

PROGRAMME 3: PUBLIC DIPLOMACY AND PROTOCOL

AIM

To market South Africa's Foreign Policy Objectives, project a positive image of South Africa and Africa, and provide State Protocol services. Activities are organised into two sub-programmes:

PUBLIC DIPLOMACY: addresses media liaison, engagement with national stakeholders, and promotion of South Africa's policies and programmes at the international level.

PROTOCOL: responsible for incoming and outgoing state visits, intergovernmental and provincial protocol services, protocol ceremonial; managing Presidential and Diplomatic and guest houses; facilitating international conferences; and managing diplomatic immunities and privileges.

PROGRAMME POLICY DEVELOPMENTS

Public diplomacy

The scope of activities undertaken included the following:

- ensuring that South African marketing campaigns were properly co-ordinated as an inter-Departmental and national effort
- ensuring that Missions in strategic countries undertook major positioning initiatives influencing local and foreign media

reporting on South Africa

- improving relations and co-operation with business, civil society, media and the labour movement within the targeted period
- implementing a pro-active communications strategy within the Department for all international visits.

Protocol

- instituted a unified State Protocol for South Africa (all three tiers of Government) render State Protocol facilitation to Heads of Government, Heads of State and Foreign Ministers
- managed protocol ceremonial functions for Government
- managed international conferences hosted by the Government
- regulated the diplomatic corps accredited to Government in terms of the Diplomatic Immunities and-Privileges Act
- managed , issued and controlled SA diplomatic passports in terms of the SA Passports and Travel Documents Act as well as SA diplomatic and official visas in terms of the Aliens Control Act
- managed diplomatic immunities and privileges.

OUTPUT AND SERVICE DELIVERY TRENDS:

• PUBLIC DIPLOMACY

The Department plays an important role in the branding and imaging of South Africa abroad mostly through South African Missions. The Department serves as a link between other Government Departments, Civil Society, NGO's and other private institutions. The year under review witnessed an improved activity rate by the Department's communications arm. Activities undertaken covered the spheres of media liaison, internal/external communications, marketing, logistical support, web development, and information management and dissemination.

Keeping to the priority areas set by the International Relations, Peace and Security (IRPS) Cluster and in support of the efforts of the International Marketing Council (IMC), the Department increased its efforts during 2002/03 to project a positive image of South Africa abroad, whilst also continuing to take part in national efforts of the same nature. Our Missions abroad were a great platform

for the country's international exposure and they assisted in the dissemination of the Department's AU/NEPAD publications and the country's promotional materials during their various imaging and branding initiatives.

During the reporting period, the following activities were undertaken in order to promote and project a positive image of our country:

- Showcasing South African products, cuisine and fashion in Freedom Day Celebrations: Islamabad on 27 April 2002, Kuwait on 27 April 2002, Moscow from 10 to 14 June 2002, Budapest Youth day on 16 June 2002, Hong Kong, Japan in 2002, Kampala from 28 April to 2 May 2003, Amman on 22 May 2003, Accra on 25 May 2003, Kingston from 25 to 30 May 2003.
- The International Folklore Festival in Madrid, 15 July to 2 August 2002. A Zulu cultural dance group, 'Phakama Africa' represented South Africa during the event.
- The 'Soweto Dance Theatre' represented SA in the International Rabat Festival in Morocco, from 16 to 25 July 2002.



Delegates to the International Women's Federation Conference in Mexico City watching a video produced by the Department.

- The WSSD, from 17 August to 2 September 2002. The Department, together with other Government Departments, formed part of the South African Pavilion in Ubuntu village from 17 August to 2 September 2002. The stand was specifically designed to promote and showcase the Department's achievements as well as the major conferences co-ordinated since 1994, namely, UNCTAD, CHOGM, NAM, WCAR, and the launch of the AU and its program of action - NEPAD. During the event, the Department's stand won 'the Best Small Exhibition' award.

