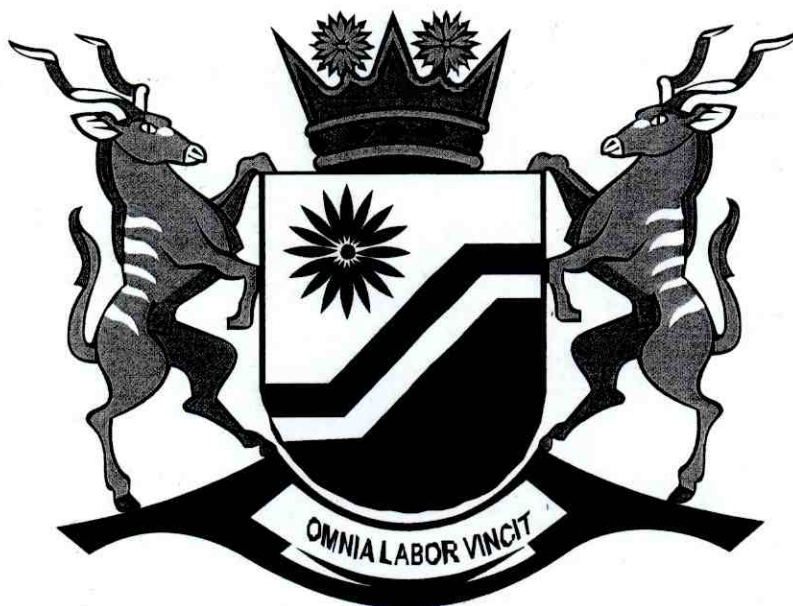


# Mpumalanga Provincial Government



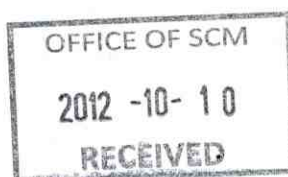
## Department of Public, Works Roads and Transport

### TELEPHONE AND CELLPHONE POLICY

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Revision Date:.....None  
Issue: .....1.0  
Responsible Section.....Supply Chain Management  
Approval Date.....

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## **ABBREVIATIONS**

<b>CFO</b>	Chief Financial Officer
<b>COO</b>	Chief Operations Officer
<b>DDG</b>	Deputy Director-General
<b>HOD</b>	Head of the Department
<b>MEC</b>	Member of the Executive Council
<b>PA</b>	Personal Assistant
<b>PIN</b>	Personalized Identification Number
<b>RSA</b>	Republic of South Africa
<b>SGM</b>	Senior General Manager
<b>SM</b>	Senior Manager
<b>VIP</b>	Very Important Person

## **DEFINITIONS**

<b>Official calls</b>	Call made in the performance of duties or functions to beneficial to the Department
<b>Cell phone</b>	A mobile telephone operated through a cellular radio network
<b>Department</b>	Department of Public Works, Roads and Transport
<b>Official</b>	An employee of the Department of Public Works, Roads and Transport
<b>Pin-code</b>	Secret number used to unlock the telephone
<b>Soft locking</b>	Preventing usage after exceeding of set limit
<b>Telephone barring</b>	An electronic system that limits officials to access only Provincial and National telephone lines
<b>Voicemail System</b>	An electronic communications system that stores digitized recordings of telephone messages for later playback.



## **1. INTRODUCTION**

The Department of Public Works, Roads and Transport intends to promote the proper usage of the telephones and cellphones in the Department. This is mainly to provide roles and responsibilities to officials whose nature of work requires that they perform certain functions or duties. Telephones and cellphones are communication tools used to facilitate service delivery as well as to maintain a good relationship with internal and external stakeholders.

The policy addresses control measures in terms of the use of the office telephones and private cellphones for official purposes. It set out the criteria on how the Department shall regulate the usage that are confined to resources and determine compensation with regards to the use of private cellphones.

## **2. OBJECTIVE**

- 2.1 To regulate the usage of office telephones and private cellphones for official purposes;
- 2.2 To promote an effective, efficient and accountable utilization of the phones;
- 2.3 To ensure efficient and accountable allocation of cell allowances;

## **3. REGULATORY FRAMEWORK**

- 4.1 Public Finance Management Act (PFMA), Act No.1 of 1999
- 4.2 Treasury Regulations, March 2005
- 4.3 Public Service Regulations, 2001
- 4.4 Departmental Policy on Procurement of Goods and Services

## **4. SCOPE OF APPLICABILITY**

This policy shall be applicable to all officials in the Department of Public Works, Road and Transport.



