



DIRECTORATE: DIPLOMATIC IMMUNITIES AND PRIVILEGES (DIAP)

Service Delivery Charter

VISION

Provide effective State Protocol Services regarding Diplomatic Immunities and Privileges

MISSION

Committed to service excellence by applying Protocol expertise through consistent and systematic practice by adhering to the Diplomatic Immunities and Privileges Act, No 37 of 2001 as amended.

VALUES

- Respect
- Loyalty
- Dedication
- Equity
- Integrity
- Ubuntu
- Batho Pele

SERVICES

In terms of the Diplomatic Immunities and Privileges Act, 2001 (Act 37 of 2001):

Appointment of foreign Diplomatic Heads of Mission, Heads of Consular Posts and Honorary Consuls:

- Process requests for agrément for diplomatic Heads of Mission and requests for recognition for Heads of Consular Posts and Honorary Consuls

Diplomatic Accreditation:

- Accreditation of foreign diplomats in the Republic
- Regulation of introduced private domestic servants by diplomats
- Regulation of the employment of spouses of accredited diplomats

Diplomatic Privileges:

- The lease and purchase of diplomatic properties



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- Exemptions in respect of transfer duties and municipal rates and taxes on diplomatic properties
- Exemption from customs and excise duties on duty free imports and purchases
- Diplomatic Vehicle purchases, registrations and disposals
- Fuel Levy Rebates
- Liaison with SARS with regard to VAT refunds

Diplomatic Security:

- Liaison with SAPS on all issues relating to security of diplomatic missions and diplomats

Diplomatic Immunity and Disputes:

- Criminal cases
- Civil matters
- Labour disputes on behalf of the CCMA
- Diplomatic immunity issues

Note:

The above list of services rendered to the diplomatic community by DIAP represents our core activities but is not definitive. As DIAP is the first line of contact for the diplomatic community, we will endeavour to assist diplomatic missions with all enquiries by directing missions to the relevant authorities and contact persons.

In terms of the SA Diplomatic Passport Policy:

Diplomatic Passports:

- Issuance of SA diplomatic passports in accordance with the SA Diplomatic Passport Policy

Facilitation of visas for holders of South African Diplomatic and Official Passports:

- Procuring of visas for official travel abroad for all DIRCO officials
- Issuing of Notes Verbales to officials of other Departments for procuring visas
- Issuance of Courier Letters for officials carrying diplomatic pouches
- Issuance of To Whom It May Concern letters

Notes:

The Department of International Relations and Cooperation (DIRCO) does not have jurisdiction over the issuance of official and ordinary South African passports. The line Department is the Department of Home Affairs (DHA) and all enquiries should be directed to DHA.



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With regard to the procurement of visas, officials are required to comply with the requirements of a Foreign Mission for them to issue a visa for a diplomatic or official passport. It is important to note that DIAP is dependent on Foreign Missions for issuance of visas.

After a Note Verbale has been issued for an official from a Partner Department, the Partner Department will be required to take the visa applications and passports directly to the Foreign Missions.

DIAP is only mandated to facilitate visas for officials on diplomatic and official passports only. No Note Verbale may be issued for a private passport.

The schedule below provides our minimum operational standards (time frames) for the services rendered subject to compliance.

It should be noted that the time frames laid down are those based on existing conditions, and in many instances are governed by factors that are beyond our control. DIAP is committed to improvement on service delivery and the shortening of lead times for service delivery.

When it is not possible to meet the stated Service Delivery Standards due to factors beyond our control, we will explain to our clients the reasons therefore.

1. Diplomatic Immunities & Privileges	
Accreditation	
Issuance of Diplomatic Identity Documents	10 working days subject to compliance
Endorsement of the Substitution of the Temporary Residence Visa (TRV)	5 working days
Privileges - Properties	
Lease of properties	Approved within 10 working days (dependent on BU response)
Purchase of property non exempt	Approved within 15 working days (dependent on BU response) Ministerial submission and Minister's Minute for exemption submitted within 30 days



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	<p>Final approval dispatched within 24 hours</p> <p>Instruction to Metro for monthly property taxes upon registration</p>
Purchase of property with exemption	<p>Principle approval within 15 working days (dependent on BU response)</p> <p>Ministerial submission and Minister's Minute for exemption submitted within 30 days</p> <p>Final approval dispatched within 24 hours</p> <p>Instruction to Metro for monthly property taxes upon registration</p>
Customs Clearance Certificates for imports	Approved or rejected within 24 hours
Customs Clearance Certificates for purchases	Approved or rejected within 48 hours
Privileges - Vehicles	
Acquisition of vehicles	Approved within 5 to 10 working days
Allocation of diplomatic registration number	Issued within 5 to 10 working days
Requests for registration in the fuel levy scheme submitted to SARS	Within 5 to 10 working days
Fuel levy claims submitted to SARS	Within 5 to 10 working days
Disposal of vehicles	Disposal certificates issued within 5 to 10 working days
Security, Immunity disputes	
Liaise with Diplomatic Policing Unit (DPU)	24 hours



