- (b) "barracks" shall be defined as those complexes of quarters provided specifically for the use of Police and Correctional Services Staff.

Amendment No. A56
1st January, 1992

- (c) "works premises" shall be defined as those complexes of quarters provided specifically for the use of certain staff belonging to a particular Ministry or Department, for example, the road camps used by staff of the Ministry of Public Works and Transport.
- (d) "designated housing" shall be defined as those quarters which are traditionally allocated to staff of a particular Ministry or Department, although such allocations are not dependant on the official duties performed by the staff concerned, but are usually conveniently located to the place of work. Irrespective of whether designated housing is within or is outside specifically defined areas or premises, it shall not attract the scale of rents in paragraph 5 of Appendix A.18. Equitable rents shall be paid, as set out in paragraph 1 of Appendix A.18.
- (e) "pool" housing shall be defined as those quarters of a standard type which are allocated by the House Allocation Committee in Mbabane, and by Regional Secretaries elsewhere.

- (2) If in any particular case a dispute arises as to the correct definition of quarters for allocation or rent purposes, the Principal Secretary, Ministry of Public Service and Information, after studying the full facts, shall make a decision and direct thereon.

- A.751 (1) The scales of rent payable when an officer occupies Government quarters shall be those set out in Appendix A.18, and shall be paid in all cases of such occupancy, except for those officers who come within the terms of General Orders A.751(2)(b)(c) or (3). SCALES OF RENTS FOR GOVERNMENT QUARTERS
- (2) The following staff shall be dealt with on the basis as set out:-
- (a) United Nations staff employed on O.P.A.S. conditions of service shall pay the scales of rent prescribed in appendix A.18.
- (b) Officers employed under Technical Assistance conditions of service, such as S.C.A.A.P., shall not be required to pay rent.
- (c) United Nations staff other than those serving on O.P.A.S. conditions of service shall pay rent at the rates determined by the Principal Secretary, Ministry of Finance, Economic Planning

Amendment No. A561st April, 1978

- (3) Cases not covered by General Order A.751(1) or (2) shall be decided jointly by the Principal Secretary, Ministry of Finance, Principal Secretary Economic Planning and Development, and the Principal Secretary, Ministry of Public Service and Information.

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|-------|---|---|
| A.752 | (1) If two or more officers who are not members of the same family share, with the approval of an House Allocation authority, a Government quarter which is not regarded as a Government Mess under General Order A.755(1), each officer shall be required to pay rent on a pro-rata basis; see Note (3) below paragraph 1, of Appendix A.16. | <u>RENT PAID</u>
<u>WHEN OFFICERS</u>
<u>SHARE</u>
<u>GOVERNMENT</u>
<u>QUARTERS</u> |
| | (2) If two or more officers who are members of same family share a Government quarter, the amount of rent to be paid shall be based on, and deducted from, the salary of the higher or highest paid member of the family. | |
| A.753 | (1) If an officer is allocated and occupies a quarter which has been certified as sub-standard by the competent authority, that is, the Principal Secretary, Public Works and Transport, | <u>RENT PAID</u>
<u>WHEN</u>
<u>GOVERNMENT</u>
<u>QUARTERS ARE</u>
<u>SUB-STANDARD</u>
<u>OR CONDEMNED</u> |

acting on the advice of the

Ministries of Health, he shall be required to pay rent in terms of paragraph 5 of Appendix A.18.

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1st April, 1978

- (2) If an officer is allocated and occupies a quarter which has been condemned by the competent authority (as defined in General Order A.753(1)) he shall not be required to pay rent for such a quarter.

A.754	If a member of the Nursing Service or an ancillary Service is accommodated in a Sister's Mess or Nurses home, the scales of rent set out in paragraph 3 of Appendix A.18 shall apply.	<u>RENT PAID WHEN OFFICERS ARE ACCOMMODATED IN A SISTER'S OR NURSES HOME</u>
A.755	(1) If an officer who is not covered by General Order A.754 or A. 755 (2), is accommodated in a Government Mess, or in a Government quarter which has been designated by the Principal Secretary, Ministry of Public Works and Transport as a Government Mess the scales of	<u>RENT PAID WHEN OFFICERS ARE ACCOMMODATED IN A MESS, WORKS PREMISES, BARRACKS OR INSTITUTIONAL HOUSING:</u>

Government Mess the scales of rent,

which shall be inclusive of charges for electricity, water and refuse collection, shall be those set out in paragraph 4 of Appendix A.18.

- (2) Subject to the terms of General Order A.755(3), if an officer who is not covered by General Orders A.754 or A.755(1), is obliged by the nature of his duties to live in institutional housing, barracks, or in works premises, he shall be required to pay the scales of rent set out in paragraph 5 Appendix A.18 unless, at the same time, other accommodation is provided for his family.
- (3) In the case of an officer who is obliged by the nature of his duties to live in institutional housing, but the housing he occupies is a standard type of quarter similar in design to pool housing, he shall be required to pay the appropriate equitable or flat rate rent, based on the category of quarter occupied, in terms of paragraph 1 or 2 of Appendix A.18 as appropriate. The scales of rent in terms of paragraph 5, Appendix A.18 shall not apply.

A.756

If a Government teacher is required to undertake residential duties in a school hostel, he shall be required to pay only one-third of the appropriate scale of rents set

RENT PAID
WHEN OFFICERS
ARE ACCOMMODATED
IN SCHOOL OR HOSTEL

out in Appendix A.18.

A.757 If an officer is allocated and occupies a quarter in which a stove is normally part of the equipment provided, the appropriate scale of rent laid down in Appendix A.18, shall be reduced by fifty cents per month during any period when a stove is not installed.

RENT PAID
WHEN STOVES
ARE NOT
PROVIDED IN
QUARTERS

Amendment No. A.60
2nd April 1978

A.758 If a Government quarter is temporarily allocated to an officer during the absence of the substantive tenant on vacation leave, and one or more rooms are used for storing the personal effects of the absent officer, the officer temporarily allocated the quarter shall be required to pay the rent applicable to the quarter in the next lower rent category. Appendix A. 18 refers.

RENT PAID
WHEN
GOVERNMENT
QUARTERS
ARE PARTIALLY
OCCUPIED.

- A.759 (1) If an officer is on leave, other than leave pending retirement or on termination of service he shall continue to pay the appropriate rent for his quarters, unless he is required by a House Allocation Authority to make the quarters available for another officer, in which case his liability to pay rent shall cease. RENT PAID WHEN AN OFFICER IS ON LEAVE
- (2) Notwithstanding the terms of General Order A.759(1), the Government shall retain the right to take over any quarters when an officer is on leave irrespective of the length of such leave, and to re-allocate them.
- A.760 If an officer who has not been allocated a Government quarter is permitted to hire Government furniture when available, he shall pay an annual rent for it based on the rate of 20% of the basic value of the furniture supplied. RENT PAYABLE WHEN GOVERNMENT FURNITURE IS HIRED
- A.761 (1) The rents for Government Quarters shall be collected by the Accountant General by means from an officer's salary. The information concerning the appropriate rent to be paid and the date of occupancy of quarter, is contained in Form EST.001(AG7) issued by the Housing Officer, Ministry of Public Works and Transport or by a Regional Secretary as appropriate on receipt of this form the Accountant of the Ministry concerned is responsible for raising COLLECTION OF RENTS

a Salaries Permanent Amendment Form (TF.189) so that deductions of rent are made at the correct rate, and from the correct date, from an officer's salary. A copy of this form shall be sent to the Housing Officer, Ministry of public works and Transport or a Regional Secretary, as appropriate as confirmation that rent deductions are being made.

- (2) An officer is advised that he should, in his own interests, ensure that rent deductions are being made from his salary. If following the first two months' of occupancy of a quarter rent has not been deducted, or the rate being deducted is incorrect, he should immediately notify the Accountant of his Ministry, so that the matter can be investigated and remedied. If in fact it is shown over a period of six months that an officer has failed to pay the correct rent for his quarter, it shall be within the purview of the appropriate House Allocation Authority to decide on repossession and re-allocation of the quarter.
- (3) In order to ensure that officers pay rent when occupying Government quarters, arrangements have been made with the Accountant General that the payment of gratuities on completion of service or contract as appropriate, shall not be paid until a Rental Clearance Certificate has been issued by the Ministry of Public Works and Transport to the effect that the correct rents, and for the correct periods, have been paid, in cases of default, rent arrears shall be recovered either by means of direct payments by officers, or by deductions from gratuities.

SECTION 7WATER SUPPLIES, ELECTRICITY AND FUEL:
REFUSE AND SANITARY REMOVAL:

- A.770 (1) An officer who is on salary grade 11 and above - SUBSIDISED
WATER SUPPLIES
AND REFUSE
REMOVAL
- (a) who is required by the nature of his duties to live on hospital, school or prison premises, or in barracks, which are bulk metered for water supplies, and refuse removal services are provided; or
- (b) he lives in Government quarters which are not metered; shall be required to pay a flat rate for such services of E2.00 per month.
- (2) An officer who is on salary grade 5 and below who is accommodated in the circumstances set out in General Order A.770(1), shall be required to pay a flat rate of E1.00 per month for water supplies and refuse removal services.
- (3) The flat rates of payment for services provided by the Government, as set out in General Orders A.770(1) and (2), shall be subject to adjustment from time to time at the discretion of the Government.

- A.771 (1) A Staff Nurse who is required by the nature of her duties to live on hospital premises in a Nurses Home, or in quarters, neither of which is metered for water supplies, and refuse removal services are provided, shall be required to pay a flat rate of E1.00 per month out dated must be review for such services. If more than one Staff Nurse occupies the quarters the charges shall be allocated amongst them.
- (2) A Staff Nurse who is accommodated in a Nurses Home where fuel is provided, shall be required to pay a flat rate of E1.00 per month for this service. This charge shall be additional to that covered by General Order A.771(1). If more than one Staff Nurse occupies the quarters the charges shall be allocated amongst them.
- (3) A Staff Nurse who is accommodated in a Nurses Home, or in a quarter, neither of which is metered for electricity, shall be required to pay a flat rate of E1.00 per month for this service where it is provided. This charge shall be additional to those covered by General Order A.771(1) and (2). If more than one Staff Nurse occupies the quarters the charges shall be allocated amongst them

SERVICES
FOR NURSING
STAFF

Amendment No. A60
1st April, 1978

- (4) A Nursing Sister, or a higher grade of Nursing Staff, who is required by the nature of her duties to live on hospital premises, either in a Sisters' Mess or in a quarter, neither of which is metered, shall be required to pay a flat rate of E5.00 review per month to cover water supplies and refuse removal (assessed at E2.00 per month), and electricity (assessed at E3.00 review per month), where such services are provided. The officer shall not be entitled to the free provision of fuel.
- (5) The flat rates of payment for services provided by the Government, as set out in General Orders A.771(1)(2)(3) & (4), shall be subject to adjustment from time to time at the discretion of the Government.

A.772 If in any case an officer who is not a member of the Nursing Service, but is part of an ancillary service, is accommodated in the conditions prescribed in General Order A.771, the terms of that General Order shall apply according to the salary grade of the officer concerned.

SERVICES FOR
STAFF OTHER
THAN NURSING
STAFF

A.773 No charges shall be made to an officer for sanitary removals, including the emptying of cess-pits, and if in any case such removals have to be paid for, public funds shall bear the cost.

SANITARY
REMOVALS

Amendment No. A. 44
1st April 1976

A.775 (1) The Civil Service Housing Loan Scheme Scheme is established to provide financial assistance to civil servants to enable them purchase or build their own houses.

OBJECTIVE

A.776 (1) All civil servants and members of the Teaching Service are eligible to the Housing Loan as long as they satisfy General Order A.776 (6).

ELIGIBILITY TO
THE HOUSE LOAN
SCHEME
ADMINISTRATIVE
LOAN NTITLEMENT

(2) The Civil Service Housing Loan Scheme shall continue to be administered by the Swaziland Development and Savings Bank which will keep a separate account for the scheme and be accountable to a Housing Loan Allocating Committee. Government shall be represented by the senior officials from the Ministries of Public Service and Information, Finance and the Ministry of Economic Planning and Development.

- (3) An officer shall be entitled to a maximum housing loan of E200,000.00 to be payable for a maximum period of 25 years. The loan entitlement shall be calculated at five times the officer's annual salary and his wife's salary if she is employed in a well established organisation of a permanent basis. Each Government employee shall receive not more than one loan at a time.
- (4) Civil Servants who at the date of their retirements from the Public Service are still paying off their Housing Loans shall be allowed to continue their monthly payments until such Housing Loan accounts are cleared. Civil Servants who resign or are dismissed from the Public Service shall have their housing loans converted to commercial terms and they must negotiate with the bank to take over on terms applicable to the bank loans.
- (5) Loans under this scheme may be granted to purchase houses, residential plots or to construct houses in urban areas or Swazi Nation Land provided the officer applying for that loan has security which will satisfy the requirements of the Swazi Bank.
- (6) Applications for a Housing Loan Scheme should be endorsed by the officer's Principal Secretary confirming that the applicants are on permanent and pensionable terms of service before applications are sent to the bank for consideration and approval.

- (7) When consideration the applications, the civil service Housing Loan Scheme shall consider such factors as age and years the officer is expected to serve to enable repay the loan in good time.
- (8) The rate of interest payable on the loan shall be five (5%) percent per annum calculated at a simple interest subject to review by the Government from time to time.

Amendment No. A107
19th July, 1991

- A.777
- (1) An officer whether serving on permanent and pensionable or non-pensionable terms of service shall be entitled to 30% discount of the purchase price of the plot if he/she wishes to purchase a residential plot for the purpose of building his/her home in the urban area.
 - (2) This officer shall be allowed this discount for only one property (plot).
 - (3) In the case where both husband and wife are civil servants, the discount shall be allowed to only one of them.

DISCOUNT ON
SALE OF LAND
(PLOTS) TO
CIVIL SERVANTS

- (4) In the case of an officer who purchases a plot under this scheme and then disposes of, shall not be allowed another discount should he/she be allocated a Government plot in the future.
- (5) The 30% discount shall apply only to Government owned residential plots (stands) i.e. Town Council or Ministry of Natural Resources and Energy.

Amendment No. A.113
15th January, 1991

A.778 (1) An officer who is not accommodated in a Government quarter, mission, company, community house, shall be eligible for payment of a Housing Allowance irrespective of whether or not he is employed on non-pensionable and permanent and pensionable terms. Qualifying officers shall be paid Housing Allowance at the following rates:-

TO WHOM
HOUSING
ALLOWANCE
IS PAYABLE

Grades A1-A3, B1-B2	=	E 325.00 per month
Grades A4-A6, B3-B5, C1-C3	=	E 601.00 per month
Grades A7, B6/B7, C4-C6, D1-D5, E1-E3	=	E618.00 per month
Grades D6-D7, E4-E6, F1-F4	=	E650.00 per month

- (2) An officer who is employed on contract, temporary and daily paid terms shall not be eligible for payment of a Housing Allowance. (EC.14/92 and EC.6/93).
- (3) An officer who satisfies the requirements as stated above, should complete and submit revised claim Form HA-2/1993 to their Principal Secretaries and Heads of Departments for onward transmission to the Principal Secretary, Ministry of Public Works and Transport for consideration and decision.

- A.779(1) An officer who occupies a Government quarter whilst in ownership of a private house he/she built or purchased through the Civil Service Housing Loan Scheme, or occupies a Government quarter illegally, or without proper authority from the Housing Allocation Committee or continues Government quarter beyond his/her last day of his/her residential service, he/she shall be charged market rent with effect from the date the correct rental charges should have been effected. The following market rent charges shall be deducted from an officer's salary if he does not comply with General Order A.779(1).
- PAYMENT OF
MARKET RENT
TO OFFICERS
OCCUPYING
GOVERNMENT
QUARTERS
ILLEGALLY

QUARTER RENTAL CATEGORY	CURRENT GOVERNMENT RENT	CURRENT OPEN MARKET RENT	NEW OPEN MARKET RENT
A	E153.00 p.m.	E2000.00 p.m.	E2600.00 p.m.
B	E140.00 p.m.	E1800.00 p.m.	E2340.00 p.m.
C	E111.00 p.m.	E1600.00 p.m.	E2080.00 p.m.
D	E100.00 p.m.	E1400.00 p.m.	E1820.00 p.m.
E	E 87.00 p.m.	E1200.00 p.m.	E1560.00 p.m.
F	E 60.00 p.m.	E1000.00 p.m.	E1300.00 p.m.
G	E 52.00 p.m.	E 800.00 p.m.	E1040.00 p.m.
H	E 47.00 p.m.	E 700.00 p.m.	E 910.00 p.m.
J	E 41.00 p.m.	E 600.00 p.m.	E 780.00 p.m.
K	E 34.00 p.m.	E 500.00 p.m.	E 650.00 p.m.
L	E 26.00 p.m.	E 400.00 p.m.	E 520.00 p.m.
F/R	E 26.00 p.m.	E 400.00 p.m.	E 500.00 p.m.

- (2) In the event an officer dies whilst in service, or resigns from the service, or his/her contract expires without having paid the money owing, the amount owing, shall be deducted from whatever amount that is due to the officer and no terminal benefits shall be released unless the money owing has been paid in full. e.g. gratuity, payment of leave, pension benefits etc.
- (3) It shall be the responsibility of a Head of Department to ensure that an officer complies with the provisions of General Order A.1002 (1) and (2).
- (4) If an officer fails, or neglects to take appropriate action by informing the officer to vacate a Government quarter, shall be made to pay half of the commercial rent for the Government quarter so delayed to vacate in accordance with sub-paragraph 3(1) of the Introductory Chapter of General Orders Chapter A.
- (5) An officer who issues authority for the commencement or facilitates the deduction of rent from an officer's salary without the authority from the Housing Allocation authority, shall be made to pay commercial rent as per General Order A.779(4) and deductions from his/her salary shall be made from his/her salary there from by the Accountant General. EC.13/94

Amendment No. A114
1st January, 1995

PART EIGHT

MEDICAL AND DENTAL TREATMENT

SECTION 1 : GENERAL MATTERS

A.800 Unless it is stated otherwise DEFINITIONS
in any particular General Order,
for the purpose of this Part of
General Orders the following
definitions shall apply:-

- (a) "Director of Health Services"
shall mean the Director of
Health Services, Ministry of
Health.

- (b) "Family" shall mean an officer's
wife and children, and shall
be defined in terms of paragraphs
4(1)(iv) and (xiv) of the
Preliminary Chapter of General
Orders.

- (c) "Government Medical Officer"
shall mean an officer holding
one of the following posts:-
 - (i) Specialist;
 - (ii) Senior Medical Officer;
 - (iii) Senior Medical Officer of
Health;
 - (iv) Medical Officer;
 - (v) Medical Officer of Health
And

(vi) a private medical practitioner employed on a part-time basis by the Government in accordance with General Order A.824(2).