## **5. POLICY STATEMENT**

### **5.1 Telephone (Landline)**

#### **5.1.1 Access to Telephone**

- 5.1.1.1 All officials of the department shall be provided with access to telephone facility for business purpose upon completion of the relevant application form.
- 5.1.1.2 Every official shall be allocated a dedicated PIN code to lock and unlock the telephone.
- 5.1.1.4 Any telephone call made from any extension by means of an official's dedicated PIN code shall be deemed to have been made by that particular official
- 5.1.1.5 It is the sole responsibility of every official to ensure that his/her PIN code is not abused.
- 5.1.1.6 Officials shall not disclose or avail their PIN codes to other officials for use.

#### **5.1.2 Telephone Access Barring System**

- 5.1.2.1 Telephone access shall be barred as per the following distinctions:

##### **Unlimited Access:**

- 5.1.2.1 MEC
- 5.1.2.2 HOD
- 5.1.2.3 COO
- 5.1.2.4 DDG's
- 5.1.2.5 CFO
- 5.1.2.6 SM - MEC's office
- 5.1.2.7 Manager / PA to the HOD



**National Access:**

All Departmental officials not covered under the above-mentioned unlimited access.

- 5.1.2.2 Every official who is required to make an international business call for which he/she does not have access shall obtain approval from the HOD to make the said telephone call.
- 5.1.2.3 A telephone call referred to in paragraph 5.1.2.2 above, shall be arranged through the general manager - property and facilities.
- 5.1.2.4 Officials shall use telephones with description and restrict private telephone calls to the minimum to avoid misuse.
- 5.1.2.5 A soft locking system shall be implemented as a control measure to ensure proper management of telephones by all officials.
- 5.1.2.6 Officials sharing an extension shall be provided with different PIN codes to facilitate the identification of the person making a call from that extension.
- 5.1.2.7 Any call made through the official's PIN code, shall be deemed made by that particular official. It is therefore, the official's sole responsibility to ensure that his/her telephone PIN code is kept confidential.
- 5.1.2.8 An official who is on an approved official duty outside the borders of RSA shall upon return, claim a reimbursement for official international calls while on such duty.
- 5.1.2.9 No telephone calls shall be made from any fax machine within the department.
- 5.1.2.10 The Department shall use a call barring system as a means to control and limit access to the telephone and cellphone for official use. (See Annexure A)



### **5.1.3 Telephone Reports**

- 5.1.3.1 The manager – facilities management shall retrieve the telephone printouts from the system as and when required, and distribute such printouts to the various responsibility managers within seven working days upon receipt.
- 5.1.3.2 Every official is required to account for any telephone call made by means of his/her PIN code whether official /private.

### **5.1.4 The voice mail system**

- 5.1.4.1 All telephones shall be linked to a department voicemail system.
- 5.1.4.2 The voicemail system shall be activated at all time when an official is not available to take calls otherwise the call shall be diverted.
- 5.1.4.3 A voice message left on the official's voice mail shall be regarded as having reached its intended destination. It is the official's responsibility to ensure that the message reaches him/her and actions it accordingly.
- 5.1.4.4 A voice message left on the official's voice mail shall be regarded as official and shall be accessed by the department without seeking permission from the official concerned.
- 5.1.4.5 A maximum limit of 20 messages is allowed per voicemail at any given one time.
- 5.1.4.6 When this is deemed appropriate by the system administrator, when doing maintenance, the system administrator shall delete voice messages not complying with paragraph 5.1.4.5 above.
- 5.1.4.7 The departmental voicemail system has the capability to be accessed remotely. Officials shall be advised to use this facility when they are out of the office for a period exceeding 3 working days.
- 5.1.4.8 Voicemail messages are not backed up. Lost messages are not recoverable by any means.



## **5.1.6 Increase of Telephone Limits**

5.1.6.1 Where an official is of the view that the approved limit is not sufficient for him/her to perform his/her official work effectively and efficiently the following shall be done:

5.1.6.1.1 Apply for increase of limits through the responsibility manager;

5.1.6.1.2 Submit a signed application to the finance committee for final approval or recommendation to the HOD depending on the delegations.

## **5.2 Cellphone (Including 3G) Allowance**

### **5.2.1 Who Qualifies for a Cellphone Allowance?**

5.2.1.1 An official whose nature of work requires that she/he should be available at all times and be in constant contact with the Department (Office).

5.2.1.2 An official shall submit an application including a motivation why he/she should be provided with a cellphone to the finance committee via his/her supervisor for consideration.

5.2.1.3 Applications for cellphone allowance shall be recommended by both the responsibility manager and the relevant general manager.

5.2.1.4 The program / directorate / section shall have adequate budget allocated for such purpose

### **5.2.2 Cellphone Contracts**

#### **5.2.2.1 Departmental Mandatory Contracts**

5.2.2.1.1 Supply chain management shall arrange cellphone contracts for the following:

5.2.2.1.1.1 MEC

5.2.2.1.1.2 HOD

5.2.2.1.1.3 DDG's

5.2.2.1.2 In the event the MEC or an official listed above is transferred to another Government Department, the contract shall be duly transferred to the relevant Department.