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Response to enquiries	72 hours
Confirmation of immunity status	72 hours
Response to criminal cases	72 hours
Response to civil matters	72 hours
Response to labour disputes	72 hours
Response to ad hoc immunity disputes	72 hours
Appointments of Heads of Mission, SA Diplomatic Passports and Visas	
South African Heads of Mission	Depends on receiving State
Foreign Heads of Mission	8 to 12 weeks, dependent on Partner Departments
Acting SA Heads of Mission	24 hours after receipt of request
SA Diplomatic Passports	Application sent to Dept. of Home Affairs within 24 hours of receipt 8 to 10 working days, dependent on DHA / GPW
DIRCO visas	Note Verbale done on receipt of request
Notes Verbales and To Whom It May Concern letters for all other Departments for visas for diplomatic and official passport holders	Note Verbale done on receipt of request
General	
Reception services to clients and the Directorate	Daily
Distribute and control incoming mail and faxes	Daily
Distribute and control outgoing mail	Daily



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The following are the minimum professional standards of the Directorate:

- All our customers are served in a professional, unbiased, polite, helpful and impartial manner
- All staff members dress appropriately and professionally
- We are punctual and committed to timely service
- We co-operate, share information and work as a team to maintain service standards set

- We execute our duties in a professional, competent and accountable manner
- We honour confidentiality of matters, documents and discussions
- All services rendered shall be communicated in English

When you call us, we will:

- Answer promptly and identify ourselves by name
- Listen attentively, be polite and courteous
- Direct your enquiry to the appropriate section/person
- You will not be subjected to unnecessary telephone referrals, with a maximum of three (referrals). The person will thereafter take down your details and get back to you.

When you write to us, we will:

- Acknowledge your letter within 72 working hours
- Update and inform you of progress until service has been delivered

When you visit us, we will:

- Give you a warm welcome and deal with your query/enquiry promptly
- Address you directly with respect
- Act in a friendly and helpful manner
- Explain the procedure involved and ensure your understanding of the process
- Provide access to people with disabilities
- Provide you with information and advice

Our performance against our standards

- We shall publish the results of our performance against our standards each year in the departmental Annual Report
- We shall be open and transparent about how our actual performance compares with our standards of service



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Service recipients have the right to all the Batho Pele principles, especially the following:

- Courteous behaviour
- Information
- Access
- Openness and Transparency

Compliments and Complaints:

We value and appreciate your feedback of our service on quality, timelines and responsiveness of our services. A client who may not be satisfied with a service / services rendered has a right to request the attention of the relevant manager. Compliments and complaints may be addressed to dejongl@dirco.gov.za. All complaints and suggestions will be addressed within 48 hours.

Clients Obligations:

Whilst every effort will be made to best assist the client in accordance with this service delivery charter, we do expect the following from the client in return:

- Compliance with relevant Acts, Regulations, Prescripts, Policies and Procedures
- Provision and completion of all necessary documentation as requested in original
- Civil and courteous treatment of staff at all times

Address:

State Protocol
Directorate: Diplomatic Immunities and Privileges (DIAP)
NE2B-G-224
O R Tambo Building
460 Soutpansberg Road
Rietondale
0084

Tel: +27 12 351 1000
Fax: +27 12 329 1691

Opening Hours to Diplomatic Corps and Partner Departments: 08h30 – 12h30 (Mondays to Fridays excluding Public Holidays). In case of emergencies after 12h30 an appointment should be made with the relevant official.



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Office Hours: 08h00 to 16h30 (Mondays to Fridays excluding Public Holidays)

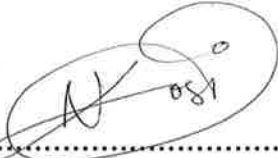
In case of an emergency after hours, the Department's Operations Room in Pretoria can be contacted at telephone number 012 351 1000.

Diplomatic Policing Unit (DPU) Emergency Numbers:

24 hour mobile number: 082 778 9656

24 hour control room numbers: 012 400 6590 / 012 400 6591

Alternate number: 012 400 6412



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Chief of State Protocol
Amb N N Losi-Tutu

Date: 18 May 2015