(d) "Mission hospital" "Mission Medical Officer and Mission medical staff" shall mean those facilities and services provided by Government subsidised Mission authorities.

A.801	If an officer fails either to seek medical advise when it is needed, or to undergo medical treatment when ordered to do so by a Government or Mission Medical Officer, it shall be regarded as a disciplinary matter if this failure results in him becoming inefficient, or incapable of the proper performance of his duties.	<u>FAILURE OF AN OFFICER TO SEEK OR UNDERGO MEDICAL TREATMENT</u>
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A.802	(1) A Government or Mission Medical Officer shall notify the Head of Department concerned, with a copy to the Director of Health Services, when an officer is absent from duty because of illness; and shall issue a medical certificate when an officer is unfit for duty because of illness for a period in excess of forty-eight hours; General Order A.342(2) refers.	<u>NOTIFICATION OF AN OFFICER ABSENCE FROM DUTY BECAUSE OF ILLNESS</u>
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- (2) If an officer is off duty for more than thirty days, the Government or Mission Medical Officer attending him shall make a confidential report to the Director of Health Services giving his opinion as to the prognosis
- (3) If an officer prefers to consult a private medical practitioner, he shall ensure that the latter provides the information required in terms of General Order A.802(1) and (2) to the Head of Department and the Director of Health Services. Normally a certificate from a private medical practitioner covering an officer's absence from duty up to seven days shall be acceptable, but for a longer period a Head of Department shall immediately consult the Director of Health Services, who shall advise as to the future action required.

Amendment No. A57
1st July, 1978

- A.803 (1) If a Head of Department considers that an officer's work is suffering because of his general health, or because of certain excesses (excluding alcoholic excesses which are covered by General Order A.803(2), he shall instruct the officer in writing (with a copy to the Director of Health Services) to attend before a Government or Mission Officer for a medical examination so that his medical fitness can be assessed. The Government or Mission Medical Officer shall submit the medical report to the Director of Health Services, who shall then advise the Head of department of the action needed.
- MEDICAL
EXAMINATION
OF AN OFFICER
DURING A TOUR
OF DUTY
- If an officer refuses to attend for such a medical examination when instructed to do so, he shall be liable to disciplinary proceedings.
- (2) If a Head of Department considers that an officer's work is suffering because of excessive drinking of alcohol, which implies that the officer frequently reports for duty apparently under the influence of liquor, or he drinks alcoholic liquor while on duty, the Head of department shall inform the officer in writing of such suspicions, and advise him that it is proposed he shall attend for examination before a Government

or mission Medical officer so that his fitness for duty can be assessed. As this examination will include the taking of a blood or breath test, it will require the officer's consent in writing to be first obtained within such period as the Head of department may prescribe. The officer's own doctor may be present during such an examination if circumstances so permit. If the officer is unwilling to attend for medical examination when it is proposed, this shall be regarded as sufficient grounds for disciplinary proceedings to be taken against him in terms of Part Nine of this chapter of General Orders.

- (3) An officer may at any time request that he shall be medically examined so that his medical fitness for continued employment can be assessed.

A.804

- (1) Except for a person who is covered by General Order A.804(2), before a person is appointed to the Service, and also when an officer is granted an extension of contract of Service, or he is to be given a fresh contract of service it shall be necessary for him to be medically examined, including an X-ray examination of the chest, by a Government or Mission Medical Officer, or by a private medical practitioner approved by the Director of Health Services. An offer of appointment shall not be confirmed until the

MEDICAL
EXAMINATION
OF NEW
APPOINTMENTS
TO THE SERVICE

certificate of medical fitness, which shall be forwarded to the Director of Health Services, has been approved by him.

- (2) The medical examination of persons appointed temporarily in accordance with Chapter B of these General Orders shall not normally be required. But if in any case there are doubts as to a person's medical fitness the Director of Health Services shall be consulted, giving details of the duties which will be required of the person, and the period he is likely to be employed; the Director of Health Services shall then decide if a medical examination is required.
- (3) If a person is to be temporarily employed for relief nursing duties she shall be required to undergo a medical examination before such employment is approved.
- (4) In cases where charges are raised for medical examinations in terms of this General Order, such charges shall be debited against the Head of Expenditure of the Ministry which is to employ the candidate.

A.805 In the case of a female person who is a candidate for appointment to the Service, and who is found to be pregnant on medical examination, the terms of General Order A.130 shall apply.

MEDICAL
EXAMINATION:
PREGNANT
WOMEN

Amendment No. A57
1st July, 1978

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| A.806 | The procedure for the retirement of an officer on medical grounds shall be as prescribed in General Order A.184. | <u>RETIREMENT
OF AN OFFICER
ON MEDICAL
GROUNDS</u> |
| A.807 | If an officer is taken ill, or injured in an accident, and the Government or Mission Medical Officer attending him considers his condition to be dangerous, the Medical Officer of Mission Officer shall take immediate steps to ensure that the next-of-kin are informed. If the next-of-kin resides in Swaziland, this shall be done through the Head of Department concerned; the Director of Health Services shall be kept informed of the position. General Order A.1100 refers. | <u>SERIOUS
ACCIDENT OR
ILLNESS OF
AN OFFICER</u> |
| A.808 | (1) If an officer is injured as the result of an accident, whether or nor it was sustained in the performance of his duties, the Medical Officer attending him (whether it is a Government or Mission Medical Officer, or a private medical practitioner | <u>ACCIDENT TO
AN OFFICER</u> |

called in to attend him) shall take immediate steps to inform the Director of Health Services of the accident, giving his prognosis. General Order A.1100(1) refers.

- (2) A Head of Department concerned with an injured officer shall be guided by General Order A.1100(2) in dealing with the case, especially if claims for compensation against the Government are likely to be instituted.
- (3) If in any particular case the conditions prescribed in the Workmen's Compensation Proclamation are likely to have a bearing, the Head of Department shall take appropriate action: General Order A.812 refers.

A.809

If an officer is seconded for duty with the Swaziland Foreign Service and he serves abroad in a Mission, the medical facilities available to him shall be those set out in Part Eight of Chapter E of General Orders. But when such an officer returns to duty in Swaziland he shall be subject to the conditions prescribed in this Part of General Orders.

FOREIGN
SERVICE
STAFF:
MEDICAL
ATTENTION

- A.810 (1) It is the personal responsibility of an officer to take adequate precautions against malaria, for example, when travelling in those parts of Swaziland and elsewhere where the disease may be endemic. When travelling outside Swaziland he shall ensure that he has had any inoculations or vaccinations needed under international health regulations, and that he carries the necessary health certificates.
- (2) If an officer neglects these elementary precautions, and as a result he becomes ill and unable to perform his duties, it shall be regarded as a disciplinary matter.
- MEDICAL
PRECAUTIONS
AND
CERTIFICATES
FOR DUTY
TRAVEL
- A.811 In a case where it is considered necessary for an officer to be examined by a Medical Board, the Head of Department shall make an appropriate request to the Director of Health Services, giving him the full facts of the case. The Director of Health Services, after considering such facts, and any reports made by the Government or Mission Medical Officer who have attended the officer concerned, shall decide if a Medical Board is required and convene one if necessary. He shall advise the Head of Department appropriately.
- MEDICAL
BOARDS:
CONVENING

- A.812
- (1) The current law relating to compensation for injury, medical aid, industrial diseases and other related matters, is contained in the Workmen's Compensation Proclamation, 1963 (Proclamation No.4 of 1963), or in subsequent legislation.
- (2) If a Head of Department considers that an officer has a claim which falls within the terms of the Proclamation or subsequent legislation, for example, in the circumstances of General Order A.808, he shall submit full details to the Labour Commissioner through the Principal Secretary, Ministry of Enterprise and Employment.
- WORKMEN'S
COMPENSATION
PROCLAMATION
1963

(NEXT GENERAL ORDER - A.820)

SECTION 2: ORDINARY MEDICAL ATTENTION

- A.820 (1) A medical card (Appendix A.19) shall be produced each time an officer or a member of his family reports to a Government or Mission Hospital, or Clinic, for medical attention. If the medical card is not produced, the officer, or the member of his family, shall be required to pay the full fees applicable to private non-Government patients.
- MEDICAL
CARDS AND
SICK SHEETS
- (2) In addition to the production of a medical card (Appendix A.19), an officer shall be issued with a sick sheet (Appendix A.20) by his Head of Department, which he shall produce to the medical authorities each time he himself reports to a Government or Mission Hospital or Clinic for medical attention. Failure to do so may result in the patient having to pay the full medical fees applicable to the institution used. The officer shall retain the sick sheet which shall be regarded as his medical record.
- (3) Following the medical examination or treatment, the Hospital or Clinic shall if required issue a medical report form (Appendix A.21) to the officer's Head of Department.

- A.821
- (1) A male officer and members of his family shall, when they are in Swaziland, be entitled to free ordinary medical attention from Government or Mission medical sources, provided the illness or injury concerned is not due to their own default.
- (2) A single female officer shall be entitled to free ordinary medical attention from Government or Mission medical sources in terms of General Order A.821(1) for herself, and for her children, if any.
- (4) A married female officer shall be entitled to free ordinary medical attention from Government or Mission medical sources in terms of General A.821(1) for herself, her husband and children, provided that her husband is not a member of a medical aid scheme, or does not receive free or subsidised medical facilities from his employers. Otherwise, only the officer herself shall be entitled to free ordinary medical attention in terms of this General Order.
- (4) Medical attention for maternity cases, including ante-natal care, confinement, and post-natal care up to six weeks, shall not be provided free. But the rates for hospitalisation set out in Appendix A.24 shall apply if a Government or Mission Hospital is used.
- ENTITLEMENT
TO ORDINARY
MEDICAL
ATTENTION

- A.822 (1) A male officer and members of his family shall be entitled to outpatient treatment at a Government or Mission Hospital. If it is preferred, such treatment may be arranged on a private consultative basis in the Private Section of a Government or Mission hospital, when such treatment is available, instead of in the General Section. OUTPATIENT TREATMENT
- (2) A single female officer shall be entitled to outpatient treatment in terms of General Order A.822(1) for herself, and for her children, if any.
- (3) A married female officer shall be entitled to outpatient treatment in terms of General Order A.822(2) for herself, her husband and children, provided that her husband is not a member of a medical aid scheme, or does not receive free or subsidised medical facilities from his employers. Otherwise, only the officer herself shall be entitled to outpatient treatment in terms of this General Order.
- A.823 (1) In Appendix A.22 details are set out showing the approved Government and Mission medical facilities available. AVAILABILITY OF MEDICAL FACILITIES

- (2) In those stations where Government or Mission medical staff are not available to provide ordinary medical attention, the Director of Health Services shall determine What medical facilities shall be used.

- A.824 (1) If an officer or a member of his family prefers to be treated by a private medical practitioner of his own choice, although facilities from Government or Mission medical sources are available, the Officer shall be personally responsible for all The expenses incurred, including the cost of Medicines, drugs and dressings and the cost of Any subsequent treatment, for example, X- ray and Operations.
- (2) In some cases a private medical practitioner may be employed on a part-time basis by the Government, and during such duty hours he may be consulted as if he were a Government Medical Officer. If, however, an officer consults him outside these duty hours the terms of General Order A.824(1) shall apply.
- A.825 Mission hospitals shall provide ordinary medical attention to Government officers and members of the families stationed in their area on the same basis as Government as Government hospitals, if there are no
- MEDICAL
ATTENTION BY
PRIVATE MEDICAL
PRACTITIONERS
- MEDICAL
ATTENTION
AT MISSION
HOSPITALS

Government medical facilities in such areas. But if an officer, or a member of his family, stationed in an area where Government medical facilities are available prefers to obtain medical attention from a Mission Clinic or health Centre which is not subsidised by the Government, the officer shall be personally responsible for all the expenses so incurred in accordance with General Order A.824(1).

Amendment No. A57

1st July 1978

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| A.826 | (1) | <p>An officer and members of his family shall be supplied with medicines, drugs and dressings from Government supplies on the written prescription of the Government Medical Officer attending them. The National Formulary covering the availability of such requirements shall be as authorised by the Director of Health Services. The Director of Health Services shall have discretion to vary this formulary. Except for those officers covered by General Order A.826(4), a flat rate prescription, charge of E3-00 per prescription irrespective of the number of items on the prescription, shall be paid by an officer in respect of his own prescriptions and those for his family. If the medical requisites authorised by a Government or Mission Medical Officer cannot be obtained from</p> | <p><u>SUPPLY OF</u>
<u>MEDICINES,</u>
<u>DRUGS AND</u>
<u>DRESSINGS:AND:</u>
<u>PRESCRIPTION</u>
<u>CHARGES</u></p> |
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normal Government supplies, a certificate to this effect shall be issued by the Medical officer, and the prescription may be dispensed or filled at a registered pharmacy. The officer shall himself pay for such requisites in the first instance, and shall then apply to his ministry or Department with the receipted account or cash sale bill for reimbursement, less the normal E3-00 prescription charge. Applications for reimbursement shall be accompanied by the certificate described above, and shall be routed through the Government or Mission Medical Officer who authorised the prescriptions to the officer's Head of Department for payment against his Head of Expenditure.

- (2) A prescription which, for example, covers a series of injections or a course of treatment spread over a period of time, shall only attract an initial single prescription charge of E3-00 on the issue of the prescription, and an officer shall not be required to pay E3-00 each time he receives an injection or reports for treatment.
- (3) The terms of General Order A.826(1) shall apply also in the case of an officer or a member of his family who, in the absence of a Government or Mission Medical Officer, consults a private medical practitioner as authorised by the Director of Medical Services in General Order A.823(2). But whenever possible, any medical requisites prescribed shall be those in the National Formulary and shall be obtained from Government sources. When they cannot be so obtained, re-imburement in terms of General Order A.826(1) shall be made by an officer's Ministry or Department, and charged to the Head of Expenditure of that Ministry or Department, provided that a reason acceptable to the Head

of Department is given as to why it was not possible to obtain the requisites from Government sources.

- (4) A member of the Royal Swaziland Police Force below the rank of Sub-Inspector, and a member of the Correctional Service below the rank of Principal Warder, but not members of their families, shall be exempt from payment of the prescription charge under this General Order on production of an Exemption Card (Appendix A.23).

- A.827 A Government or Mission Medical Officer shall have absolute discretion to order an officer into hospital for treatment: General Order A.801 refers. ADMISSION INTO HOSPITAL
- A.828 (1) A male officer, or a member of his family, who is admitted to a Government or hospital on the instructions of a Government or Mission Medical Officer, shall be charged the scale of fees set out in appendix A.24, paragraphs 1(1) or 1(2) as appropriate, towards the provision of accommodation, for linen and laundry etc. The Government shall be empowered to vary the rates from time to time. HOSPITALISATION CHARGE:
- (2) A single female officer, or her children, if any, on admission to a Government or Mission hospital in terms of General Order A.828(1) shall be charged the scale of fees set out in Appendix A.24, paragraph. 1(1) or 1(2) as appropriate.

- (3) A married female officer, or her husband or her children, on admission to a Government or Mission hospital in terms of General Order A.828(1) shall be charged the scale of fees set out in Appendix A.24, paragraphs 1(1) or 1(2), as appropriate, provided that her husband is not a member of a medical aid scheme, or does not receive free or subsidised medical facilities from his employers. Otherwise, only the officer herself shall be entitled to the appropriate scale of fees in terms of this General Order.
- (4) An officer shall be required to pay the prescribed deposit on admission to hospital, and to settle the balance of his hospital bills promptly on demand, otherwise the Accountant General shall be empowered to deduct the amounts from his salary.

A.829 An officer and members of his family shall not be entitled to free ordinary medical attention during any period when the officer is on vacation leave, or on leave pending retirement or on termination of services, if the leave is spent outside Swaziland. If the leave is spent in Swaziland. If the leave is spent in Swaziland, and officer and members of his family may use such free Government medical facilities as are available in the terms of this Part of General Orders. Claims for travelling expenses and subsistence allowances under General Order A.831 shall not be permissible in such circumstances.

ORDINARY
MEDICAL
ATTENTION
ON VACATION
LEAVE

- A.830 (1) An officer on duty outside Swaziland who necessarily incurs expenditure in respect of ordinary medical attention which could not await his return to Swaziland, may submit a claim, properly supported by receipted bills, through a Government or Mission Medical Officer to his Ministry or Department for reimbursement from the Head of Expenditure of that Ministry or Department. In making the re-imbusement the Ministry or Department shall take into account what the officer would have paid if the treatment had been obtained from Government sources in Swaziland, and whether he received any financial assistance from a Medical or hospital aid scheme. General Order A.842 refers.
- ORDINARY
MEDICAL
ATTENTION
OUTSIDE
SWAZILAND
ON DUTY
- (2) If the officer receives medical attention in a country which provides a free health service, for example, the National Health Service in the United Kingdom, he shall be required to take advantage of that free service.

Amendment No. A57
1st July 1978

- A.831 (1) If a male officer, or a member of his family, is required to undertake a journey within Swaziland for the purpose of obtaining ordinary medical treatment because of the lack of Government or Mission medical facilities in the officer's duty station, or because a Government or Mission Medical Officer so directs, he shall be entitled to the following transport and subsistence allowances:-
- ORDINARY
MEDICAL
ATTENTION:
TRANSPORT AND
SUBSISTENCE
ALLOWANCE
- (a) public transport for the return journey by the most direct route from the officer's duty station to the centre where the ordinary medical treatment is provided; and
- (b) subsistence allowances at the appropriate rate in terms of General Order A.451(1)(b).
- (2) A single female officer shall be entitled to transport and subsistence allowances in terms of General Order A.831(1) for herself, and for her children, if any.
- (3) A married female officer shall be entitled to transport and subsistence allowances in terms of General Order A.831(1) for herself, her husband and children, provided that her husband is not a member of a medical aid scheme, or does not receive free or subsidised medical facilities from his employees. Otherwise, only the officer herself shall

be entitled to the allowances in terms of this General Order.

- (4) If an officer uses his own vehicle for the purpose of making journeys in terms of this General Order, the terms of General Order A.522 shall apply, subject to the limitations imposed by General Order A.523.
- (5) The time spent in travelling to obtain ordinary medical treatment in terms of this general Order shall be regarded as sick leave when the officer is the one who requires such treatment; otherwise it shall not count as sick leave. General Order A.343(1) refers.
- (6) Claims for journeys in terms of this General Order shall be supported by a certificate from the Government or Mission Medical Officer concerned. The expenditure shall be charged against the Head of Expenditure of an officer's Ministry or Department.