- The Lefkada International Festival in Greece, from 17 August to 2 September 2002. A Tsonga cultural group, 'Shivulane' represented South Africa during the event.
- Seminar on Violence on Television in Santiago, 22 August 2002. Mr Tebogo Mahlatse, producer of the popular television series, 'Yizo-Yizo' was identified as a suitable candidate to represent the South African Film Industry during the event. His series, 'Yizo-Yizo', is about violence and crime as experienced by school children in Soweto.
- The International Women's Forum (IWF), in Mexico City, 10 October 2002. The Department showcased the Minister's achievements by mounting an exhibition at the IWF Conference on "Women Who Make a Difference" held in Mexico City, Mexico. The Minister had won an award and was honored for her work and achievements.
- The International Exhibition of Children's Painting in Greece, 23 October 2002. Three paintings by SA children won awards in this competition. President Stephanopoulos of Greece, while on a State visit to South Africa, presented the

awards to the children at a ceremony held at SAHETI Greek school in Johannesburg on 1 November 2002. The Acting Director-General, Mr. AS Minty, delivered a speech at the ceremony.

- Gala by the African Ambassadors' Wives Group to Commemorate the Launch of the AU in Addis Ababa, 1 November 2002. The group of Ambassadors' wives was assisted by the Department to secure Ms Yvonne Chaka Chaka to perform at the event.
- 7th International Fair, in Pretoria, 2 November 2002. The Department's Junior Foreign Service Officers Committee (JFSOC) co-ordinated the 7th International Fair held at



Department's JFSOC co-ordinated the 7th International Fair held in Pretoria.

the grounds of the Union Buildings. Other participating stakeholders included the foreign Missions accredited to South Africa, the City of Tshwane, and a number of Corporate Sponsors. Funds totaling R50 000 were raised on the day and donated to earmarked charities at a function held at the State Theatre on 5 March 2003. As JFSOC no longer exists, and taking into account the Imaging and Branding spin-offs that this fair provides, the event will be taken over by the Department from 2003.

- Qatar Winter Festival, 23 January to 14 February 2003. The Department identified and co-ordinated a cultural troupe of seventy participants, comprising practitioners of traditional arts and culture, jazz players, reggae musicians, children's



Guests arriving at the Department's annual opening of Parliament function in honour of the Diplomatic Corps.

entertainers and ten crafters drawn from Provinces, to participate in the event. The event not only created an opportunity for South Africans to show their talents but also provided exports opportunities.

- The Opening of Parliament in Cape Town, 15 February 2003. The Minister hosted her annual opening of Parliament function in honour of the Diplomatic Corps, on 15 February 2003 at the Vergelegen Wine Estate in Cape Town. BMW was the event's major sponsor. Other sponsors included Anglo-American, KVV and Distell.
- Canberra Multicultural Festival, in Australia, from 7 to 16 February 2003. A Tsonga cultural dance group, 'The Bongos' participated in this event.

- Minister's Budget Vote Speech, in Cape Town, 25 March 2003. The Minister presented her budget in Parliament on the 25 March 2003. An exhibition focusing on the Department's work and achievements was also on display and publications were distributed to Members of Parliament. The Minister hosted a cocktail afterwards. An invitation was also extended to the South African Youth Ministerial Project (SAYMP) run by AGE Foundation, for four Youth Ministers of Foreign Affairs to attend the Minister's budget vote speech.

The Department also played an important role in facilitating and co-ordinating major international sporting events. The following events highlight this role:

- The FIFA World Cup 2002. The Department assisted the Missions in Korea and Japan, which were the host countries, with the logistical arrangements for hosting the SA Team in their countries of accreditation. The Department also assisted with putting up an exhibition stand that promoted South Africa, its jewellery and artefacts whose sales were phenomenal,

among the people who attended the World Cup.

- The International Cricket Council (ICC) Cricket World Cup 2003. The Acting Director General, Mr. AS Minty, hosted the ICC World Cup Breakfast Briefing by Dr Ali Bacher and his committee on 22 November 2002 at the Diplomatic Guesthouse, for the Heads of Mission of the participating countries. The Department showed its unfaltering support to the ICC by assisting with forwarding information and ICC promotional material to the participating countries through South Africa's Missions.

It is crucial to note that these activities were possible because of the assistance of the Department's fellow partners, such as the Department of Arts and Culture (DAC), Sports and Recreation South Africa (SRSA), the National Arts Council (NAC), the National Film and Video Foundation (NFVF), Business Partners, NGO's and the co-operation of civil society.