5.2.2.1.3 In the event of resignation of an official, the official shall either settle the cellphone contract and keep the instrument or return the instrument including the simcard. In the event the official decides to keep the instrument, that contract shall be transferred to his/her name.

### **5.2.3 Duty Cellphone / Pool Phones Contracts**

5.2.3.1 Under exceptional circumstances where the nature of an official's duties necessitates it and the official does not qualify to arrange own contract due to blacklisting, such an official shall be issued with a departmental cellphone

5.2.3.2 Under this scheme /arrangement, the cellphone instrument belongs to the department and not the official.

5.2.3.3 For an official to qualify for this contract, he/she shall submit an application including documentary proof for approval by the HOD through the finance committee.

5.2.3.4 At the end of each contract period, the relevant official shall return the cellphone instrument to supply chain management section, failing which the official shall be expected to pay for the instrument

5.2.3.4 The Department shall not insure cellphone instrument, and any lost instrument shall be replaced by the official at own cost.

### **5.2.4 Individual Cellphone Contracts**

5.2.4.1 Officials who qualify for cellphone allowance shall arrange their own cellphone contracts with their preferred service providers in terms of the approved limits. (See Annexure A)

5.2.4.2 Every official shall be responsible for all payments due and that the applicable amount as per the limit shall be recovered back from the Department monthly.



5.2.4.3 Any amount in excess of the approved limit shall be the responsibility of the official concerned.

5.2.4.4 The actual cost incurred up to the approved maximum limit, shall be reimbursed on monthly basis upon a submission of duly signed claim.

#### **5.2.5 Increase of Cellphone Limits**

5.2.5.1 Where an official is of the view that the approved limit is not sufficient for him/her to perform his/her official work effectively and efficiently the following shall be done:

5.2.5.1.1 Apply for increase of limits through the responsibility manager;

5.2.5.1.2 Submit a duly signed application to the finance committee for final approval or recommendation to the HOD depending on the delegations.

### **6. ROLES AND RESPONSIBILITIES**

6.1 The HOD is accountable for this policy and should ensure adherence thereto.

6.2 The Chief Financial Officer is accountable for the implementation and enforcement of the policy.

6.3 The Senior Manager: Supply Chain Management is responsible for the implementation and enforcement of the policy.

6.4 The facility management section shall manage the departmental telephone system.

6.5 All officials in the department shall be aware of this policy and properly execute their duties in line with the implementation of the policy.

6.6 All officials shall ensure that through the facility management they are capacitated to make maximum use of the telephone system in the Department to facilitate performance.



## **7. MONITORING AND EVALUATION**

The Supply Chain Management shall monitor and evaluate the implementation of the policy.

## **8. POLICY REVIEW**

"The policy shall be reviewed to factor in changes in legal frameworks, organizational development, political and economical trends, and envisaged outputs by the Medium Term Expenditure Framework as well as outcomes of monitoring and evaluation."

## **9. APPROVAL**

  
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**KM MOHASEDI**  
**HEAD OF DEPARTMENT**

**DATE:** 2012/10/5

**ANNEXURE A**

<b>RANK</b>	<b>OFFICE TELEPHONE (LANDLINE)</b>	<b>CELLPHONE INCLUSIVE OF 3G AND INSURANCE</b>
<b>MEC'S OFFICE</b>		
MEC	Unlimited	Unlimited
Senior Manager	Unlimited	R 2,000.00
Managers	R 1,200.00	R 1,000.00
Receptionist	R 300.00	R 0.00
Driver /Messenger	R 300.00	R 800.00
Registry Clerk	R 300.00	R 0.00
VIP Protection	R 300.00	R 800.00
<b>HOD'S OFFICE</b>		
HOD	Unlimited	R 3,000.00
COO	Unlimited	R 2,000.00
Manager / PA	Unlimited	R 1,000.00
Secretary / Assistant Manager	R 1,000.00	R 500.00
<b>OTHER OFFICIALS</b>		
DDG's	Unlimited	R 2,500.00
CFO	Unlimited	R 2,000.00
General Managers	R 1 200.00	R 2,000.00
Senior Managers	R 1 000.00	R 1,500.00
Managers or Equivalent	R 800.00	R 800.00
Assistant Managers or Equivalent	R 500.00	R 350.00
SCM Practitioners (Demand & Acquisition )	R 1,000.00	R 0.00



Communication Officers	R 500.00	R 300.00
HR Practitioners	R 500.00	R 0.00
Secretaries (PA's to Senior Managers)	R 500.00	R 300.00
Others (Depending on the nature of the work)	R 300.00	R 300.00

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