Amendment No. A57

1st July, 1978

(NEXT GENERAL ORDER - A.840)

SECTION 3: SPECIALIST MEDICAL ATTENTION

- A.840 (1) Specialist medical attention within Swaziland is available only to a limited extent, and in the majority of cases such treatment has to be obtained outside Swaziland. SPECIALIST MEDICAL ATTENTION
- (2) Apart from the limited specialist medical attention which it can provide from its own specialist staff, and in some cases from panels of visiting specialists, the Government shall not ordinarily accept responsibility for the provision of specialist medical attention.
- A.841 The panels of visiting specialist are mainly concerned with providing specialist treatment for the indigenous population, and for those officers who are unable to avail themselves of specialist attention outside Swaziland. PANELS OF VISITING SPECIALISTS
 Officers and their families shall not, therefore, be provided with specialist treatment from visiting panels, unless there are exceptional circumstances involved, and they have been referred to a panel by a Government or Mission Medical Officer.

- A.842 Apart from the limited specialist attention in terms of General Order A.840, the Government does not accept responsibility for providing specialist medical treatment, and it is incumbent on an officer to make such private arrangements as he thinks necessary, for example, the joining of a Medical Aid Scheme to assist with the specialist medical fees which he may be called upon to pay at some time for himself and for his family. An officer is strongly advised in his own interests to join a Medical Aid Scheme as early as possible after first appointment. MEDICAL AID SCHEMES
- A.843 (1) If an officer, or a member of his family, requires specialist medical treatment or advice which is not available within Swaziland, he shall be referred to the appropriate medical specialists or authorities outside Swaziland by the Government or Mission Medical Officer who has been treating him, subject to the prior approval of the Director of Health Services. PROCEDURE FOR OBTAINED SPECIALIST MEDICAL TREATMENT
- (2) If in any particular case an officer or a member of his family has, for personal reasons, consulted a private medical practitioner, and specialist medical treatment outside Swaziland has been advised, it shall be within the discretion of the Director of Health Services as to whether the patient shall first be referred to a Government or Mission Medical Officer before a decision is taken concerning the necessity for specialist medical treatment outside Swaziland.

Amendment No. A57
1st July, 1978

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| A.844 | <p>(1) If an officer is unable to meet the bill of charges for specialist medical treatment it shall be open to him to make an application for financial assistance in the form of an advance of salary. This salary advance shall not exceed one's annual gross salary. He shall be required to make a detailed and true statement of his financial circumstances to his Head of Department. The latter, if he supports the recommendation shall send it to the Accountant General through the Director of Health Services: General Order A.211(3) refers.</p> <p>(2) If the salary advance is approved, the cheque shall be paid direct to the hospital where the officer has been treated.</p> <p>(3) Deduction shall not exceed one sixth of his monthly salary till such time the loan is fully recovered. However, the officer shall pay more if he so wishes.</p> <p>(4) In the event of the officer's death the money owed shall be deducted from his death gratuity.</p> | <p><u>SPECIALIS</u>
 <u>MEDICAL</u>
 <u>EXPENSES:</u>
 <u>ADVANCE</u>
 <u>OF SALARY</u></p> |
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- (5) In a case of illness contracted during the officer's official duties, General Order A.851 shall apply.

Amendment No. A57
1st December, 1996

- A.845 (1) If a male officer, or a member of his family, with the prior approval of the Director of Health Services in terms of General Order A.843(1) is required to make a journey for the purpose of receiving specialist medical attention outside Swaziland, he shall be entitled to the following transport and subsistence allowances, provided he does not receive reimbursement of such costs from a medical aid scheme:
- SPECIALIST
MEDICAL
ATTENTION:
TRANSPORT
AND
SUBSISTENCE
ALLOWANCES
- (a) public transport for one return journey by the most direct route, from the officer's duty station to the centre where the specialist examination or treatment is to be provided. (In a case where more than one journey is necessary travelling claims shall be supported by a certificate from the specialist concerned confirming that a subsequent visit was necessary. If the interval between visits makes it more economical for Government if the patient remains

in, say, Johannesburg or Pretoria, this shall be done, and the appropriate subsistence allowances claimed); and

- (b) subsistence allowances at the appropriate rate in the terms of General Order A.451(2).

Amendment No. A.57

1st July 1978

- (2) A single female officer shall be entitled to transport and subsistence allowances in terms of General Order A.845(1) for herself, and for her children, if any.
- (3) A married female officer shall be entitled to transport and subsistence allowances in terms of General Order A.845(1) for herself, her husband and children, provided that the husband is not a member of a medical aid scheme, or does not receive free or subsidised medical facilities from his employers. Otherwise, only the officer herself shall be entitled to the allowances in terms of this General Order.
- (4) If an officer uses his own vehicle for the purpose of making journeys in terms of this General Order, the terms of General Order A.522 shall apply, subject to the restrictions imposed by General Order A.523.

- (5) The time spent in travelling to obtain specialist medical treatment in terms of this General Order shall be regarded as sick leave when the officer is the one who requires such treatment; otherwise it shall not count as sick leave. General Order A.343(1) refers.
- (6) Claims for journeys in terms of this General Order shall be supported by a certificate from the Director of Health Services verifying that specialist medical treatment outside Swaziland was required. The expenditure shall be charged against the Head of Expenditure of an officer's Ministry or Department.

Amendment No. A57
1st July, 1978

(NEXT GENERAL ORDER - A.850)

SECTION 4: DENTAL TREATMENT

- A.850 (1) The Government shall not provide facilities for the free dental treatment of an officer and members of an officer and members of his family, and no responsibility shall be accepted for any expenses so incurred. An officer shall be expected to take advantage of his vacation leave to obtain dental treatment which may be needed for himself and his family.
- (2) Notwithstanding the terms of General Order A.850(1), if an officer is in personal need of urgent or emergency dental treatment, a Head of Department may, on the recommendation of a Government or Mission Medical Officer, grant him dental leave with pay, so that he can visit a dentist at Mbabane or Manzini, whichever is the nearer to his duty station, to obtain appropriate treatment. Dental leave with pay up to a maximum of seven days in any one leave year may be approved: General Order A.347 and A.850(8) refer.

DENTAL
TREATMENT

- (3) If an officer is granted dental leave in terms of General Order A.850(2), he shall be entitled to the following transport and subsistence allowances, subject to the production of the dentist's receipted account for attachment to the payment voucher, together with the written authority from the Government or Mission Medical Officer:-
 - (a) public transport for the return journey by the most direct route from the officer's duty station to a dental centre in either Mbabane or Manzini, whichever is the nearer; and
 - (b) subsistence allowances at the appropriate rate in terms of General Order A.451(1)(a).
- (4) A male officer shall be permitted to claim subsistence allowances in terms of General Order A.850(3) in respect of journeys undertaken by or for, a member of his family to obtain urgent or emergency dental treatment in terms of General Order A.850(2). This shall apply also in the case of a single female officer in respect of her children, if any.
- (5) A married female officer shall be permitted to claim transport and subsistence allowances in terms of General Order A.850(3) in respect of journeys undertaken by, or for, her husband and children to obtain urgent or emergency dental treatment in terms of General Order A.850(2), provided that the husband is not a

member of a medical aid scheme, or does not receive free subsidised medical facilities from his employers.

- (6) If an officer uses his own vehicle for the purpose of making journeys in terms of this General Order, the terms of General Order A.522 shall apply, subject to the restrictions imposed by General Order A.523.
- (7) If an officer prefers that the dental treatment shall be obtained at a centre other than Mbabane or Manzini, he shall be personally responsible for the travelling expenses incurred, and he shall not be able to claim the allowances in terms of General Orders A.850(3) or (5) as appropriate.
- (8) Dental leave with pay shall only be granted in respect of urgent or emergency dental treatment needed personally by an officer, and undertaken either in Mbabane or Manzini, whichever is the nearer to the officer's duty station. It shall not be granted in other circumstances, for example, if an officer has to take a child for such treatment.

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| A.851 | <p>(1) If an officer meets an accident during the course of his official duty and he subsequently incurs heavy expenses in the following:-</p> <p>(a) General practitioner and specialist in patient and out patient care, including domiciliary visiting;</p> <p>(b) Dental care;</p> <p>(c) Nursing care at home or in a hospital or other medical institution;</p> <p>(d) Maintenance in a hospital or other medical institution;</p> <p>(e) Dental, pharmaceutical and other medical or surgical supplies including eye glasses;</p> <p>(f) Emergency and first-aid treatment;</p> <p>(g) Transportation to and from a place for the purpose of treatment certified as necessary by the Medical Practitioner in charge;</p> <p>(h) The supply, maintenance, repairs and renewal of artificial limbs and apparatus necessitated by the accident.</p> | <p><u>PAYMENT OF</u>
<u>MEDICAL</u>
<u>EXPENSES</u>
<u>AS A RESULT</u>
<u>OF EMPLOYMENT</u>
<u>ACCIDENT</u></p> |
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- (2) The maximum amount that can be paid by Government shall not exceed E9,619.53.
- (3) Public funds shall only bear the charges incurred in connection with medical treatment in a place outside Swaziland if the journey and the treatment has been approved by the Director of Health Services.
- (4) Application submitted for the payment of medical expenses incurred by the officer as a result of the employment accident shall be approved by the Principal Secretary, Ministry of Public Service and Information. Each case shall be considered on its merits, and the Principal Secretary shall only give his authority for the payment of medical expenses if he is fully satisfied it is absolutely essential to do so.
- (5) The officer shall attach receipted bills when making a claim for the medical expenses.

- A.852
- (1) The objective of the Medical Referral Scheme has been established to enable Government employees who are Swazis and their dependants to receive treatment in the Republic of South Africa when such care is not available in Mbabane Government Hospital (Swaziland).
- PURPOSE AND ELIGIBILITY FOR THE MEDICAL REFERRAL SCHEME CIVIL SERVANTS AND TEACHERS
- (2) A Medical Referral Board will scrutinise all requests and decide on the need for referrals. The Mbabane Government Hospital will be the referral hospital where all cases will be handled and referred to the Medical Referral Board for determination whether or not the patient should be referred in the Republic of South Africa or otherwise.
- (3) Requests for referral shall be subject to the following:-
- (i) the patient has exhausted the medical capacity of the referral hospital which is the Mbabane Government Hospital.
 - (ii) the Medical Referral Board has convinced itself that the resources (facilities and expertise) at the referral hospital are not available for treatment of the case in question.
 - (iii) in referring the patient for treatment outside Swaziland there is evidence that the patient will benefit from such treatment.

- (4) In the case the officer wishes to seek medical attention outside the provisions of the Scheme, he/she may do so at his/her own expense and the fund will not settle the medical bills on his/her behalf.
- (5) A committee which will comprise members of the Joint Negotiations Teams, will review all cases which have been handled by the Medical Referral Board to ensure that appropriate procedures for referrals are strictly followed. The Joint Negotiations Teams, in reviewing the adherence of the procedure shall be careful not to contravene the Medical practice or ethics of the medical professions.
- (6) COMPOSITION OF THE MEDICAL REFERRAL BOARD:

The Medical Referral Board shall be made up of:

- (i) A Chairman, who will be the Senior Medical Officer (Clinical Superintendent) of the Mbabane Government hospital;
- (ii) Four members who are specialist and are heads of the following major departments of the Mbabane Government hospital:
- (a) Internal Medicine/Paediatrics
 - (b) General Surgery
 - (c) Orthopaedics
 - (d) Obstetrics/Gynaecology
- (iii) Co-opted members.

The Board will be free to co-opt other specialists with the necessary expertise to assist in the adjudication process e.g. the following:

- * Ophthalmologist (Eye Specialists)
- * Ear-Nose-Throat (ENT) Specialists
- * Dentist
- * Psychiatrist
- * Pathologist
- * The visiting Specialists from the University of Pretoria, etc.

The Board shall report to the Director of Health Services.

(7) CRITERIA FOR REFERRALS

- (i) Non-emergency cases
The Mbabane Government Hospital as the main referral hospital in the country will receive all referrals from the local attending Medical Practitioners (Public/Private). The arrangements with out-of-country hospitals/health institutions will be made through the same hospital.
- (ii) The criteria for referrals will be developed by the Board and circulated to all duly registered/licensed Medical Practitioners in the country.

(8) EMERGENCY CASES:

In situations where life is severely compromised (e.g. accidents or sudden change for the worse of a known condition), and the Medical Referral Board cannot be convened immediately, the Chairman may authorise the referral of such a patient to a health institution outside the country, but this should be presented immediately to the Board for review.

- (9) These structures will be reviewed from time to time to minimise the inevitable teething problems of the Medical Referral Scheme.

10. MEDICAL REFERRAL FUND:

- (i) A Medical Referral Fund shall be established from which payments for referral cases shall be made. The fund shall be set up in terms of the Finance and Audit Act.
- (ii) The Accountant General's office will issue payment guarantees to the approved medical institutions as soon as the Medical Referral Board has approved a referral case. Payment of bill will be made in accordance with agreement reached between the Government and the named institutions in the Republic of South Africa.
- (iii) In all cases transport expenses for referrals will be provided by the Fund. The Medical Referral Board or the Chairman, as appropriate, will advise on the mode of transport to be used.

- (iv) The subsistence allowance currently provided for in terms of General Order A.845 as amended, will be paid by the fund.
 - (v) All officers and their dependants who were referred to South Africa using the approved channels, on or after 21st June, 1995, will be treated as though they were referred under the scheme and their hospital bills will be paid directly to the South African hospital by the Accountant General. Officers who having been referred through these procedures, had to pay the medical expenses themselves, will be re-imbursed on submission of doctors receipts and other relevant documents to support their claims.
11. Expatriate officers are not eligible for the Medical Referral Scheme in terms of this General Order.

Amendment No. 110
21st June, 1995

APPENDIX A.12
(GENERAL ORDER A.304(2))

LIST OF APPROVED PUBLIC HOLIDAYS

NEW YEAR'S DAY	1ST JANUARY
GOOD FRIDAY	28TH MARCH
EASTER MONDAY	31ST MARCH
KING'S BIRTHDAY	19TH APRIL
NATIONAL FLAG DAY	25TH APRIL
WORKER'S DAY	1ST MAY
ASCENSION DAY	8TH MAY
PUBLIC HOLIDAY	22ND JULY
UMHLANGA (REED DANCE)	TO BE ANNOUNCED
SOMHLOLO DAY	6TH SEPTEMBER
INCWALA DAY	TO BE ANNOUNCED
CHRISTMAS DAY	25TH DECEMBER
BOXING DAY	26TH DECEMBER

If a Public holiday falls on a Sunday, the holiday will be carried forward to the following Monday, but not if the Public Holiday falls on a Saturday.

Amendment No.A.45
5th July, 1976

PART NINE**DISCIPLINE****SECTION 1: DISCIPLINARY CONTROL AND PROCEEDINGS:
OFFICERS LISTED UNDER GROUP B:**

- A.900 This Section of General Orders **SAVING**
 shall be regarded only as a general
 guide to the matters of disciplinary
 control and proceedings, and the
 provisions of the appropriate
 Regulations (48) and Directions (49) shall
 always over-ride any inconsistency
 or errors apparent in these General
 Orders. An officer in dealing with
 disciplinary cases is therefore
 advised to consult the current
 Regulations and Directions.
- A.901 For the purpose of this section **DEFINITION**
 of General Orders the following
 definitions shall apply:-
- (a) "authorised Officer" shall
 be as defined in the appropriate
 Directions (50) the schedule to
 the Swaziland Independence and
 the Swaziland Independence Order,
 1968 shall mean the holder, whether
 sub-substantively or in an acting
 capacity of one of the following
 posts:-

Amendment No. A31
18th July, 1975

- (i) Secretary to the Cabinet and Head of the Civil Service;
- (ii) Principal Secretary;
- (iii) Auditor General;
- (iv) Director of Education;
- (v) Director of Health Services;
- (vi) Director of Economic Planning and Statistics;
- (vii) Director of Geological Survey and Mines;
- (viii) Director of Posts and Telecommunications;
- (ix) Director of Statistics;
- (x) Commissioner of Taxes;
- (xi) Accountant General;
- (xii) Ambassador or High Commissioner;
- (xiii) Deputy Commissioner of Police;
- (xiv) Commissioner of Labour;
- (xv) Under Secretary;
- (xvi) Regional Secretary;

- (xvii) Deputy Commissioner of Correctional Services;
- (xviii) Chief Immigration Officer;
- (xix) Clerk to Parliament; and
- (xx) Director, S.B.S and Information Services.
- (b) "Head of Department" shall be as defined in the schedule to the Public Service Act, 1996 and shall mean the holder, whether substantively or in an acting capacity, of one of the following posts:-

Private and Cabinet Office	-	Secretary to Cabinet
Deputy Prime Minister's Office	-	Principal Secretary
Ministry of Public Service and Information	-	Senior Principal Secretary
Attorney-General's Chambers	-	Head of the Public Service
Auditor-General's Office	-	Attorney-General
High Court	-	Auditor-General
Ministry of Agriculture and Cooperatives	-	Chief Justice
Ministry of Broadcasting, Information and Tourism	-	Principal Secretary
Ministry of Economic Planning and Development	-	Principal Secretary
Ministry of Defence	-	Principal Secretary
Ministry of Education	-	Principal Secretary
Ministry of Finance	-	Principal Secretary
Ministry of Foreign Affairs	-	Principal Secretary
Ministry of Health	-	Principal Secretary
Ministry of Home Affairs	-	Principal Secretary

- (c) "Investigating Officer" shall be as defined in the schedule to the Swaziland Independence Order, 1968.

A.902	<p>(1) Subject to the terms of General Order A.902 (2), this Section of General Orders shall apply to an officer holding a post listed under group B.</p> <p>(2) If the allegations against an officer involve the crime of theft in respect of any public property, action shall be taken in terms of Section 5 of this Part of General Orders (A.974)</p>	<p><u>APPLICATION</u> <u>OF THIS</u> <u>SECTION OF</u> <u>GENERAL</u> <u>ORDERS:</u></p>
A.903	<p>For the purpose of this Section of General Orders the delegation of the powers of the Civil Service Board shall be in accordance with the Public Service Act, 1996, (49) and such delegation shall not be exceeded.</p>	<p><u>DELEGATION</u> <u>OF POWERS:</u></p>
A.904	<p>It is essential that if a Head of Department considers it necessary for disciplinary action to be taken against an officer, the necessary procedure shall be set in hand immediately.</p>	<p><u>DISCIPLINARY</u> <u>PROCEEDINGS</u> <u>TO BE PROMPT:</u></p>
A.905	<p>In all disciplinary proceedings, whatever they are, the rules of natural justice shall apply, an officer in dealing with the case</p>	<p><u>PRINCIPLES</u> <u>TO BE</u> <u>OBSERVED</u></p>

shall be impartial, and both sides shall be heard. The following conditions shall be satisfied:-

- (a) An accused officer shall be made fully aware of the misconduct alleged against him, and shall be granted an adequate opportunity for confronting witnesses giving evidence, whether orally or written, against him.
- (b) An accused officer shall be given an adequate opportunity of defending himself, including the right of appeal to the Civil Service Board
- (c) The procedure shall be simple and expeditious, without endangering an officer's rights.