During the year under review, the Department ensured that the people are informed on the progress it has made in the execution

of its mandate through the production of the 2001/02 Annual Report – ‘Report-back to the people’. Furthermore, the Department made sure to exploit every opportunity to promote the country and popularise AU/NEPAD by participating and distributing informative AU/NEPAD promotional leaflets and booklets during national and international shows, exhibitions, fairs, as well as sports and culture related activities. In this regard, the Department, in collaboration with the Department of Arts, Culture, Science and Technology and the Film Resource Unit, facilitated South Africa’s participation in the following events:

- Lisbon Viana Do Castelo Book Fair, July 2002
- Alexandrina Bibliotheca International Book Fair, July - August 2002
- Ottawa Tourism writing and publishing Joint Function, September 2002
- Moscow International Book Exhibition/ Fair, September 2002
- Copenhagen Africa Day Celebrations, September 2002
- Hong Kong Cultural Promotion Function, October 2002
- Sao Paulo 26th Annual International Film Festival, October 2002
- New Delhi International Film Festival (IFFI 2002), October 2002
- Chilean International Book Fair, October - November 2002
- Port Louis Book Fair - International Day of African Writers, November 2002
- Hong Kong (Polytechnic University) Cultural Festival, September 2002
- Helsinki Matka 2003 Travel Fair, January 2003
- Berne Tourism Fair, January - February 2003
- Taipei International Book Exhibition, February 2003
- Budapest Tourism Exhibition, March 2003
- Hong Kong Film Festival and Children Book Fair, March 2003.

During the year under review, the Department also provided audiovisual and photographic coverage of the historic birth of the AU in Durban, South Africa, while also distributing AU/NEPAD promotional leaflets and booklets at the event. The audiovisual and photographic material produced from the event went on to

be utilised effectively in Departmental projects and by the public, but most importantly the Department managed to document and archive this continental milestone to the benefit of future generations.

Another audiovisual and photographic coverage of significance by the Department took place during the withdrawal of the Rwandan troops from the Democratic Republic of Congo and the subsequent implementation of the Rwanda Demolition and Reintegration Programme for the ex-combatants. The Programme's aim is to ensure a successful social and economic integration of all the demobilised ex-combatants into the communities. The audiovisual material produced during the coverage was utilised during news programmes on all 3 national SABC channels, including SABC Africa. This achievement marked a great milestone for the Department and has led to the development and consolidation of a very healthy relationship with the SABC with regard to sharing



Minister of Provincial and Local Government, Mr Sydney Mufamadi, played a key role during the DRC peace talks at Sun City.

video material.

The Department also made use of the great marketing platform provided by the hosting of WSSD, known as the 'Joburg Summit', to further popularise the AU and NEPAD through informative leaflets and booklets. This event, which was a well passed test of character for South Africa's ability to successfully host major international events, was also documented successfully, audio-visually and through photographs, in collaboration with

Government Communication and Information System (GCIS).

During the reporting period, the official outgoing visits by the Ministry of Foreign Affairs were also documented and produced into video programmes for different official Departmental events. These included Ministerial trips to the following countries:

- Rwanda, where Minister Nkosazana Dlamini Zuma signed a Joint Commission of Co-operation (JCC) with that country;

- Democratic Republic of Congo, where Minister Nkosazana Dlamini Zuma was invited to address the Foreign Diplomats and Civil Society on South Africa's Foreign Policy with regard to The Great Lakes; and
- Tripoli, where Minister Nkosazana Dlamini Zuma chaired the First Extraordinary Session of the Executive Council of the AU.

The Department also provided audio-visual and photographic coverage of official incoming and outgoing State Visits of the President/Deputy President, as well as Foreign Heads of State and Ministers. The commendable relationship that the Department has developed with the SABC has helped with the securing of video footage of our Principals' international outgoing official visits, especially when the Department could not afford to travel with the Principals. The footage has been used to complement the Department's video archives.

During the reporting period, the Media Liaison function remained the flagship of the Ministry and Department of Foreign Affairs. To this end, the Department was at the centre of communications in its ongoing efforts to promote a positive image of the country through

projection of activities of Ministry and Department in general, including those of the Presidency, at home and abroad.

In this regard, in 2002/03 the Department continued to organise media briefings, press conferences and timely dissemination of information to the media regarding state, official and working visits; Joint Commissions; bilateral meetings; as well as attendance of the Ministry and Presidency of important international functions. These were all done in support of the country's efforts to push back the frontiers of poverty and underdevelopment with a specific focus on South Africa, the African continent and countries of the South.