A.906

- (1) A summary inquiry shall normally form part of the disciplinary proceedings when specific acts of misconduct are alleged against an officer. SUMMARY
INQUIRY
- (2) In this kind of inquiry it is preferable that the detailed conduct of the case shall be handled by an Investigating Officer, rather than by the accused officer's Head of Department or an Authorised Officer. Where the inquiry is conducted by an Investigating Officer he shall submit his report to the Authorised Officer for such further action as may be needed. Elaborate proceedings are not required, but the records shall

show that the charges have been thoroughly investigated, and that the accused officer has been given adequate facilities to make his defence. The pro-forma set out at Appendix A.25 shall be used by the officer conducting the enquiry this appendix also contains a pro-forma of the type of letter to be used in transmitting charges to the officer.

Amendment No. A31
1st June, 1975

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| A.907 | (1) | <p>If an authorised officer considers that an officer shall be interdicted from the performance of his duties because of alleged misconduct, or because proceedings, have been or will be taken against him by the Police, he shall be empowered to order such interdiction. The authorised officer shall decide on the amount of salary, which shall be not less than one half of the officer's normal emoluments, which shall be paid to him during the period of interdiction.</p> | <p><u>INTERDICTION</u>
<u>OF AN OFFICER:</u>
<u>AND RATE OF</u>
<u>SALARY</u>
<u>DURING</u>
<u>SUSPENSION:</u></p> |
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- (2) When the interdiction has been ordered the officer shall be informed in writing:-
 - (a) that he has been interdicted, and the operative date thereof; and
 - (b) what proportion of his salary (which shall be not less than one half of his normal emoluments) he shall receive during the period of interdiction.
- (3) The Secretary, Civil Service Board, shall be informed of the interdiction
- (4) If the disciplinary proceedings do not result in an officer's dismissal or other lesser punishment, he shall be entitled to receive full amount of the emoluments which he would have received if he had not been interdicted. If the officer is awarded a punishment other than dismissal, the Head of Department shall decide what proportion, if any, of the emoluments withheld from the officer because of his interdiction shall be refunded to him. (51)
- (5) An officer who has been interdicted shall not leave his duty station without the prior permission of his Head of Department.

A.908

- (1) If a Head of Department, or an Authorised Officer becomes aware of allegations of specific acts of misconduct against an officer who comes within the terms of this Section of General Orders he shall, if the circumstances so require,

DISCIPLINARY
PROCEEDINGS:

institute a summary inquiry to establish the facts of the case, unless it is considered expedient to withhold or stop an increment of salary on the grounds that over the incremental period the officer has failed to carry out his duties with efficiency, diligence and fidelity. If a summary inquiry is held, the terms of General Orders A.905 and A.906 shall be fully complied with.

- (2) If following an inquiry the Authorised Officer considers that the misconduct is proved, but it is not sufficiently serious to warrant the officer's dismissal from the Service, or the termination of his appointment, he may impose one or other of the following punishments:-
- (a) The withholding of an increment of salary; or
 - (b) the stoppage of an increment of salary; or
 - (c) a reprimand; or
 - (d) he may impose no formal penalty.

The form of letter to be used to advise an officer of the punishment ordered shall be as set out in Appendix A.26.

- (3) If following an inquiry an Authorised Officer considers that the misconduct is proved, and it is sufficiently serious to warrant the officer's dismissal from the Service, or the termination of his appointment, the

Authorised Officer shall, if he is not also a Head of Department, submit a copy of the findings of the inquiry, with his recommendations, to the Head of Department.

The Head of Department shall then dispose of the case in accordance with the appropriate Directions. (52). If the Head of Department decides to terminate an officer's appointment he shall give the officer at least one calendar month's notice of the termination, or one month's salary in lieu of notice, unless the terms of the appointment otherwise provide.

- A.909 (1) If an inquiry discloses that an offence against a law may have been committed by an officer, the Head of Department, unless action by the Police has been or is about to be taken, shall consult the Director of Public Prosecutions (DPP) as to whether a prosecution shall be instituted. If the Attorney-General does not advise a prosecution, but advises that disciplinary action shall be taken, or be continued, proceedings in accordance with General Order A.908 shall be followed (53).

CRIMINAL
PROCEEDINGS:
ACTION
REQUIRED OF
HEAD OF
DEPARTMENT

- (2) If criminal proceedings are instituted against an officer in any court, disciplinary proceedings upon any grounds involved in the criminal charges shall not be taken pending the result of the criminal proceedings.

- (3) In the circumstances covered by this General Order a Head of Department shall decide whether the suspension of an officer shall be ordered; General Order A. 907 refers.

A.910 (1) The Commissioner of Police shall inform the Head of Department concerned immediately he knows that a Government Officer is to be prosecuted. He shall copy the communication to the Principal Secretary, Public Service and Information. The Commissioner of Police shall provide the officer's full name and appointment, and the nature of the alleged offence.

CRIMINAL
PROCEEDINGS:
ACTION
REQUIRED OF
COMMISSIONER
OF POLICE AND
JUDICIAL
OFFICERS

- (2) The Judicial Officer concerned with criminal proceedings against an officer shall ensure that immediately the proceedings are completed, the Head of Department concerned is informed of the outcome, and that as soon as possible thereafter certified copies of the case record are sent to him.

A.911 (1) If an officer has been convicted of a criminal offence (except where an admission of guilt has in fact been accepted: or where the Police authorities have been willing to accept such an admission; or where the officer has been merely reprimanded or cautioned by the Judicial Officer hearing the

DISCIPLINARY
PROCEEDINGS
FOLLOWING
THE CRIMINAL
CONVICTION
OF AN OFFICER

case:) he shall be suspended from duty, and he shall not receive any emoluments from the date of conviction pending a decision on his case by the Head of Department, and a final decision on the question of the officer's dismissal or other lesser punishment. The Head of Department shall not take a final decision on a case where an appeal against conviction has been entered, pending the outcome of such an appeal.

- (2) If an officer has been convicted of a criminal offence, the sentence for which is less severe than that set out in General Order A.911 (3), the Head of Department or Authorised Officer shall consider the proceedings and judgement of the court, and decide whether, in addition to the order made by the court, the offence warrants the imposition of one of the disciplinary punishment set out in General Order A.913.
- (3) If an officer has been finally convicted of a criminal offence for which he has been sentenced to a term of imprisonment without the option of a fine, the Head of Department shall, upon production of a certified copy of the record of the criminal proceedings, recommend the Officer's dismissal to the appropriate authority.

A.912(1)	If an officer has been acquitted of a criminal charge he shall not be dismissed, or otherwise punished as regards any charge on which he has been acquitted by the court. He shall be entitled to the full amount of salary which	<u>DISCIPLINARY</u> <u>PROCEEDINGS</u> <u>AFTER THE</u> <u>ACQUITTAL</u> <u>OF AN OFFICER</u> <u>OF A CRIMINAL</u> <u>CHARGE</u>
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he would have received if he had not been interdicted.

- (2) If further disciplinary proceedings are instituted against an officer on charges arising out of his conduct in the matter which do not raise substantially the same issues as those on which he was acquitted, and he is interdicted, the period of interdiction shall not take effect earlier than the date on which the new proceedings are implemented.

A.913(1) The following are the disciplinary punishment which may be imposed on an officer by an Authorised Officer as the result of disciplinary proceedings taken against him/her under this Section of this General Orders

DISCIPLINARY
PUNISHMENTS
WHICH CAN
BE AWARDED

- (a) stoppage of an increment
- (b) the withholding of an increment
- (c) a reprimand

- (2) The following are the disciplinary punishments which may be imposed on an officer by a Head of Department as the result of disciplinary proceedings taken against him under this Section of General Orders:-

- (a) dismissal;
- (b) termination of appointment (subject to one calendar month's notice, or one month's salary in lieu, unless the terms of appointment provide otherwise);

- (c) the stoppage of an increment;
- (d) the withholding of an increment; or
- (e) a reprimand.

A.914 An officer who, as the result of disciplinary proceedings taken against him under this Section of General Orders, is aggrieved by reason of a General Order, disciplinary punishment awarded against him has the right of appeal to the Civil Service Board. Such an appeal shall be addressed to the Secretary, Civil Service Board, through the Head of Department concerned.

APPEAL TO
THE CIVIL
SERVICE
BOARD

(NEXT GENERAL ORDER - A.920)

SECTION 2: DISCIPLINARY CONTROL AND PROCEEDINGS:
STAFF RECRUITED BY THE CIVIL SERVICE
COMMISSION:

A.920 This Section of General Orders shall be regarded only as a general guide to the matters of disciplinary control and proceedings, and the provisions of the appropriate Regulations (48) and Directions (49) shall always override any inconsistency of errors apparent in these General Orders. An officer in dealing with disciplinary cases in

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the terms of this Section is therefore advised to consult the current Regulations and Directions.

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| A.921 | For the purpose of this Section of General Orders the definitions set out in General Order A.901 shall apply. | <u>DEFINITION</u> |
| A.922 | <p>(1) Subject to the terms of General Order A.922 (2), this Section of General Orders shall apply to an officer recruited by the Civil Service Board</p> <p>(a) an officer who comes within Section 1 of this part of General Orders;</p> <p>(b) an officer holding an appointment which comes within the functions of the Judicial Service Commission;</p> <p>(c) a police officer;</p> <p>(d) a member of the Swaziland Correctional Services;</p> <p>(e) a teacher in a Government established post, and a matron or Assistant Matron in the Ministry of Education.</p> <p>(f) a mental patient attendant and Prisons medical attendant in the Ministry of Health.</p> | <u>APPLICATION OF THIS SECTION OF GENERAL ORDERS</u> |

- (2) If the allegations against an officer involve the crime of theft in respect of any public property, action shall be taken in terms of Section 4 of this Part of General Orders (A.974).

A.923	The terms of General Order A.903 shall apply to this Section of General Orders.	<u>DELEGATION OF POWERS</u>
A.924	The terms of General Order A.904 shall apply to this Section of General Orders.	<u>DISCIPLINARY PROCEEDING TO BE PROMPT</u>
A.925 (1)	If a Head of Department, or an Authorised Officer, becomes aware of allegations of specific acts of misconduct against an officer who comes within the terms of this Section of General Orders, he shall institute a departmental preliminary investigation. (41)	<u>DISCIPLINARY PROCEEDINGS: SUMMARY INQUIRY REQUIRED</u>
(2)	If following the departmental preliminary investigation the Head of Department or Authorised Officer considers that the offence, if proved, is likely to warrant a disciplinary punishment less severe than:-	
	(a) dismissal; or	
	(b) termination of service; or	
	(c) reduction in rank; or	
	(d) reduction in salary;	

He shall institute a summary inquiry to establish the facts of the case: General Order A.926 refers.

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| A.926 | <p>(1) A summary inquiry in regard to an officer who comes within the terms of this Section of General Orders shall form part of the disciplinary proceedings when specific acts of misconduct are alleged against an officer, and the misconduct, if proved, is likely to warrant a punishment less severe than those set out in General Order A.925 (2).</p> <p>(2) The terms of General Orders A905 and A.906 (2) shall apply to this General Order.</p> | <p><u>SUMMARY</u>
<u>INQUIRY</u></p> |
| A.927 | <p>If following a departmental preliminary investigation in the terms of General Order A925(1), a Head of Department or Authorised Officer is of the opinion that the misconduct alleged, if proved, is serious enough to warrant the infliction of any one of the disciplinary punishments set out in General Order A.925 (2) he shall institute a formal inquiry to establish the facts of the case: General Order A.928 refers.</p> | <p><u>DISCIPLINARY</u>
<u>PROCEEDINGS</u>
<u>FORMAL INQUIRY</u>
<u>REQUIRED:</u></p> |

A.928 (1) A formal inquiry shall subject to General Order A.928 (2), be instituted in the course of disciplinary proceedings against an officer when specific acts of misconduct, if proved, are likely to warrant one of the punishments set out in General Order A925 (2). A formal inquiry, which may be conducted either by an Authorised Officer or by an Investigating Officer, required that an officer;-

FORMAL
INQUIRY

- (a) shall be presented with the written charges made against him, which shall be framed, if required, after consultation with the Attorney-General. The charges shall be simply and briefly worded, but they shall specify the actual acts or omissions which constitute the misconduct and, where possible, they shall indicate the Regulations or order which has been contravened (the forms of the letters at Appendix A.27 shall be used); and
- (b) shall be provided with copies of documentary evidence which shall be relied upon for the purpose of the inquiry, or be given an opportunity to inspect such documentary evidence, including any statements taken during a departmental preliminary investigation if one held, and
- (c) shall be provided with the opportunity of replying in writing to the written charges made against him within a specified period; and
- (d) shall be allowed to cross-examine witnesses called to give evidence against him at the formal inquiry, and to call his own witnesses (if any); and

- (e) shall, at the discretion of the officer holding the inquiry, be permitted to be represented by another officer, or in exceptional circumstances, by a legal practitioner, admitted to practice in Swaziland, provided that if the officer is represented by a legal practitioner, the officer holding the inquiry may arrange for the Government to be represented by a law officer or legal practitioner, authorised by the Attorney-General for this purpose.
- (2) A formal inquiry shall be instituted if the officer does not reply to the charges made against him within the time given, or if he fails to exculpate himself to the satisfaction of the Head of Department or Authorised Officer.
- (3) The record of the proceedings of the formal inquiry shall be fully documented and a copy shall be sent to the Secretary, Civil Service Board, together with details of any punishment awarded against the officer.
- (4) For the benefit of an officer called upon to conduct a formal inquiry detailed instructions are set out in Appendix A.28.
- (5) If an inquiry under this General Order is conducted by an Investigating Officer he shall submit his report to the Authorised Officer. The Authorised Officer shall then deal with the case in accordance with the appropriate Directions. (54)

- A. 929
- (1) If a Head of Department considers that an officer shall be interdicted from the performance of his duties because of alleged misconduct, he shall make a full report to the Prime Minister, recommending the interdiction of the officer and the amount of salary (being not less than one half of the officer's normal emoluments) which shall be paid to him during the period of interdiction. After due consideration of the recommendation the Prime Minister, shall direct accordingly.
- INTERDICTION
OF AN OFFICER
AND RATE OF
SALARY DURING
INTERDICTION:
- (2) When the interdiction has been ordered the officer shall be informed of this in accordance with the terms of General Order A.907 (2).
- (3) The Secretary, Civil Service Board, shall be informed of the interdiction.
- (4) The terms of General Order A.907 (4) shall apply to this General Order, except that if an officer has been awarded a disciplinary punishment other than dismissal, the Civil Service Board shall decide what proportion, if any, of the emoluments withheld from the officer because of his interdiction shall be refunded to him.
- (5) The terms of General Order A.907 (5) shall apply to this General Order.

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| A.930 | The terms of General Order A.909 shall apply to this Section of General Orders except that the procedure as set out in General Orders A.925 or A927,as appropriate, shall be followed. | <u>CRIMINAL
PROCEEDINGS:
ACTION
REQUIRED
OF HEAD OF
DEPARTMENT</u> |
| A.931 | The terms of General Order A.910 shall apply to this Section of General Orders | <u>CRIMINAL
PROCEEDINGS:
ACTION
REQUIRED OF
COMMISSIONER
OF POLICE
AND JUDICIAL
OFFICERS</u> |
| A.932 | <p>(1) The terms of General Order A.911 (1) shall apply to this General Order, except that a final decision on the question of an officer's dismissal or other disciplinary punishment shall lie with the Civil Service Board.</p> <p>(2) If an officer has been convicted of a criminal offence the Head of Department shall forward a certified copy of the criminal proceedings to the Secretary Civil Service Board with his recommendations, for the consideration and decision of the Board.</p> | <u>DISCIPLINARY
PROCEEDINGS
FOLLOWING
THE CRIMINAL
CONVICTION
OF AN
OFFICER</u> |

- A.933 The terms of General Order A.912 shall apply to this Section of General Orders DISCIPLINARY PROCEEDINGS: AFTER THE ACQUITTAL OF AN OFFICER ON A CRIMINAL CHARGE
- A.934 (1) A reprimand may be imposed on an officer by an authorised officer as the result of disciplinary proceedings taken under this Section of General Orders. If the Authorised Officer considers that a disciplinary punishment more serious than a reprimand is required in a particular case, he shall submit a copy of the findings of the inquiry to the Head of Department, with his recommendations, who shall then take appropriate action.(54) DISCIPLINARY PUNISHMENT WHICH CAN BE AWARDED
- (2) The following are the disciplinary punishments which may be imposed on an officer by a Head of Department as the result of disciplinary action taken under this Section of General Orders:-
- (a) The withholding of an increment;
 - (b) the stoppage of an increment; or
 - (c) a reprimand.

- (3) If following an inquiry a Head of Department, either of his own volition or acting on the report of an Authorised Officer, considers it appropriate that a disciplinary punishment more serious than he is empowered to impose under General Order A.934 (2) shall be demanded in a particular case, he shall submit a copy of the record of the inquiry, together with a statement of his findings and recommendations, to the Secretary, Civil Service Board, so that the Civil Service Board may consider the case and advise.

- A.935 (1) Subject to the terms of General Order A.935(3) a Police Officer who does not come within the terms either of this Section or of Section 3 or 4 of this Part of General Orders, shall be dealt with by the Commissioner of Police under the provisions of the appropriate Order (6) when disciplinary control and proceedings are involve. DISCIPLINARY CONTROL AND PROCEEDINGS: POLICE AND PRISONS OFFICERS
- (2) Subject to the terms of General Order A. 935 (3) a Correctional Services Officer who does not fall within the terms either of this Section, or of Section 3 of this Part of General Orders, shall be dealt with by the Commissioner of Correctional Services under the provisions of the appropriate Order (7) when disciplinary control and proceedings are involved.

- (3) If the allegations against a Police or Correctional Services Officers involve the crime of theft in respect of any public property, action shall be taken in terms of Section 5 of this Part of General Orders. (A.974)

A.936	The terms of General Order A.914 shall apply to this Section of General Orders, and to officers covered by General Orders A.935	<u>APPEAL TO THE CIVIL SERVICE BOARD:</u>
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(NEXT GENERAL ORDER - A.940)

SECTION 3: DISCIPLINARY CONTROL AND PROCEEDINGS :
OFFICERS WHO DO NOT COME WITHIN THE TERMS
OF SECTIONS 1, 2 OR 4 OF THIS PART OF GENERAL
ORDERS

A.940	This Section of General Orders be regarded only as a general guide to the matters of disciplinary control and proceedings, and the provisions of the appropriate Regulations (48) shall always override any inconsistency or errors apparent in these General Orders. An officer in dealing with disciplinary cases in the terms of this section is therefore advised to consult the current Regulations.	<u>SAVING</u>
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- A.941 For the purpose of this Section of General Orders "Head of Department" shall be defined as prescribed in General order A. 901(b) DEFINITION
- A.942 (1) Subject to the terms of General Order A.942(2) this Section of General Orders shall apply to an officer who does not come within the terms of Sections 1, 2 or 4 of this Part of General Orders. This application shall include a Police Officer of the rank of Inspector and above but below the rank of Deputy Commissioner of Police, and a Correctional Services Officer of the rank of Chief Officer and above. APPLICATION OF THIS SECTION OF GENERAL ORDERS
- (2) If the allegations against an officer involve the crime of theft of public property, action shall be taken in terms of Section 5 of this Part of General Orders.

Amendment No. A31
18th July, 1975

- A.943 The terms of General Order A. 904 shall apply to this Section of General Orders. DISCIPLINARY PROCEEDINGS TO BE PROMPT
- A.944 If a Head of Department receives a report alleging the misconduct of an officer, he shall arrange for a departmental preliminary DEPARTMENTAL PRELIMINARY INVESTIGATION

investigation to be made to establish the facts of the case, so that he can decide whether formal charges of misconduct shall be preferred against the officer. Regulation 41 of the Public Service Act 34 of 1963 refers.

- A.945
- (1) If a Head of Department, after making such preliminary departmental investigations or inquiries as he thinks necessary, considers that an officer shall be interdicted from the performance of his duties because of alleged misconduct, he shall make a full report to the Prime Minister, recommending the interdiction of the officer, and the amount of salary (being not less than one half of the officer's normal emoluments) which shall be paid to him during the period of interdiction. After due consideration of the recommendation the Prime Minister shall direct according to Regulation 39 of the Public Service Act No.34 of 1963 refers.
- INTERDICTION
OF AN OFFICER:
RATE OF SALARY
DURING
INTERDICTION;
AND ABSENCE
FROM DUTY
STATION
- (2) When the interdiction has been ordered the officer shall be so informed in accordance with the terms of General Order A.907(2). The Secretary, Civil Service Board or appropriate office, shall also be informed of the interdiction.
- (3) The terms of General Order A.907(4) shall apply to this General Order, except that if an officer has been awarded a disciplinary punishment other than dismissal, the Civil Service Board shall decide what proportion,

if any, of the emoluments withheld from the officer because of his interdiction shall be refunded to him.

- (4) An officer who has been interdicted shall not leave his duty station without the prior permission of his Head of Department.

A.946

- (1) If following a departmental preliminary investigation a Head of Department decides that there is a prima facie case of misconduct against the officer, with which he is not properly empowered to deal, he shall, in consultation with the Attorney General, prepare a list of the alleged charges against the officer. (56)
The Head of Department shall forward the formal charges to the officer, and he shall be given a reasonable time in which to reply to them, in writing, in exculpation of the charges held against him. He shall be advised that anything he states in writing may be used as evidence in subsequent disciplinary proceedings.
- (2) If the officer does not reply to the charges made against him within the time specified by the Head of Department, or if he fails to exculpate himself from the charges to the satisfaction of the Head of Department, the latter shall then prepare and report the case to the

FRAMING OF
FORMAL CHARGES
AND SUBSEQUENT
ACTION BY
HEAD OF
DEPARTMENT

Secretary Civil Service Board (57)
 In reporting the case to the Board a
 Head of Department shall forward:

- (a) a copy of the departmental preliminary investigation;
- (b) a copy of the charges preferred against the officer;
- (c) a copy of the officer's written statement, if any, he has made in reply to the charges.

The Head of Department shall inform the Civil Service Board of his considered views as to the seriousness of the misconduct which the officer is alleged to have committed.

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| A.947 | <p>(1) If the Civil Service Board in considering a report made by a Head of Department in accordance with General Order A.946 decides that a formal inquiry shall be conducted,(58) either by itself or by a Committee of officers, into the alleged misconduct of the officer, it shall so inform the latter, and shall ensure that he is -</p> <ul style="list-style-type: none"> (a) provided with copies of documentary evidence which shall be relied upon for the purpose of the inquiry, or shall be given an opportunity to inspect such documentary evidence, including any statements taken during a departmental preliminary investigation if one was held; and | <p><u>DISCIPLINARY</u>
 <u>PROCEEDINGS</u>
 <u>WITH FORMAL</u>
 <u>INQUIRY</u></p> |
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- (b) allowed to cross-examine witnesses called to give evidence against him at the formal inquiry, and to call his own witnesses (if any); (59) and
- (c) allowed, with its permission, to be represented by another officer, or, in exceptional circumstances, by a legal practitioner admitted to practice in Swaziland, provided that the permission may at any time be withdrawn. Except that if the Commission or Committee of officers permits the Government to be represented, they shall not refuse the officer permission to be similarly represented.(60)

- (2) If during the course of the inquiry, whether it is conducted by the Commission itself or by a Committee of officers, it becomes evident that further grounds for formulating charges of misconduct have been disclosed, the Commission shall furnish the officer with a written statement of them, and call upon him to exculpate himself in writing within a specified time. (58)
- (3) On the conclusion of the inquiry (if the inquiry has been conducted by a Committee of officers the findings shall be forwarded to the Commissioner) the Commission shall record its findings and decide what punishment, if any, shall be imposed on the officer.

- A.948 (1) If the Civil Service Board on considering a report made by a Head of Department in accordance with General Order A.946 is of the opinion that the officer has failed to exculpate himself of the charges DISCIPLINARY PROCEEDINGS WITHOUT FORMAL INQUIRY

preferred against him, it may in its discretion decide not to institute a formal inquiry on the grounds that his misconduct is not serious enough to warrant such an inquiry.(61)

- (2) If the Commission decides not to institute a formal inquiry it shall cause the officer to be so informed, and that in its opinion he has failed exculpate himself from the charges preferred against him. He shall be given the opportunity to submit in writing to the Secretary through his Head of Department any further representations he may wish to make. In the light of the original evidence on record, and of the further representations made by the accused officer, together with the Head of Department's comments thereon, the Commission shall decide on the punishment, if any, to be imposed on the officer.

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| A.949 | The terms of General Order A.909 shall apply to this Section of General Orders, except that the procedure as set out in General Orders A.944 and A.946, shall be followed. | <u>CRIMINAL
PROCEEDINGS:
ACTION
REQUIRED OF
HEAD OF
DEPARTMENT</u> |
| A.950 | The terms of General Order A.910 shall apply to this Section of General Orders. | <u>CRIMINALROCEEDINGS:
ACTION REQUIRED OF
COMMISSIONER OF
POLICE AND JUDICIAL
OFFICERS</u> |
| A.951 (1) | If an officer has been convicted of a criminal offence (except where an admission of guilt has in fact been accepted; or where the Police authorities have been willing to accept such an admission; or where the officer has been merely | <u>DISCIPLINARY
PROCEEDINGS:
FOLLOWING THE
CRIMINAL CONVICTION
OF AN OFFICER</u> |

reprimanded or cautioned by the Judicial Officer hearing the case:) he shall be suspended from duty, and he shall not receive any emoluments from the date of conviction pending a decision on his case by the Civil Service Board. A final decision on a case shall not be taken where an appeal against conviction has been entered, pending the outcome of such an appeal.

- (2) The Commission shall, in order to make a decision on the case, be provided with a copy of the criminal court proceedings, together with the recommendations of the Head of Department concerned. (62)

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| A.952 | The terms of General Order A.912 shall apply to this Section of General Orders.(63) | <u>DISCIPLINARY
PROCEEDINGS
AFTER THE
ACQUITTAL OF
AN OFFICER OF
A CRIMINAL
CHARGE</u> |
| A.953 | If any case of misconduct arises which is not properly covered by this Section of General Orders, the Head of Department shall report the matter to the Secretary, Civil Service Board, seeking guidance as to the correct procedure for dealing with the case.(64) | <u>DISCIPLINARY
MATTERS NOT
OTHERWISE
PROVIDED FOR</u> |

- A.954 The following are the disciplinary punishments which may be imposed on an officer as the result of disciplinary proceedings taken under this Section of General Orders:- (65)
- DISCIPLINARY
PUNISHMENTS
WHICH CAN
BE AWARDED
- (a) Dismissal
 - (b) termination of appointment;
 - (c) retirement in the public interest;
 - (d) reduction in rank;
 - (e) reduction in salary;
 - (f) the imposition of a fine;
 - (g) the withholding of a contract gratuity
 - (h) the stoppage of a salary increment;
 - (i) the withholding of a salary increment;
 - (j) a reprimand.
- A.955 (1) The surcharging of an officer by the Principal Secretary, Ministry of Finance for any loss of, or damage to, public funds, stores or property, shall not be regarded as a disciplinary punishment for the purpose of this Section of General Orders, and the Civil Service Board shall not advise on surcharging (66).
- SURCHARGES
- (2) Any disciplinary proceedings which may follow the surcharging of an officer shall be dealt with by the Head of Department in the terms of this Section of General Orders.
 - (3) An officer who has been surcharged has the right of appeal to the Civil Service Board in the terms of the Finance and Audit Law, 1967.

(NEXT GENERAL ORDER - A.960)SECTION 4: DISCIPLINARY CONTROL AND PROCEEDINGS: HEAD OF DEPARTMENT

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| A.960 | (1) | Subject to the terms of General Order A.960 (2) this Section of General Orders shall apply to an officer who holds any one of the following offices:- | <u>APPLICATION OF THIS SECTION OF GENERAL ORDERS</u> |
| | | (a) Chief Justice; | |
| | | (b) Secretary to the Cabinet; | |
| | | (c) Attorney General; | |
| | | (d) Puisne Judge; | |
| | | (e) Principal Secretary; | |
| | | (f) Commissioner of Police; | |
| | | (g) Auditor General; | |
| | | (h) Ambassador, High Commissioner or other Principal Representatives of the Government in any other country or accredited to any international organisation; or | |
| | | (i) Deputy Commissioner of Police; | |
| | (2) | If the allegations against an officer involve the crime of theft in respect of any public property, action shall be taken in terms of Section 5 of this Part of General Orders. | |
| A.961 | (1) | The power to exercise disciplinary control, including the removal from office, over an officer holding or acting | <u>POWER TO EXERCISE DISCIPLINARY CONTROL:</u> |

in any one of the offices set out in General Order A.960 shall be dealt with in accordance with the appropriate Order (67).

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| A.962 | (1) | <p>Disciplinary control and proceedings cannot be taken either in the terms of this Section, or in terms of Sections 1, 2 or 3 of this part of General Orders, against those officers employed on technical assistance terms of service for example, an officer employed on SCAAP conditions of service, who receive their emoluments from their loaning Government or Organisations, and not from the Swaziland Government. But in any particular case where a Head of Department considers it will be in the interests of the Service if a technical assistance officer is required to relinquish the functions of his post, he shall make a full report to the Principal Secretary, Ministry of Public Service and Information, for his consideration and decision.</p> | <p><u>OFFICER'S</u>
<u>EMPLOYED ON</u>
<u>TECHNICAL</u>
<u>ASSISTANCE</u>
<u>TERMS OF</u>
<u>SERVICE:</u></p> |
| | (2) | <p>Designated officers employed on OSAS conditions of service shall be subject to the terms of this Part of General Orders.</p> | |

(NEXT GENERAL ORDER - A .970SECTION 5: DISCIPLINARY CONTROL AND PROCEEDINGS:
OFFICERS WHO COMMIT THE CRIME OF THEFT OF
PUBLIC PROPERTY

A.970 This Section of General Orders shall be regarded as a general guide to the matters of disciplinary control and proceedings, and the provisions of the appropriate order (69) shall always over-ride any inconsistency or errors apparent in these General Orders. An Officer in dealing with disciplinary cases in the terms of this Section is therefore advised to consult the current Order.

A.971 For the purpose of this Section of General Orders "Head of Department" shall mean the holder, whether substantively or in an acting capacity, of the post of Principal Secretary of the Ministry in which the officer who is suspected of having committed a crime in terms of this Section of General Orders is serving.

DEFINITIONS:

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| A.972 | This Section of General Orders shall apply to any officer holding public office in the Government (70) | <u>APPLICATION OF THIS SECTION OF GENERAL ORDERS:</u> |
| A.973 | For the purpose of this Section of General Orders a Head of Department shall not be permitted to delegate his powers. | <u>NON-DELEGATION OF POWERS:</u> |
| A.974 | <p>(1) If a Head of Department has reasonable grounds for suspicion that an officer employed in his Ministry has committed the crime of theft in respect of any public property, he shall, after consultation with the Director of Public Prosecutions, suspend the officer from duty (71).</p> <p>(2) If an officer is suspended from duty in the terms of this General Order he shall not be paid any salary from the date of his suspension; nor shall he be paid any outstanding salary which may be due to him at that date. But if the officer does not appear in a competent court within three months of the date of his suspension he shall be re-instated in his office, and be paid any salary due to him both prior to his suspension and during the period of suspension (72).The officer may, however, be subject to further disciplinary proceedings in terms of Section 1, 2, 3, or 4 of this Part of General Orders as appropriate, if circumstances shall so require.</p> | <u>DISCIPLINARY PROCEEDINGS:</u> |

- (3) On the suspension of an officer in the terms of this General Order, he shall be automatically interdicted from disposing of, pledging or mortgaging any of his assets or those belonging to his wife to whom he is married in community of property or any interest in such assets. The Head of Department shall notify the Registrar of Deeds of the officer's suspension, and of the interdict in respect of any immovable property registered in the name of the officer (73).

A.975	If an officer is convicted of a criminal offence in the terms of this Section of General Orders the Head of Department shall take action in the terms of General Order A.911(3), A.932(2), A.951 or A.961 or as appropriate.	<u>DISCIPLINARY PROCEEDINGS: FOLLOWING THE CRIMINAL CONVICTION OF AN OFFICER</u>
A. 976	If an officer is acquitted of a criminal charge the Head of Department shall take action in the terms of General Order A.912, A.933, A.952 or A.961 or as appropriate.	<u>DISCIPLINARY PROCEEDINGS: FOLLOWING THE ACQUITTAL OF AN OFFICER OF A CRIMINAL CHARGE:</u>

A.977 If an officer does not appear in a competent court within three months of his suspension, and he is re-instated in his office in the terms of General Order A.974(2), the Head of Department shall, if required, take action in the terms of General Order A.912, A.933, A.952 or A.961 as appropriate.

DISCIPLINARY
PROCEEDINGS:
AGAINST AN
OFFICER
WHO DOES
NOT APPEAR
IN A COURT
WITHIN THREE
MONTHS OF
SUSPENSION

Amendment No. A31
18 July, 1975

PART TEN

CONDUCT OF OFFICERS

Section 1: General Matters

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| A.1000 | <p>(1) Government offices shall be opened during the following hours:-</p> <p>(a) Monday to Thursday - 8:00 am - 1:00 pm.
Monday to Thursday - 2:00 pm - 4:45 pm.
Friday - 8:00 am - 1:00 pm.
- 2:00 pm - 4.30 pm.</p> <p>(b) Certain Government Offices/ training institutions may arrange their official hours for opening and closing to suit their particular needs, bearing in mind the requirements of the public or the institution. But in the aggregate the number of official hours of duty shall be at least the same as for other branches of service. All alternative arrangements shall be subject to the prior approval of the Principal Secretary, Ministry of Public Service, and Information.</p> <p>(c) Officers are only allowed the privilege of working half-day (up to 1.00pm) on the eve of Good Friday and Christmas eve.</p> | <p><u>OFFICE</u>
<u>HOURS AND</u>
<u>ATTENDANCE</u>
<u>ON DUTY:</u></p> |
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- (2) Offices shall open at the official times, both in the mornings and the afternoons, and an officer shall attend punctually at these times, and shall not absent himself or herself during official duty hours without their prior approval of his supervising officer. Unpunctuality in attending for duty shall be considered to be a reflection on the efficiency and conduct of an officer, and disciplinary proceedings shall be taken against an officer who is frequently late for work.
- (3) Tea break shall be from 10.00 am. to 10.15 am and 3.00pm. to 3.15pm. It should be noted that this time should not be considered as a break off from work, but it is time considered to enable an officer to take his tea and resettle to do his/her job.
- (4) Absence from duty without leave, except in the case of illness or in unavoidable circumstances, shall render an officer liable to disciplinary action. Including dismissal from the service.
- (5) An officer whose duties include the supervision of daily paid employees shall be required to work the duty hours of such employees without additional remuneration.

- A.1001 (1) An officer shall comply with General Orders, Financial and Accounting Instructions, and Stores Regulations and such other laws, Directions, Regulations, and Instructions, as may be in force from time to time. Such compliance shall be regarded as an essential part of the terms and conditions of service of an officer.
- (2) An officer shall comply with the lawful orders and directions of his Head of Department, and any other officer who is put in authority over him by his Head of Department. This shall include the performance of any other suitable duties upon which a Head of Department may find it necessary to employ an officer, in addition to or in lieu of his substantive duties.
- (3) It is an essential part of the duties of an officer to assist and teach those staff working under him, and a sympathetic approach shall be developed towards these responsibilities. A Head of Department shall ensure that officers are aware of this.
- A.1002 (1) A Head of Department shall take all reasonable steps to ensure that an officer discharges his tax and other financial responsibilities to the Government on final completion of his employment; or before his final departure from Swaziland.
- OFFICERS TO COMPLY WITH GOVERNMENT REGULATIONS:
- DISCHARGE OF FINANCIAL OBLIGATIONS OF FINAL COMPLETION OF DUTY:

Financial and Accounting Instruction
Number 0506 refers.

- (2) For example, if an officer resigns his appointment at the end of his vacation leave without having disclosed earlier that he intended so doing, the Head of Department shall take all reasonable steps to ensure that any tax, or other financial obligations which may be outstanding at the time, are recovered from salary or other emoluments which may still be due to the officer.

Amendment No. A67
1st September, 1979

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| A.1003 | An officer on vacation leave including leave prior to retirement, shall not be permitted to accept paid employment during that leave without obtaining the prior approval of the Principal Secretary, Public Service and Information. | <u>EMPLOYMENT</u>
<u>OF OFFICER</u>
<u>DURING</u>
<u>VACATION</u>
<u>LEAVE:</u> |
| A.1004 | (1) It is the policy of the Government to encourage joint consultation on staff matters, and the existence of an active and efficient staff union. The active participation by | <u>PARTICIPATION</u>
<u>IN THE</u>
<u>ACTIVITIES</u>
<u>OF A CIVIL</u>
<u>SERVANTS'</u>
<u>ASSOCIATION:</u> |

an officer in the affairs of a staff union shall be encouraged. Such active participation shall not prejudice an officer's official career.