South Africa's leadership of the NAM, the AU and the Commonwealth also received positive coverage and thus enhanced the status of the country as a global player in international relations.

In this context, efforts by south Africa, acting in concert with regional and international organisations to bring about a peaceful resolution of conflicts, such as in Burundi and the Democratic Republic of Congo, received massive coverage both at home and

abroad and thus helped to create a positive image of the country as an honest broker in international affairs.

During the reporting period, the Department, working in conjunction with Government Communications (GCIS), was at the epicentre of communication of the launch of the AU and the UN World Summit on Sustainable Development (WSSD), held in Durban and Johannesburg respectively.

In this regard, the launch of the AU brought considerable media attention and coverage for both South Africa and the African continent. Furthermore, South Africa was portrayed as a country with world class infrastructure to host international events of such magnitudes.

During the year under review, the Department continued to provide a 24-hour support service to the staff, its foreign Missions,



Part of the media contingent covering developments during the WSSD.

the whole of government and the general public. In this regard, after-hours and during weekends the Department arranged flight clearances for incoming and outgoing planes from the Waterkloof Airbase. There was also an improvement in the scope and the areas of coverage of the daily news bulletins compiled

through the continuous monitoring of both the electronic and print media, including SAPA, Internet Sources and Reuters news agencies. The Department also provided the entire country and staff with regional reports based on inputs from South Africa's international information update.

During 2002/03, the Department continued with managing its own official Departmental web site; as well as the managing of electronic information and provision of library and archive services. The official Departmental web site, www.dfa.gov.za,

continued to grow further in both stature and capacity. The web site also continued to be a growing source of information on the activities of the Department and international events. On the other hand, the Department continued with maintenance of the AU web site (<http://www.au2002.gov.za>). This is meant to continue only for South Africa's hosting and chairing of the AU, unless there is an arrangement for the Department to continue with the maintenance work.

During the reporting period, the five Departmental Libraries replied to over 2 800 queries. In addition, 15 138 United Nations documents were received and filed. The Libraries were further involved in different marketing activities and orientation of new employees. During this period, the management of electronic information and provision of research information also continued. The Department is in the process of finalising the transfer of Storage and Information Retrieval System (STAIRS) from SITA to the Department. The system will provide the Department with valuable information on a variety of topics (classified as well as unclassified), dating back to the late 1970's.

• STATE PROTOCOL

The Department established capacity in 2000, in order to render service to the President and Deputy President, Foreign Heads of State/Government, Ministers, Premiers, Parliament, the NCOP, Provincial Legislatures, Local Governments, SA Foreign Missions, Foreign Ministers, Diplomatic Corps, Provincial Members of the Executive Committee (MECs), Local Governments, Kings, National House of Traditional Leaders, other foreign dignitaries, National Departments, parastatals, and the public more effectively. It is Headed by the Chief of State Protocol at Ambassadorial ranking, appointed by the President; a Deputy Chief of State Protocol, to oversee the areas of State Visits and Protocol Ceremonial, including the State Protocol Lounge at Johannesburg International Airport and Presidential and Diplomatic Guest Houses; Inter-Governmental and Provincial Protocol rendering State Protocol services to South Africa's second and third spheres of government when interacting internationally, and lastly the regularisation of the diplomatic corps accredited to South Africa.

A new section, Chief Directorate: Conferences was established and is responsible for organising and managing logistics for International Conferences and Summits on behalf of the Department (DFA).



The Chief of State Protocol, Ambassador Billy Modise, receiving Russia's Deputy Prime Minister Matviyenko at the Presidential guesthouse in Pretoria.

Protocol State Visits and Ceremonial

In the past financial year, the Department managed logistics for a total of 66 International Presidential outgoing visits; 40 for the President and 24 for the Deputy President, 2 for the First Lady Mrs Zanele Mbeki, and 88 incoming visits. Incoming visits included those by Foreign and Deputy Foreign Ministers.

The Department also co-ordinated and managed 82 ceremonial functions, e.g. dinners, banquets, receptions, credentials and signing ceremonies, as well as protocol assistance at bilaterals,

summits and conferences, among others. 39 Heads of diplomatic missions were accredited to South Africa as well as 32 Heads of consular posts. 51 South African Heads of diplomatic missions were accredited as well as nine South African Heads of consular posts. One South African Head was appointed to a multilateral organisation and seven foreign

Heads of international organisations to South Africa. A total of approximately 10122 dignitaries were facilitated through the State Protocol Lounge at the Johannesburg International Airport. These included Foreign Heads of State/Government, Ministers, members of the Diplomatic Corps and other dignitaries.