- (2) If representatives of a staff union are called by Government to attend joint consultations and discussions, the payment of appropriate motor vehicle and subsistence allowances may be authorised.

A.1005

- (1) An officer shall be prohibited from receiving valuable presents, other than the ordinary gifts of personal friends, whether in the form of money, goods, or other personal benefits. He shall also be prohibited from giving such presents. To do otherwise shall render an officer liable to disciplinary action.

GIVING OR
ACCEPTANCE
OF PRESENTS
AND GIFTS:

- (2) The terms of General Order A1005 (1) shall apply also to an officer's family, and an officer shall be held personally responsible for their observance by his family.
- (3) The terms of General Order A1005 (1) and (2) are particularly important in relation to those individuals and commercial concerns who regard Christmas, for example, as an occasion on which to offer gifts, often of considerable value, to their clients or associates. The acceptance of such gifts by an officer or his family is bound to affect his reputation for impartiality, and is likely to affect the public confidence in the

complete integrity of the Service. If the gifts offered are of little value, such as diaries, chocolates, etc, given by shopkeepers to their customers usually as a measure of goodwill at Christmas time, such gifts may be accepted.

- (4) In cases where valuable presents are sent to an officer or his family, they shall be returned immediately to the donors, with an explanation that the acceptance of such gifts is not permitted under General Orders. If the return of a present is likely to cause offence or embarrassment it shall be handed over to the Principal Secretary, Public Service for disposal.
- (5) On the occasion of an officer's retirement from the Service, provided he has completed at least ten years' service, and if his colleagues wish to make him a presentation to mark the general esteem in which he was held, authority to open a subscription list shall be given by the Principal Secretary, Ministry of Public Service and Information. In giving his approval the Principal Secretary shall stipulate a reasonable maximum individual donation, which shall not exceed E2.00.
- (6) Money which has been subscribed with a view to marking the approbation of an officer's service and conduct, may be devoted to some public service connected with the name of of the officer who has merited such proof of general esteem. The monies subscribed shall be paid into Government funds after the Accountant General's advice has been sought as to the accounting arrangements to be made.
- (7) Notwithstanding the conditions prescribed in General Order A1005 (1), if an officer has served in a voluntary capacity with an organisation, for example, as president

or chairman of a sports association, he may retain a gift from such a body if one is presented to him on the relinquishment of his voluntary office with that organisation.

A.1006	(1)	<p>If a dignitary or any other important person wishes to offer a valuable present to an officer which cannot be refused without giving offence or causing embarrassment, the present shall be accepted and handed over to the Principal Secretary, Public Service for disposal.</p>	<p><u>ACCEPTANCE</u> <u>OF PRESENTS</u> <u>DONATED BY</u> <u>DIGNITARIES</u> <u>AND OTHER</u> <u>GOVERNMENTS:</u></p>
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(2) If presents are accepted by an officer on behalf of Government during ceremonial proceedings, the presents shall be handed over to the Government. Any presents given by the Government in return shall be provided at the expense of the Government.

Amendment No. A67
1st September, 1979

- A.1007
- (1) An officer shall not be permitted to act as a guarantor, or to enter into financial transactions, for example, the borrowing of money, with an officer subordinate to himself with whom his official duties bring him into contact, and which might lead to a conflict in the performance of the officer's duties. Disciplinary action shall be taken against an officer where it is shown that this situation has arisen.
- (2) If an officer wishes to sell valuable private property, for example, a motor car, to an officer subordinate to himself with whom his official duties bring him into contact, prior authority for such a sale shall be sought from the Principal Secretary, Public Service.
- (3) An officer shall not, without the express permission of the Principal Secretary, Public Service, make a loan of money to:-
- (a) any person where the loan is subject to any conditions which in the future, may provide the officer either directly or indirectly with an interest in, or benefit from, any company or undertaking in Swaziland.
- (b) any company or undertaking carrying on business in Swaziland. The terms of this General Order shall not prohibit an officer from making deposits of money, as a form of savings with a Building Society or other saving media, operating in Swaziland.
- LOANS OF
MONEY AND
OTHER FINANCIAL
TRANSACTIONS

- A.1008
- (1) The Public Service is not in whole a uniformed Service, and only general comments can be made on the manner in which an officer shall dress when attending his office on duty. But an officer shall at all times when on duty be clean, and tidy in appearance. A Head of Department shall be empowered to require an officer to dress properly if his dress does not conform to the standards required by this General Order.
- DRESS WHEN ATTENDING FOR DUTY
- (2) A male officer shall be required to dress neatly and soberly when attending his office on duty. There shall be no objection to the wearing of:-
- (a) Swazi National dress; or
 - (b) long trousers and jacket, with shirt and tie; or
 - (c) khaki or white shorts, with shirt and stockings to match, and tie or cravat as appropriate; or
 - (d) safari suit in white, khaki or quiet pastel colour
- (3) A female officer's dress shall be neat and respectable; and practical for the particular work she does. Provocative styles of dress such as jeans, slacks, see-troughs and backless types shall not be allowed. A female officer may wear Swazi National dress if she so wishes.

- (4) An officer who is a member of a uniformed Service such as the Royal Swaziland Police, Prisons or Nursing Services, shall wear such uniform on duty as may be laid down from time to time by the head of Department concerned.

Amendment No. A67
1st September, 1979

- (5) An officer who is not a member of a uniformed service but who is issued with an official uniform for example, a Messenger or a Security Guard, shall be required to wear the uniform on duty.

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| A.1009 | <p>(1) Government offices shall not be regarded as restaurants. Food such boiled or fried mealies, take away meals or any strong smelling foods, shall not be consumed on the premises.</p> | <p><u>FOOD AND</u>
<u>ALCOHOL</u>
<u>NOT TO</u>
<u>BE TAKEN</u>
<u>INTO</u>
<u>OFFICES</u></p> |
| | <p>(2) Alcoholic liquor shall not be taken into Government offices; and it shall not be consumed on the premises. Drunkenness when on duty shall not be condoned and can lead to disciplinary action; General Order. A803 (2) refers.</p> | |

- A.1010 (1) The provisions of Section 17(2) of the Casino Proclamation, Proclamation, 1963, read:- GAMBLING IN A CASINO:
 "A public officer who participates in the playing of a game in a gaming room of a casino is guilty of an offence."
 Any rooms in which games of a chance, including fruit machines, are played, are gaming rooms, which means that if an officer takes part in any form of gambling at a Casino he is guilty of an offence. It is also an offence for an officer, even though he does not place bets himself, to mark a card for his wife, for example, or to advise her how to place her bets. A person who acts as an agent for an officer by placing his bets shall also be guilty of an offence.
- (2) The contravention of Section 17 (2) of the Casino Proclamation 1963, by an officer shall not simply be a disciplinary offence; it is also an offence against the Laws of Swaziland.
- A.1011 (1) If an officer is required to visit a country outside Swaziland on official duty in connection with important Government business which involves policy considerations, or significant negotiations of any kind, including attendance at international conferences, workshop/ Seminars and study tours etc, prior reference shall be made by the Minister concerned to Cabinet in the form of a Cabinet Paper. APPROVAL FOR DUTY VISITS TO COUNTRIES OUTSIDE SWAZILAND:

When reference is made to Cabinet assurance shall be given that funds are available for the proposed duty visits. If in any case prior reference to Cabinet cannot be made because of, for example, the time factor, the Prime Minister shall authorise official duty visits in terms of this General Order.

- (2) If a Principal Secretary is required to make a routine visit to a country outside Swaziland on official duty, the importance of which does not merit action under General Order A.1011 (1), his Minister shall approve such a visit after the Principal Secretary has consulted the Secretary to the Cabinet in case the timing of the visit may conflict with any requirement of Cabinet.
- (3) If an officer who is not a Principal Secretary is required to make a routine visit to a country outside Swaziland on official duty, the importance of which does not merit action under General Order A.1011 (1), his Principal Secretary or other Controlling Officer shall approve the visit.
- (4) All correspondence concerning proposed visits to countries outside Swaziland in accordance with this General Order shall be copied to the Principal Secretary, Ministry of Foreign Affairs, and Trade who shall advise the appropriate authorities in such countries of the proposed visits.

- A.1012 An officer shall not be entitled to compensation in respect of loss or damage to his private property incurred through fire, theft, riot, or other causes, during the course of his service. But in an exceptional case the Principal Secretary, Ministry of Finance, may consider making an ex-gratia award. Except that no such award shall be made in respect of loss or damage which, in the opinion of the Principal Secretary was due to the negligence of an officer, or which could have been covered by insurance
- CLAIMS FOR
COMPENSATION
- A.1013 (1) A claim by an officer for any entitlement under these General Orders shall not normally be considered if it is submitted more than a year after the claim arose unless, in the opinion of the Principal Secretary, Ministry of Public Service and Information, exceptional circumstances justify the payment of a particular claim.
- WHEN CLAIMS
ARE TIME
BARRED:
- (2) In the case of claims for the payment of subsistence allowances, the terms of General Order A402 (2) shall apply.
- (3) In the case of a claim for the reassessment of incremental credit awarded to an officer the terms of General Order A223 shall apply.

- A.1014 An officer below Head of Department status who wishes to leave Swaziland, whether or not he is on authorised leave, shall obtain the prior authority of his Head of Department. In all other cases the prior authority of the Principal Ministry of Public Service and Information shall be sought.
- ABSENCE
FROM
SWAZILAND:

Amendment No. A67
1st September, 1979

(NEXT GENERAL ORDER - A. 1020)

SECTION 2: PRIVATE INTERESTS OF OFFICERS

- A.1020 It is of fundamental importance that the private interests of an officer shall not be brought into real or apparent conflict with his official duties. Any such conflict shall lead to disciplinary action, which may include dismissal from the Service.
- PRIVATE
INTERESTS
GENERAL:
- A.1021 (1) An officer shall not undertake any private agency in any matter connected with the exercise of his official duties.
- PRIVATE
AGENCY

- A.1022 (1) Although an officer's remuneration shall be fixed on the assumption that his whole time is at the disposal of the Government he may, with the prior approval of the Principal Secretary Ministry of Public Service, and Information, be permitted to engage himself in trade or commerce, provided that such interests and activities do not require or utilise his time, attention and energies during official duty hours. In the event of an officer so engaging himself in trade or commerce he shall bear in mind that:-
- ENGAGEMENTS
IN TRADE:
- (a) his private affairs must not be brought into real or apparent conflict with his official duties;
 - (b) such engagement in trade or commerce shall not entitle him to any special privileges, particularly concerning his duty postings;

If in any particular case a Head of Department becomes aware that there is, or there is likely to be a contravention of either one or both of these points, he shall immediately report the matter to the Principal Secretary Ministry of Public Service and Information.

- (2) In making an application in the terms of General Order A.1022 (1), an officer shall make a full and complete disclosure of the undertaking he intends to set up, with

particular reference to the amount of his personal time, attention and energies it will require. If it becomes evident later that an officer has deliberately withheld relevant information, this could lead to disciplinary measures being taken against him, apart from him being called upon to divest himself of the undertaking to the extent directed by the Principal Secretary, Public Service and Information.

- A.1023
- (1) If an officer who is a citizen of Swaziland wishes to purchase or otherwise acquire land in Swaziland for residential or other purposes, either on his own behalf or for a member of his family, he may do so. But in making such a purchase or acquisition the officer shall bear in mind that:-
- ACQUISITION OF LAND:
- (a) his private affairs must not be brought into real or apparent conflict with his official duties;
 - (b) the acquisition of land shall not entitle him to any special privileges, particularly concerning his duty postings;
 - (c) the development of the land must not conflict with the performance of his official duties.
 - (d) If in any particular case a Head of Department becomes aware that there is, or there is likely to be a

contravention of any one of these points, he shall immediately report the matter to the Principal Secretary, Public Service and Information.

- (2) An officer who is not a citizen of Swaziland shall not, in terms of this General Order, be permitted to purchase land in Swaziland. This shall also apply to his wife and minor children, provided they are not citizens of Swaziland in terms of the appropriate Law.

- A.1024 (1) An officer on first appointment to the Service, whether or not his whole time is at the disposal of the Government, shall inform the Principal Secretary, Public Service and Information, through his Head of Department of any investment or shareholding he may possess in any company engaged in business in Swaziland, or any direct or indirect interest in such company, or in any local occupation or undertaking.

DISCLOSURE OF
INVESTMENT AND
SHAREHOLDING
ON FIRST
APPOINTMENT:

If the Principal Secretary, decides that by reason of the facts disclosed an officer's private affairs may be brought into real or apparent conflict with his official duties, or are likely to influence him in the performance of such duties, the officer shall, to such extent as the Public Service, may direct, divest himself of such investments or interests.

- (2) An officer shall not during the course of his service, either directly or indirectly, acquire investments or interests of the nature covered by this General Order without the express permission of the Principal Secretary, Ministry of Public Service and Information. The terms of this General Order shall not prohibit an officer from making deposits money as a form of savings, with a Building Society or other forms of saving media operating in Swaziland.
- (3) In providing the information required in the terms of General Order. A1024 (1) and (2) an officer shall make a full and complete disclosure of what his investments and interests are. If it becomes evident later that an officer has deliberately withheld relevant information, this could lead to disciplinary measures being taken against him, apart from him being required to divest himself of the investments and interests to the extent directed by the Principal Secretary Public Service and Information.

NEXT GENERAL ORDER - A.1030

SECTION 3: EXTRA-MURAL DUTIES AND ACTIVITIES OF OFFICERS

- A.1030 (1) It is sometimes necessary for officers to undertake duties which fall outside their normal official duties. In particular, extramural activities such as undertaking the duties of Chairman, assuming directorships or other offices, on the Management Boards of parastatal and other organisations. Such appointments are held in ex-officio capacities, or otherwise, as the Articles of the particular, organisation may require. When requests are made for officers to assume such extramural appointments in the terms of this General Order, Heads of Departments shall inform the Principal Secretary, Public Service, of the appointments, and provide the following information:-
- EXTRAMURAL DUTIES AND ACTIVITIES OF OFFICERS:
- (a) names of officers and their substantive appointments;
 - (b) the extramural appointments to be held and with which organisations, and the effective dates;
 - (c) whether the duties are undertaken during the normal official duty hours, if so details of such hours;
 - (d) the rates of remuneration.

A.1030 (2)(i) In those cases where an officer has been appointed to undertake the duties of Chairman, Directorship or other office on the Management Boards of parastatal and other organisations of which the duties are undertaken during the normal official hours, officers shall be paid a retainer fee, and or sitting allowance as may be applicable. Officers shall be expected to serve in not more than four such appointments.

DIRECTORS
FEEES FOR
PUBLIC
ENTERPRISES:

(ii) The monthly retainer fees shall be as follows:-

	<u>MEMBER</u>	<u>CHAIRMAN</u>
Group A	E400.00	E500.00
Group B	E350.00	E400.00
Group C	E300.00	E350.00

(iii) The sitting fee shall be as follows:-

	<u>MEMBER</u>	<u>CHAIRMAN</u>
Group A	E40.00	E50.00
Group B	E35.00	E40.00
Group C	E30.00	E35.00

(iv) The proportional sitting fees shall be paid on the following basis:-

(a) Less than one-half meeting no sitting fee paid.

- (b) More than one-half meeting but not a full meeting one-half of sitting fee paid.
- (v) Parastatal organisations are divided into groups A, B and C. They are ranked by size which is determined by considering revenue, fixed assets, capital employed and number of employees (see appendix 44).
- (vi) The authority of the Principal Secretary, Public Service and Information shall be sought if there is need to serve in more than four Boards. The Principal Secretary, Public Service and Information shall consider each case on its own merit. In considering such requests, he or she shall ensure that representation in the Board is delegated to senior and competent officers on a full time basis so that he/she becomes eligible for the allowance or other emoluments which may accrue to such officers.
- (vii) In the event of temporary absence or inability to attend a Board meeting, the officer responsible shall send a representative who is well briefed to take part in the discussions. The representative shall be paid the sitting allowance for the meeting he or she has attended at the specified rate.
- (viii) If a Director fails to attend three meetings in any six months period the Secretary to the Board shall inform the line Minister.
- (xi) If a Director fails to attend three meetings in any twelve months period the Secretary of the Board shall inform the Cabinet through the Director, Public Enterprises Unit.

Amendment No. A108

22 April, 1992

Appendix 44

Group A

Swaziland Electricity Board
Swaziland Railway
Posts and Telecommunications Corporation
Water and Sewerage Board
Swaziland National Provident Fund
Swaziland Development and Savings Bank
Royal Swazi Airways
National Housing Board
Swaziland Royal Insurance Corporation
Swaziland Dairy Board

Group B

Swaziland Television Authority
Piggs Peak Hotel
National Maize Corporation
Swaziland Cotton Board
Agricultural Marketing Board
SEDCO
Swaziland Trade Fair Company
UNISWA

Group C

Central Transport Administration
NIDC
Commercial Board
Tourism Development Company
Central Co-operative Union
SEBENTA

- A.1030 (3) In certain cases officers with particular qualifications and experience may be asked, or may apply, to undertake part-time work, such as for example, Lecturers, or as Announcers with STBC, from which activities fees would accrue. When such requests or applications are made, Heads of Departments shall forward them to the Principal Secretary, Ministry of Public Service and Information with their comments, particularly as to whether they support the requests or applications. When the applicants reveal that the part-time work proposed will take place outside the normal official duty hours, and is likely to prove of benefit to the community, covering approval is unlikely to be withheld although the Principal Secretary, Ministry of Public Service and Information shall take into consideration the observations of the Heads of Departments and shall have complete discretion to withhold approval if he or she deems it necessary in any particular case. Applications shall provide the following information in addition to the specific comments required of Heads of Departments:-
- (a) names of officers and their substantive appointments;
 - (b) the part-time duties to be undertaken and with which organisation, and the effective dates;
 - (c) the number of hours likely to be worked each week, including the actual times the duties will be performed;
 - (d) the rates of remuneration;

- (e) whether, in the opinion of the Heads of Departments concerned, the part-time duties will cause real or apparent conflict with the official duties of officers.

SECTION 4: POLITICAL ACTIVITIES OF OFFICERS

- A.1040 (1) It is of fundamental importance that political impartiality of the Public Service shall be maintained, so that the Service may enjoy the confidence of the public whom it serves. POLITICAL
ACTIVITIES
OF
OFFICERS:
- (2) An officer shall be entitled to his own views on political matters, but he shall not express such views publicly. An officer shall, therefore, provided he is eligible to vote, confine himself to recording his vote at an election.
 - (3) An officer shall not-
 - (a) be a member of any political party or association; or hold any office in such a party;
 - (b) speak in public on any political matter, except in the course of his official duties;
 - (c) publish his views on political matters in writing;
 - (d) take an active part in support of any candidate in an election, other than to record his vote;

- (e) hold office in any local Government body, except where the office is held in an ex-officio capacity; provided that an officer may be appointed as a member of a Town Council (or other statutory local authority in Swaziland) with the consent of the Principal Secretary, Ministry of Public Service.
- (f) do anything by word, or deed, which is calculated to further the interests of any political party or association.

(NEXT GENERAL - A.1050)

SECTION 5: FINANCIAL EMBARRASSMENT OF OFFICERS

- A.1050 (1) If an officer is suffering financial FINANCIAL embarrassment, it may be regarded EMBARRASSMENT as an impairment of his efficiency, OF OFFICERS: impairment of his efficiency, and may render him liable to disciplinary action. If the financial embarrassment is caused by imprudence or other reprehensible cause, it shall be regarded as an offence affecting the public esteem of the Service and the trustworthiness of the officer himself, and shall render him liable to disciplinary action.
- (2) If it comes to the attention of a Head of Department that an officer in his Ministry or Department is obviously in financial difficulties, even though legal proceedings have not been implemented against him, the Head of Department shall inform the officer that he is aware of the situation, and shall bring to his notice the terms of this Section of General Orders, and shall advise him as far as he is able on appropriate ways of alleviating the situation.

- A.1051 (1) A Judicial Officer shall report FINANCIAL EMBARRASSMENT OF OFFICERS PROCEDURE: immediately to the Head of Department concerned whenever proceedings are taken in bankruptcy against an officer below Head of Department status; or if such an officer becomes a judgement debtor, the report shall be made to the Principal Secretary in the case of other officers if an officer comes a judgement debtor the Head of Department or the Principal Secretary, Public Service and Information, shall, on being advised of this, communicate with the officer using the form of the letter at Appendix A.29.
- (2) Unless it is decided that the circumstances are such that disciplinary proceedings shall be instituted immediately against an officer, the latter shall be required to produce a monthly statement to his Head of Department or to the Principal Secretary, Ministry of Public Service and Information as appropriate, setting out the payments he has made towards the settlement of his debts.
- (3) If an officer fail to disclose the full extent of his debts or liabilities when asked to declare them to his Head of Department or to the Principal Secretary Ministry of Public Service and Information as appropriate, or fails to liquidate his debts as promised, or incurs new debts before the old ones are paid official, such conduct shall be regarded as sufficient grounds for the institution of disciplinary proceedings against him.

- A.1052 If an officer finds himself in financial difficulties it is advisable for him to seek the advice of his Head of Department or the Principal Secretary, Ministry of Public Service and Information as appropriate, on suitable means of liquidating or alleviating his indebtedness. Any information given by the officer shall be treated confidentially.
- FINANCIAL
EMBARRASSMENT
OF OFFICERS
OBTAINING
ADVICE:

(NEXT GENERAL ORDER - A.1060)

SECTION 6: LEGAL PROCEEDINGS

- A.1060 (1) If an officer has grounds to believe that a civil action in relation to his duties is likely to be instituted against him, he shall make an immediate report of the matter to his Head of Department. The latter shall forward full details of the matter, together with his own observations therein, to the Principal Secretary, Public Service and Information who shall seek the advice of the Attorney-General.
- CIVIL ACTIONS
LEGAL
REPRESENTATIONS
OF OFFICERS:

- (2) Depending on the advice of the Attorney-General, and if there is prima facie evidence that the proposed proceedings arise as the result of an act or omission in the course of the officer's official duties, the Government shall be responsible for retaining and paying the fees of a legal practitioner nominated by the Attorney-General for the purpose of conducting the officer's defence, unless in any particular case the Attorney-General shall instruct a member of his Chambers to undertake such defence.
- (3) If an officer wishes to instruct privately a legal practitioner, the officer shall be personally responsible for any fees involved.

- A.1061 (1) In the case of an officer against whom a criminal prosecutions is likely to be brought because of an alleged offence committed in the course of his official duties, the Head of Department shall forward full details of the matter, together with his own observations therein, to the Principal Secretary, Public Service and Information, who shall seek the advice of the Attorney General.
- CRIMINAL
PROSECUTIONS
LEGAL
REPRESENTATION
OF OFFICERS:
- (2) Only in exceptional circumstances shall the Government bear the costs of the legal defence of an officer, unless the Attorney-General advises otherwise, in which case the Government shall be responsible for retaining and paying the fees of a legal practitioner, nominated by the Attorney-General, competent to handle the defence brief.

Amendment No. A67
1st September, 1979

(NEXT GENERAL ORDER - A.1070)

SECTION 7: OFFICIAL SECRETS ACT AND SECURITY

- A.1070 A Head of Department SECURITY
 shall ensure that the GENERAL:
 requirements of Office
 Security Instructions,
 1971, and of this Section
 of General Orders are fully complied with
- A.1071 (1) An officer who is appointed DECLARATION
 to an established UNDER THE
 post, whether serving on OFFICIAL
 pensionable, non-pensionable, SECRETS
 contract or temporary terms, ACT, 1968:
 shall be required to sign the
 declaration set out in Appendix A3,
 in the presence of a witness, as
 an acknowledgement of his obligations
 under the official Secrets Act, 1968.
 (68) His Head of Department shall
 ensure that this is done, and shall
 retain the signed and witnessed
 declaration in the officer's personal file.
- (2) It is important for an officer to remember
 that he shall remain subject to the official
 Secrets Act, 1968, even after he has left
 the Service, and if he wishes to publish
 anything, or to make a broadcast or radio
 talk on a matter which has a bearing on

the Service, or on information obtained because of his former official position, he shall obtain the prior approval of the Principal Secretary, Public Service and Information.

- | | | |
|--------|--|---|
| A.1072 | <p>(1) An officer shall not disclose information regarding his work, and the official papers with which he deals, to any member of a political party or union. In this connection an officer engaged on staff union business shall be particularly careful that he does not pass on information which may come to his notice in the course of his official duties, but which has not been made available to the union through the normal official channels. The improper divulgence of information shall render an officer liable to disciplinary proceedings, including dismissal.</p> <p>(2) An officer, whether he is on duty or in authorised leave of absence, shall not allow himself to be interviewed by any person on questions of public policy, or on matters affecting the defence or military resources of Swaziland.</p> | <p><u>DISCLOSURE OF INFORMATION</u></p> |
|--------|--|---|

Amendment No. A67
1st September, 1979

(NEXT GENERAL ORDER - A.1080)SECTION 8: CONTRIBUTIONS TO THE PRESS BROADCASTING ETC.

- A.1080 (1) An officer shall not, without the express permission of the Principal Secretary, Public Service and Information, act as the editor of a newspaper, or take any part, whether directly or indirectly, in its management. EDITORSHIP AND MANAGEMENT OF A NEWSPAPER:
- (2) An officer shall not contribute anonymously to a newspaper, nor publish anything which may reasonably be regarded as of a political or administrative nature. He may publish in his own name matters relating to other subjects.
- A.1081 (1) An officer shall not, except in the proper course of official duties, make communications to the press on questions of Government policy or business. No such communication shall in any case be made without the general or specific authority of the Head of Department concerned. A breach of this instructions shall be regarded as a disciplinary offence. The term "communications to the press" refers not only to formal written communications or interviews, but shall also include casual or indiscreet conversations with representatives of the press or other people, wherever they may take place, for example, in clubs, hotels or bars, or at private parties. COMMUNICATION TO THE PRESS:

- (2) In making communications to the press, the Head of Department shall bear in mind that his Minister is responsible for the policy of the Ministry and the Departments falling within his portfolio, and he shall avoid making statements of policy, except in accordance with settled policy.
- (3) All statements and communications to the press shall be channelled through the Swaziland Broadcasting and Information Services.

- A.1082
- (1) The prior authority of his Head of Department shall be obtained by an officer who wishes to give a lecture on T.V. or radio talk on any subject which is of a political or administrative nature. The notes or script of the lecture or radio talk it is proposed to give shall accompany the application. The Head of Department shall consult the Principal Secretary Public Service and Information if considered necessary in any particular case. LECTURING AND BROADCASTING:
 - (2) An officer with expert knowledge of a particular subject may lecture or give a T.V., or radio talk on that subject, whether or not he had specialised in such a matter in his official capacity. Where the subject matter is related to the work or policy of a Government department, the prior authority of the Head of Department concerned shall be obtained; who shall, if necessary consult the Principal Secretary, Ministry of Public Service and Information.

- A.1083 (1) An officer shall not, without the prior permission of the Principal Secretary, Public Service publish books or other Works on the subject matter of which is connected with official duties or the duties of other officers. PUBLICATION
OF BOOKS
OR OTHER
WORKS
- (2) An officer may, with the prior approval of his Head of Department, publish papers on scientific, technical or general subjects. The term "general subjects" includes, for example ordinary travel or descriptive articles which may have some bearing on the Public Service. The Head of Department shall satisfy himself that such articles are unexceptionable from the point of public interest, and in case of doubt shall refer them to the Principal Secretary, Ministry of Public Service and Information.

Amendment No. A67
1st September, 1979

(NEXT GENERAL ORDER - A.1090)

SECTION 9: REPRESENTATIONS AND PETITIONS

- A.1090 (1) If an officer wishes to make REPRESENTATIONS-
representations to the Head OF OFFICERS
of the Civil Service, METHODS
whether they are of a OF ROUTING
personal nature or ones
affecting the Public Service,
he shall do so through the
proper channels. This shall
be done by means of a communication
routed through his immediate senior
officer and the recognised chain of
command of his Head of Department,
who shall forward it with his
comments and recommendations to the
Principal Secretary, Public Service and
Information, for is consideration and decision
in his capacity as Head of the Civil Service Board.
- (2) An officer shall not make a direct approach
to the Civil Service Board on personal matters
or matters affecting his official status.
Such approaches shall be done by the routing
of communications through the recognised chain
of command to the Head of Department, who shall
forward it to the Civil Service Board with his
comments and recommendations.
- (3) An officer shall not make direct approaches to
officers in the Ministry of Public Service and
Information either by correspondence, telephone,
or discussion, on personal matters, or matters
affecting his official status. Such approaches
shall be conducted in terms of General Order
A.1090 (1).Attention is invited to the terms of
General Order A710. (3).

- A.1091 (1) An officer shall have the right to petition the Prime Minister on any important matter, whether it is of a private nature or one affecting the Public Service. A petition shall be routed through the recognised chain of command as set out in General Order A.1090 (1) to the Principal Secretary, Public Service who shall forward it with his observations to the Prime Minister.
- (2) The terms of General Order A1091 (1) shall apply when an officer wishes to address a petition to the King.
- PETITIONS BY OFFICERS: METHOD OF ROUTINE:

Amendment No. A67
1st September, 1979

PART ELEVEN

MISCELLANEOUS MATTERS

SECTION 1: SERIOUS ACCIDENT, OR ILLNESS : AND DEATHS OF OFFICERS

- | | | | |
|--------|-----|---|---|
| A.1100 | (1) | <p>If an officer is taken ill, or if he is injured in an accident, and the Medical Officer attending (whether it is a Government or Mission Medical Officer, or a private medical practitioner called in to attend him) considers his condition to be dangerous, the procedure for notifying the next-of-kin (see General Order A.112) shall be as prescribed in General Order A.1101(1).</p> | <p><u>SERIOUS
ACCIDENT:
OR ILLNESS
OF AN OFFICER</u></p> |
| | (2) | <p>If an officer sustains injuries as the result of an accident occurring in the performance of his duties, and the circumstances may lead to claim against the Government for compensation or special awards, the Head of Department shall submit such details as are known to him to the Principal Secretary, Ministry of Public Service and Information for information, and shall consult the Attorney General if required.</p> | |

- A.1101 (1) The death of an officer shall be reported immediately by the quickest means to the Head of Department concerned, who Shall.
- DEATH OF AN OFFICER:
NOTIFICATION,
AND OTHER ARRANGEMENTS
- (a) where the next-of-kin (see General Order A.112) reside outside Swaziland, inform them of the death; or
- (b) where the next-of-kin (see General Order A.112) reside outside Swaziland, inform the Principal Secretary, Ministry of Public Service and Information so that appropriate action can be taken by the letter.
- (2) If an officer whose home is in Swaziland dies whilst in the Service, but away from his home, the cost of transporting the body to his home for burial, if his relatives so wish, shall be accepted against public funds. The Head of Department shall arrange accordingly. The most economical means of transport shall be used.
- (3) The deceased officer's Head of Department shall write a letter of a personal and sympathetic nature to the next-of-kin, referring to the officer's good qualities and work, and the esteem in which he was held in the Public Service. The Head of Department shall issue a notice for publication in the Official Gazette.

- A.1102 (1) If a member of an officer's family who has been staying with the officer dies whilst away from his home (within Swaziland), the cost of transporting the body to his home for burial if his relatives so wish, shall be accepted against public funds. Members of an officer's family shall include wife, daughter and son. The Head of Department shall arrange transport accordingly. The most economical means of transport shall be used.
- DEATH OF A
MEMBER OF AN
OFFICER'S
FAMILY

Amendment No. A110
1st March, 1988

(NEXT GENERAL ORDER - A.1110)

SECTION 2: OFFICE ACCOMMODATION : AND TELEPHONES

- A.1110 (1) An Office Accommodation Committee shall examine all Ministerial and Departmental needs for office accommodation, both for immediate and future requirements.
- OFFICE
ACCOMMODATION
COMMITTEE

- (2) The Committee, which shall have power to co-opt any Government officer, including a member of the Management Services Unit, whose advice or assistance it may require, shall be composed of;

Principal Secretary, Ministry of Public Service and Information;

Principal Secretary, Ministry of Finance;

Principal Secretary, Ministry of Public Works and Transport.

- A.1111 (1) A Head of Department shall forward applications for office accommodation, including any matters relating thereto, to the Principal Secretary, Ministry of Public Service and Information for consideration and decision by the office Accommodation Committee.

APPLICATIONS
FOR OFFICE
ACCOMMODATION

Amendment No. A110
1st March, 1988

- A.1112 (1) A Committee shall consider all applications from Heads of Departments for official rent telephones for officers in their Ministries and Departments.

OFFICIAL
RENT-FREE
TELEPHONES
COMMITTEE

- (2) The Committee shall be composed of -

Principal Secretary, Ministry of
Public Service and Information;

Principal Secretary, Ministry of
Tourism and Communication;

Principal Secretary, Ministry of
Finance;

Accountant General

- A.1113 (1) In considering an application for an official rent-free telephone, the Committee shall normally only give its approval in a case where an officer is required to be on call for twenty-four hours a day.
- (2) If the Committee has authorised the issue of an official rent-free telephone, the following criteria shall apply:-
- OFFICIAL
RENT-FREE
TELEPHONES:
GENERAL
PRINCIPLES

Amendment No. A112
1st March, 1998

- (a) Except in the case of an officer occupying a double-storey house when consideration may be given to providing telephone extension facilities, only one telephone shall be provided in an officer's home; if he requires additional instruments or apparatus he shall be responsible for the cost of their installation and rent, and for any other expenses incurred.
- (b) If an officer moves from one house to another at his own request he shall be required to pay the standard charges for telephone removal and re-connection. If an officer changes at the request of the Government, public funds shall bear the cost of telephone removal and re-connection.
- (3) The fact that an officer's private telephone number may appear in the telephone directory against his Ministry or Department shall not automatically entitle him to an official rent-free telephone.

- A.1114 (1) A Head of Department shall forward applications for official rent-free telephones to the Principal Secretary, Ministry of Public Service and Information for consideration and decision by the Committee.

OFFICIAL
RENT-FREE
TELEPHONES:
APPLICATIONS

LIST OF FOOTNOTES

FOOTNOTE NUMBER	REFERENCE TO LEGISLATION	
(1)	Sections 113 & 115-	The Schedule to the Swaziland Independence Order, 1968.
(2)	Sections 114(2) - & 116(2)	ditto
(3)	Chapter III -	ditto
(4)	Sections 113(11) - & 115(12)	ditto
(5)	Part 3, Chapter IX and Chapter X -	ditto
(6)	Section 121 -	ditto
(7)	Section 122 -	ditto
(8)	Sections 117 - & 118	ditto
(9)	Sections 98, 106(1) & 119. -	ditto
(10)	Section 106(2) -	ditto
(11)	Section 116(3) -	ditto
(12)	Section 116(2) -	ditto
(13)	Section 114(3) -	ditto
(14)	Section 114(2) -	ditto

FOOTNOTE NUMBER	REFERENCE TO LEGISLATION		
(15)	Section 11	-	The Pensions Act, 1968 (Act No.3 of 1968)
(16)	Section 2(1)	-	ditto
(17)	Regulation 26	-	The Public Service Commission (General) Regulations, 1963.
(18)	Section 6(1)	-	The Pensions Act, 1968
(19)	Section 8	-	ditto
(20)	Section 6(1)(b)	-	ditto
(21)	Section 6(2)	-	ditto
(22)	Regulation 56	-	The Public Service Commission (General) Regulations, 1963 (H.C.N.34/63).
(23)	Regulation 35	-	ditto
(24)	Regulation 36	-	ditto
(25)	Regulation 33	-	ditto
(26)	Section 9(d)	-	The Pensions Act, 1968 (Act No.3 of 1968).
(27)	Regulation 8(1)(b)	-	The Public Service Commission (General Delegations) Directions, 1968.