The Department facilitated and co-ordinated functions at the Diplomatic and Presidential Guesthouses. In the past financial year, 18761 guests were attended to at both guesthouses

Diplomatic Immunities and Privileges

At the close of the reporting period, the diplomatic community in South Africa consisted of 8 462 members, which included diplomats, consular, administration and technical staff and their dependents.

A total of 629 diplomatic, 145 consular and 535 administrative requests for identity certificates were processed.

A total of 32 diplomatic, 9 consular and 69 administrative requests for the expansion of staff establishments were processed.

Approximately 5 000 official and privately owned vehicles belonging to the diplomatic community in South Africa are registered with the Department.



The Department continued to facilitate travel documents for diplomatic and official passport holders nationally.

Missions are exempted from transfer duties and municipal rates in respect of properties for offices and residences for Heads of Mission. During 2002/03, the Department paid R7,3 million to local authorities in respect of diplomatic property taxes and R44 million in terms of VAT refunds.

The Department continued to facilitate travel documents for diplomatic and official passport holders nationally. Approximately 2586 Diplomatic passports were

issued in 2002/03 and 6545 visas were requested from foreign missions in South Africa in respect of South African diplomatic and official passport holders.

16 Training sessions on the handling of diplomats were provided to stakeholders.

Inter-governmental and Provincial Protocol

The Department is responsible for the provision of training in protocol and etiquette to relevant Council members and officials of the second and third sphere of Government. It also co-ordinates international activities of Provincial and Local Governments. In the past year, it conducted 37 workshops and co-ordinated 95 visits by the second and third sphere of Government. In addition, the Department co-ordinated a total of eight twinning agreements.

Conferences/Summits

During 2002/03, the Department managed the logistical arrangements for the following:

- NAM Ministerial meeting in April/May 2002 in Durban
- African Union Summit in Durban in August/September 2002
- NAM Ministerial meeting in Arabella Estate, Hermanus in December 2002
- African Union Officials/Ministerial meeting: Randburg. February 2003
- Inter-Congolese Signing Ceremony: Sun City February 2003.

SPECIAL PROJECTS

State Protocol Lounge

During the past year, Phase 1 of the revamping of State Protocol Lounge at the Johannesburg International Airport was completed.

Transfer of Presidential Households to the Presidency

Presidential Households was transferred to the Presidency. The transfer was implemented based on the Task Team Report consisting of relevant Departments.

Policies and Procedures

The Departmental Management Committee approved the following policies:

- Management of Note Verbales;
- Usage of State Protocol Lounge;
- Diplomatic and Official Visa Policy; as well as
- Diplomatic and Official Passports.

PROGRAMME 4: FOREIGN PROPERTIES

AIM

To provide secure, economic, representative housing and office accommodation to all staff members abroad (including partner Departments), and maintenance of immovable properties abroad.

Priorities are determined according to a needs analysis, which takes into account local property market, political stability, environmental factors and South Africa's foreign policy objectives.

Activities are organised into three sub-programmes:

- Procurement and Construction of State owned property
- Maintenance and Refurbishment
- Disposals.

PROGRAMME POLICY DEVELOPMENTS

The following scope of activities were undertaken:

- The adoption of the Foreign Properties Bill, which will establish a revolving capital fund to enable the Department to manage and restructure its foreign property portfolio
- The establishment of a database of all state owned and rented properties abroad and continued maintenance of Asset and Lease register
- The maintenance and execution of a 20 year procurement programme for fixed properties abroad
- The maintenance and execution of maintenance programme to

manage and protect the properties

- The development and implementation of suitable and affordable norms with regard to accommodation to South African representation abroad
- The conducting of a research for alternative means to procure fixed properties abroad such as Private Public Partnerships and assets swaps with other foreign countries with Missions in South Africa.

OUTPUTS AND SERVICE DELIVERY TRENDS:

During the year under review, the Department continued with the building projects in Kinshasa and started construction of the Chancery project in Berlin. These projects as well as their entire budgets were inherited from the Department of Public Works when the property function was transferred to the Department of Foreign Affairs. The sites in Berlin were officially handed over for development in April 2002, where construction works have begun. The Berlin building project is scheduled for completion in

July 2003 while the Kinshasa project is scheduled for completion in June 2003. The required funds for the completion of these projects have accordingly been budgeted for.

The Department has embarked on a systematic program for the acquisition of professionally evaluated maintenance reports on all state-owned properties abroad. 80% of all state owned properties abroad have been completed and the commissioning of evaluations for the remainder of the properties have been scheduled for the next financial year. These evaluations form part of the Department's short, medium and long term maintenance planning and program. Currently the Department has a maintenance backlog of 40% of its State-owned properties abroad. Since immediate attention is given to all required emergency repairs, the existing maintenance backlog refers to general required upgrading and repairs. The maintenance backlog has been addressed in both the medium term expenditure frameworks as well as the Departments long term expenditure planning program.

Generally the maintenance of the Department's assets abroad is in a fair condition with a few properties requiring urgent

attention. These properties have been specifically addressed in the Department's MTEF budget.

During the year under review, the Department undertook major maintenance/structural works to official residences in Paris, Tel Aviv, Copenhagen, London, Brussels, Buenos Aires and The Hague. Maintenance/structural works for chanceries were addressed in The Hague, Buenos Aires and Harare, while other housing received maintenance attention in Lilongwe and Maputo.

The asset holdings of the Department remained constant, with the exception of the sale of a property in Paris. The former Bophuthatswana Official Residence was sold for an amount of FF. 21 million.

Projects to be carried over from the 2002/03 financial year include the Berlin and Kinshasa building projects. During

the 2003/04 financial year continuing major maintenance/refurbishment will also take place in Rome, Copenhagen and Windhoek for which the necessary funds have been allocated. The Department has planned for new buildings and refurbishment projects for the next MTEF period. However the implementation will depend on receiving the required funding.

With regards to the process of the tendering of projects, the Department is investigating the initiation of PPP projects abroad and asset swaps.

Through the Department's medium and long-term forecast, financial planning has been ensured for the proper maintenance of all state owned assets falling under the jurisdiction of the Department abroad. Financial provision has been made for all committed and planned projects for the 2003/04 financial year.

PROGRAMME 5: AUXILIARY SERVICES

AIM

Provide for the payment of international organisations and render a support service to all officials on transfer abroad. The activities are organised into the following sub-programmes:

International Organisations: *payment of membership fees, as well as contributions to international organisations.*

Administrative Support: *provides assistance to staff in relation to transfer related matters (Hotel accommodation, Small airfreight, In-and export privileges, storage facilities) as well for medical support.*

PROGRAMME POLICY DEVELOPMENTS

- continued payment of membership fees to various international institutions in which South Africa is a member
- met the transfer objectives and requirements of the Department through assisting transferred officials both coming in or out
- conducted research for a possible Medical Aid for transferred officials abroad.

OUTPUTS AND SERVICE DELIVERY TRENDS:

Transfer Payments

Transfer payments primarily arise from obligations undertaken by South Africa at international, regional and sub-regional multilateral levels. The payments, which are made by the Department of Foreign Affairs, generally take the form of:

- Membership dues to organisations such as the United Nations (UN), the Organisation of African Unity (OAU), the Southern African Development Community (SADC), the

Commonwealth, etc.

- Contributions to peacekeeping operations of the United Nations.
- Meetings of States (parties to international treaties) of which South Africa is a member, and in which South Africa has participated.
- Voluntary pledges that South Africa has made to international organisations for the purpose of humanitarian assistance, technical assistance, etc.

During the year under review, the Department has transferred a total amount of R310 813 Million to various organisations and institutions as reported in note 9. of the Financial Statements.

Transfer programme

The Sub-directorate: Transfer Assistance facilitates the relocation

of Foreign Affairs' and staff of certain partner Departments to, from and between overseas missions.

For the year 2002/2003 a total of 190 officials were transferred to missions whilst 167 were transferred from missions back to Head Office.

Medical benefits

The Department offers medical benefits to employees abroad according to Resolution no. 11 of 2000 which makes provision for the continuation of Part II of Chapter D.IX of the former Public Service Staff Code. During the year under review, the Department conducted an independent investigation with regard to medical services abroad. The Department's findings were submitted to the Department of Public Service Administration (DPSA) with the view of incorporating the findings into the DPSA's investigation report for a new medical policy for government employees.