FOOTNOTE NUMBER	REFERENCE TO LEGISLATION		
(28)	Regulation 31	-	The Public Service Commission (General) Regulations, 1963 (H.C.N.34/63)
(29)	Regulation 34	-	ditto
(30)	Regulation 32	-	ditto
(31)	Regulation 16	-	The Pensions Regulations, 1968.
(32)	Section 13	-	The Pensions Act, 1968 (Act No.3 of 1968)
(33)	Section 14	-	ditto
(34)	Regulation 14	-	The Pensions Regulations, 1968.
(35)	Regulation 15	-	ditto
(36)	Regulation 16	-	ditto
(37)	Regulation 21	-	ditto
(38)	Section 5(2)	-	The Pensions Act, 1968 (Act No.3 of 1968)
(39)	Section 6(3)	-	ditto
(40)	Regulation 4	-	The Pensions Regulations, 1968

FOOT NOTE NUMBER	REFERENCE TO LEGISLATION
(54)	Regulation 41 - The Public Service Commission (General) Regulations, 1963 (H.C.N. 34/63).
(55)	Section 3(3) - ditto
(56)	Regulation 42 - ditto
(57)	Regulation 43 - ditto
(58)	Regulation 44 - ditto
(59)	Regulation 45 - ditto
(60)	Regulation 46 - ditto
(61)	Regulation 49 - ditto
(62)	Regulation 38 (3)
(63)	And (4) - ditto
(64)	Regulation 38 (5) - ditto
(65)	Regulation 50 - ditto
(66)	Regulation 37 (4) - ditto
(67)	Regulation 37 (5) - ditto
(68)	Sections 100, 114, 117, 118 and 120 - The Schedule to the Swaziland Independence Order, 1968.
(69)	The Official Secrets Act, 1968.
(70)	The Theft and Kindred Offences by Public Order, 1975
(71)	(King's Order-in-Council No.22 of 1975)
(72)	Section 2 - The Theft and Kindred Offences by Public Officers Order, 1975
(73)	Section 3(1) - ditto
(73)	Section 3 (2) - ditto

A.16	A.700(3)	Guide to eligibility for Government quarters
A.17	A.730(1)	Scales of furniture issued to Government quarters
A.18	A.750(1)	Scales of rents for Government quarters
A.19	A.820(1)	Medical card for use by Officer and family
A.20	A.820(2)	Sick Sheet Medical Report Form
A.21	A.820(3)	Medical facilities available in Swaziland
A.22	A.823	Exemption Card (Prescriptions)
A.23	A.826(4)	Government Hospitals and Clinics: Maintenance and other charges
A.24	A.828(1)	Summary Inquiry
A.25	A.906(2)	Pro-forma of a letter conveying a Disciplinary Award.
A.26	A.908(2)	Pro-forma of a letter to be used when transferring charges to an officer in connection with a Formal Inquiry
A.27	A.928(1)(a) and A.946(1)	

APPENDIX NUMBER	REFERENCE TO GENERAL ORDER	DETAILS OF APPENDIX
A.28	A.928(4)	Method of conducting a Formal Inquiry
A.29	A.1041	Pro-forma of a letter to be used for an officer who is a Judgement Decor
A.30	Part One Section 2	Schemes of Service: Audit cadre
A.31	"	Schemes of Service: Key punch Operator cadre
A.32	"	Schemes of Service: Telecommunications cadre
A.33	"	Schemes of Service: Tax cadre
A.34	"	Schemes of Service: Accountants cadre

A P P E N D I X A.1

(GENERAL ORDER A. 108)

SCHEDULE OF POSTS BY CLASSES AND GRADE

1. SUPERSCALE CLASS

a) Grade 1

Secretary to the Cabinet and Head of
the Civil Service.

(b) Grade 11

Chairman, Public Service Commission.

(c) Grade III

Principal Secretary
Director of Auditor
Commissioner of Police
Clerk to Cabinet

(d) Grade IV

Ambassador
High Commissioner
Private Secretary to His Majesty
Senior Liaison Officer
Accountant General
Deputy Commissioner of Police
Correctional Services
Labour Commissioner
Under Secretary
Director, Management Services Unit
General Transport Manager

(e) Grade V

District Commissioner
Training Co-ordinator
Principal Auditor
Deputy Accountant General (non- professional holder)
Chief Immigration Officer
Director Broadcasting and Information officer
Principal Community Development Officer
Counsellor
Principal, Staff Training Institute
Senior Government Security Officer
Private Secretary to the Prime Minister
Controller (Postal and Accounting)
Registrar of Co-operatives
Clerk to Parliament.

2. PROFESSIONAL CLASS

(a) Grade J1

Chief Justice

(b) Grade J2

Puisne Judge

(c) Grade J3

Attorney General
Director of Prosecutions

(d) Grade J4

Chief Agriculture Officer
 Chief veterinary Officer
 Chief Engineer
 Chief Education Officer
 Chief Medicine Officer
 Chief Economic Planning Officer
 Chef Statistician
 Director of Posts and Telecommunications
 Director geological Survey and Mines
 Commissioner of Taxes
 Accountant General (Professional Holder)
 Solicitor General
 Medical Specialist

(e) Grade J5

Assistant Commissioner of Police
 Assistant Commissioner of Taxes
 Controller (Telecommunications)
 Controller of Industrial Vocational Training
 and Trade Testing
 Director of Civil Aviation
 Parliamentary Draftsman
 Registrar of the High Court
 Senior Agricultural Officer
 Senior Buildings Officer
 Senior Crown Counsel
 Senior Economist
 Senior Geologist
 Senior Medical Officer of Health
 Senior Planning Officer
 Senior Research Officer
 Senior Roads Engineer
 Senior Settlement Officer
 Senior Surveyor
 Senior Veterinary Officer
 Senior Water Engineer

(f) Grade J6

Agricultural Officer
Animal Husbandry Officer
Architect
Crown Counsel
Dental Officer
Deputy Registry of the High Court
Economist
Education Planner
Engineer
Forestry Officer
Geologist
Home Economics Officer
Income Tax Assessor
Inspector of Machinery
Inspector of Mines
Irrigation Officer
Judicial Commissioner
Lecturer (S.A.C.U.C.)
Legal Training Officer
Magistrate
Manpower Planner
Marketing Officer
Medical Officer
Medical Officer of Health
Physical Planning Officer
Planning Officer
Project Manager
Quantity Surveyor
Registrar of Deeds
Research Officer
Soil Surveyor
Statistician
Surveyor
Tea Officer
Training Officer (Income Tax)

Treaty Officer
Valuation Officer
Veterinary Officer

3. ADMINISTRATIVE CLASS

Grade G.1

First Secretary
Food Officer
Local Government Officer
Organisation and Methods Officer
Principal
Principal Small Enterprises
Promotion Officer
Principal Welfare Officer
Secretary, Public Service
Commission
Senior District Officer
Senior Establishment Officer
Senior Labour Officer
Sports Officer
Tourist Officer

4. EXECUTIVE CLASS

(a) Grade G.2-1

Registrar General

(b) Grade G.2

Government Transport Officer
Senior Executive Officer

(c) Grade G.3-2

Assistant Registrar of Deeds
 Chairman, Central Rural Development Board
 District Officer
 Labour Officer
 Private Secretary to a Minister
 Registrar (S.A.C.U.C.)
 Social Welfare Officer

(d) Grade G.4-2

Assistant Secretary
 Establishment Officer
 Protocol Officer
 Second Secretary
 Senior Immigration officer
 Small Enterprises Promotion Officer
 Staff Inspector

(e) Grade G.3

Executive Officer, Grade I
 Third Secretary

(f) Grade G.5-3

Assistant Establishment Officer
 Assistant Registrar General
 Assistant Small Enterprises Promotion Officer
 Assistant Tourist Officer
 Assize Officer
 Bursar
 District Assistant
 Hospital Secretary
 Immigration Officer
 Information Officer

Labour Inspector
Land Supervisor

(g) Grade G. 4

Executive Officer, Grade II

(h) Grade G. 5-4

Assistant Community Development Officer
Assistant Social Welfare Officer
Assistant Librarian
Breeding Master (S.I.T.I)
Deeds Examiner
Liaison Officer (Agriculture)
Senior Matron (S.A.C.U.C and Education)

(1) Grade G. 5

Executive Officer, Grade III

5. CLERIAL CLASS

(a) Grade G.6

Farm Broadcaster
Housekeeper (Health)
Matron (S.I.T.I and Education)
Programme Secretary
Registry Supervisor
Road Transport Inspector
Senior Clerical Officer
Senior Rural Development Officer
Senior Teleprinter Operator (other than P & T)
Warden (S.I.T.I and S.A.C.U.C.)

(b) Grade G.8.7

Assistant Matron (S.A.C.U.C. and Education)
Community Development Assistant Meter Reader
Telephone Operator (other than P & T)

(c) Grade G.8-7

Clerical Officer

(d) Grade G.8

Junior Clerical Officer

6. ACCOUNTANT CLASS

(a) Grade G.1

Government buyer
Principal Accountant

(b) Grade G.2

Senior Accountant

(c) Grade G.3

Accountant
Assistant Government buyer

(e) Grade G.4

Assistant Accounting, Grade I

(f) Grade G.5-4

Senior Machine Operator
Storekeeper

- (f) Grade G.5
Assistant Accountant, Grade I
Senior Accounts Officer
- (g) Grade G.5
Assistant Accountant, Grade 11
- (h) Grade G.6
Machine Operator
Senior Accounts Officer
- (i) Grade G.7
Accounts Officer
- (j) Grade G.8-7
Punch-card Operator
Storeman
- (k) Grade G.8
Assistant Accounts Officer

7. **AUDIT CLASS**

- (a) Grade G.1
Senior Auditor
Training Officer
- (b) Grade G.3-2
Auditor

- (c) Grade G.5-3
Assistant Auditor
- (d) Grade G.7
Audit Clerk, Grade 1
- (e) Grade G.8
Audit Clerk, Grade 11

8. POSTAL CLASS

- (a) Grade G.1
Training Officer
- (b) Grade G.2
Senior Assistant Postal Controller
Senior Postmaster
Senior Postal Accountant
- (c) Grade G.3-2
Assistant Postal Controller
Assistant Telecommunications Controller
- (d) Grade G.4-3
Postmaster, Grade 1
- (e) Grade G.5-3
Postal Accountant

(f) Grade G.5-4

Assistant Postal Accountant
Postmaster, Grade 11
Telephone Supervisor
Telephone Training Officer

(g) Grade G.6

Assistant Telephone Supervisor
Senior Teleprinter Operator

(h) Grade G.8-7

Telephonist
Teleprinter Operator

(i) Grade G.7

Postal Officer

(j) Grade G.8

Postal Assistant

9. TECHNICAL CLASS

(a) Grade H.2-1

Chief Technical Officer (P&T)
Chief Draughtsman
Drilling Superintendent
Mechanical Superintendent
Senior Clerk of Works
Vice Principal (S.I.T.I.)

(b) Grade H.3-1

Engineering Assistant

(c) Grade H.2

Cartographer

Chief Animal Health

Clerk of Works

Holding Ground Officer

Industries/Farm Manager

Mechanical Stores Buyer

Motor Vehicle Examiner

Senior Architectural Assistant

Senior Dairy Officer

Senior Draughtsman

Senior Extension Officer

Senior Farm Manager

Senior Health Inspector

Senior Instructor (S.I.T.I.)

Senior Technical Officer (P & T, Police and Broadcasting).

Senior Trade Testing Officer

Training Officer (Works, Power and Communications)

Workshop Manager

(d) Grade H.4-2

Pharmacist/Storekeeper

Laboratory Technology

And Public Works & Communications)

(e) Grade H.4-3

Air Traffic Control Officer

Fire Officer

Geological Technician

Health Inspector

Heavy Plant Mechanic

Higher Technical Officer (P&T & Broadcasting)
 Inspector of Works
 Instructor (S.I.T.I.)
 Laboratory Technologist (Agriculture and Veterinary)
 Mental Hospital Supervisor
 Physiotherapist
 Senior Radiographer
 Static Plant Mechanic
 Trade Testing Officer
 Water Bailiff

(f) **Grade H.5-3**

Architectural Assistant
 Draughtsman
 Experimental Officer (Agriculture)
 Extension Officer
 Factory Supervisor (Agriculture)
 Farm Manager
 Meat Inspector (Agriculture)
 Ranch Manager
 Senior Animal Health Inspector
 Senior Conservation Foreman
 Training Officer (Agriculture)

(g) **Grade H.7-4**

Assistant Instructor (S.I.T.I.)
 Building Inspector
 Construction Foreman
 Driller
 Electrician
 Geo-Chemical Analyst
 Mechanic
 Medical Assistant
 Quantity Surveyors Assistant
 Radiographer
 Technical Officer (P&T)

Waterworks Supervisor, Grade 1
Visual Aids Officer

(h) Grade H.8.6

Agricultural Inspector
Animal Health Inspector
Assistant Extension Officer
Assistant Farm Manager
Assistant Lecturer (Agriculture)
Building Foreman
Conservation Foreman
Cordon Inspector
Dairy Assistant
Dental Mechanic
Domestic Science Supervisor
Drain layer
Driving Inspector
Handicrafts Officer
Instructor – Carpentry (Agriculture)
Orthopaedic Technician
Road Overseer
Senior Recorder
Smear Examiner
Waterworks Plumber
Works Foreman (Agriculture)

(i) Grade H.12-11 Bar:9 Bar: 8-6

Dispenser
Laboratory Assistant (Health and Works, Power and
Communications)
Sewerage Works Supervisor, Grade 111/11
Waterworks Supervisor, Grade 111/11
Driver/Operator
Printing Assistant (Public Works and Transport)
Tailor

10. SECRETARIAL CLASS**(a) Grade D.1**

Senior Personal Secretary

(b) Grade D.2 and D.3

Personal Secretary

(c) Grade D.4Supervisor of Typist
Shorthand Typist**11. NURSING CLASS****(a) Grade N.1**

Matron-in-Chief

(b) Grade N.2

Matron, Grade 1

(c) Grade N.3

Matron, Grade 11

(d) Grade N.4

Nursing Sister

(e) Grade N.5

Staff Nurse

(f) Grade N.6

Medical Attendant
Mental Patient Attendant

12. **POLICE FORCE**

(a) Grade P.1

Senior Superintendent of Police

(b) Grade P.2

Superintendent of Police

(c) Grade P.3

Assistant Superintendent of Police

(d) Grade P.4

Inspector of Police

(e) Grade P.5

Sub-Inspector of Police

(f) Grade P.6

Constable
Recruit

13. **CORRECTIONAL SERVICES**

(a) Grade PO.1C

Deputy Commissioner of Correctional Services

(b) Grade PO.1B

Assistant Commissioner of Correctional Services

(c) Grade PO.1A

Senior Superintendent of Correctional Services

(d) Grade PO.1

Senior Superintendent of Correctional Services

(e) Grade PO.2

Assistant Superintendent of Correctional Services
Welfare/After Care-Officer

(f) Grade PO.3

Chief Officer

(g) Grade PO.4

Principal Officer

(h) Grade PO.5

Chief Warder

(I) Grade PO.6

Sergeant

(J) Grade PO.7

Corporal

(k) Grade PO.8

Lance Corporal

(L) Grade PO.9

Warder/Wardress

14. **MISCELLANEOUS CLASS**

(a) Grade G.1

Archivist
Assistant Registrar of Co-operatives
Chief Programmes Officer
Organiser, Education Broadcasting
Lecturer - Commercial (S.T.I.)
Lecturer – English (S.T.I.)

(b) Grade G.2

Senior Customs Officer
Senior Tax Officer

(c) Grade G.3

Customs Officer
Statistical Officer

(d) Grade G.3-2

Assistant Organiser, Education Broadcasting
 Senior Co-operative Officer
 Senior Law Clerk
 Training Officer – Accounts (S.T.I.)
 Training Officer – Executive (S.T.I.)
 Training Officer – Postal (S.T.I.)
 Training Officer – Shorthand and Typing (S.T.I.)

(e) Grade G.5-3

Assistant Lecturer (S.T.I.)
 Co-operative Officer
 Crown Prosecutor
 Law Clerk, Grade 1
 Producer/Announcer
 Tax Officer

(f) Grade 5-4

Assistant Customs Officer
 Statistical Assistant

(g) Grade G.8-7

Assistant Co-operative Officer
 Law Clerk, Grade 11

15. PARLIAMENT STAFF CLASS(a) Grade G.3-2

Clerk at the Table

(b) Grade G.5-3

Interpreter

16. SUBORDINATE CLASS**(a) Grade E.1**

Dairy Induna
Senior Cook
Senior Hospital Orderly

(b) Grade E.2-1

Housekeeper
Senior Laundress
Senior Seamstress
Senior Security Guard
Senior Telephone Operator
Steward/Caretaker

(c) Grade E.2

Customs Guard
Driver
Land Ranger
Waterworks and Sewerage Works
Attendant

(d) Grade E.3-2

Caretaker
Cook
Laundry Supervisor (Education)
Seamstress
Security Guard

(e) Grade E.3

Assistant Housekeeper (Prime Minister's Residence)
 Doorkeeper
 Driver (Tractor)
 Gardener
 Groundsman
 Housemaid
 Hospital Orderly
 Induna (Education)
 Laundress
 Messenger
 Night-watchman
 Telephone Operator
 Waiter
 Ward Maid

QUALIFICATION FOR D'SCALE

--GROUP	QUALIFICATION
DA	NIL
-- DB	Junior Certificate and Typing Speed of 30 w.p.m. Pitman's Intermediate Certificate in Typing
DC	Junior Certificate and Typing Speed of 35 w.p.m.
DD a. b.	a. Junior Certificate and Typing Speed of 40 w.p.m. b. Junior Certificate and Typing Speed of 45 w.p.m.

DE	a. b.	Junior Certificate and Typing Speed of 50 w.p.m. Junior Certificate and Typing Speed of 60 w.p.m.
		Cambridge Overseas Certificate or London University GCE O' Level Passes in 4 subjects at more than Two sittings. Typing Speed of 50w.p.m. "Hansard" Audio Typing Speed of 40 w.p.m.] and Shorthand Speed of 80 w.p.m. and Typing Speed of 40 w.p.m.
DF	b.	Cambridge Overseas Certificate or London University GCE "O" Level Passes in subjects at note more than two sittings. Pitman's Advanced Certificate in Typing] and Shorthand Speed of 100 w.p.m. and Typing Speed of 40 w.p.m.
	c.	Cambridge Overseas Certificate or London University GCE "O" Level Passes in 4 subjects at more than] and Shorthand Speed of 100 w.p.m. and Typing Speed of 45 w.p.m.
DG		"Hansard" Audio Typing Speed Of 50 w.p.m.
Appendix A.6 Continued		

H.6	R1854 x 60 -	1974
H.5	R2064 x 72 -	2208
H.4	R2280 x 72 -	2508 x 84 – 2652
H.3	R2772 x 96 -	2964 x 120 – 3444
H.2	R3564 x 120 -	4044
H.1	R4200 x 120 -	4560

(note): Grade H.9 shall be the Training Grade for an officer under training for appointment to a post grade H.7-4 or above).

E. Scale N (BASIC)

N.6	R552 x 42 – 636 x 48	-	828
N.5	R852 x 72 – 1212 (Bar); 1308 x 72	-	1668
N.4	R1770 x 108 - 2418; 2556		
N.3	R2556 x 108 - 2796	-	
N.2	R2832 x 120 - 3072		
N.1	R3444		

F. SCALE D (Basic)

D.6	R552 x 42	-	720
D.5	R762 x 48	-	1194
D.4	R1290 x 54	-	1506
D.3	R1614 x 60	-	1914
D.2	R1992 x 72	-	2352
D.1	R2340 x 84	-	2676 x 96–2964 x 120–3204

G. SCALE P (BASIC)

P.6	R516 x 36 -552 x 42 – 636 x 48 – 924; 966;1014
P.5	R948 x 48 -996 x 54 – 1212 x 60 – 1452 x 72 – 1524
P.4	R1644 x 84 -2064 x 9– 2448 x 108 – 2556 x 120 – 2796
P.3	R2964 x 120 - 3684; 3840 x 120 – 4080
P.2	R4200 x 120 - 4560
P.1	R4800 x 120 - 4980; 5160

