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MPUMALANGA PROVINCIAL GOVERNMENT

Department of Public Works, Roads and Transport

POLICY ON MANAGEMENT OF LANDLINE AND MOBILE COMMUNICATION

Issue:3.0
Responsible Section.....Supply Chain Management
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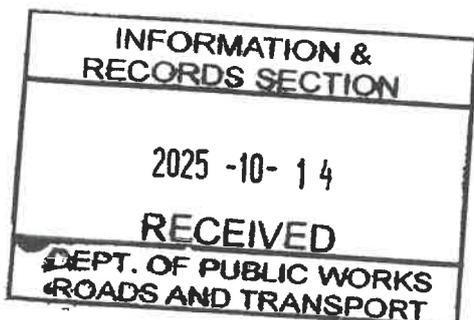


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ABBREVIATIONS

CD	Chief Director
CFO	Chief Financial Officer
DDG	Deputy Director-General
MEC	Member of the Executive Council
PA	Personal Assistant
PFMA	Public Finance Management Act, 1999 (Act No. 1 of 1999)
PIN	Personalized Identification Number
RSA	Republic of South Africa
VIP	Very Important Person



DEFINITIONS

Accounting Officer	Means	A person appointed as defined in the Public Finance Management Act, 1999 (Act No.1 of 1999);
Cell Phone	Means	A mobile telephone operated through a cellular radio network;
Department	Means	Department of Public Works, Roads and Transport;
Official	Means	An employee of the Department of Public Works, Roads and Transport;
Official Calls	Means	Call made in the performance of duties or functions to be beneficial to the Department;
Pin-Code	Means	Secret number used to lock and unlock the telephone;
Soft Locking	Means	Preventing usage after exceeding of set limit;
Telephone Barring	Means	An electronic system that limits officials to access only Provincial and National telephone lines; and
Voicemail System	Means	An electronic communications system that stores digitized recordings of telephone messages for later playback.



1. INTRODUCTION

The Department of Public Works, Roads and Transport aims to ensure the appropriate use of landline and mobile telephones within the institution. This provides for the roles and responsibilities of officials whose duties necessitate communication through these channels. Landline and mobile telephones are essential tools for service delivery and play a crucial role in maintaining effective relationships with both internal and external stakeholders.

The policy establishes control measures for the use of the office landline and mobile telephones for official purposes. It outlines the criteria governing their usage within the Department's resource constraints and set guidelines for compensating employees who use private cellphones for work related matters.

2. OBJECTIVE

The objectives of the policy is to:

- 2.1 Provide regulations and guidance on the usage of landline and mobile telephones communications systems for official purposes;
- 2.2 Promote an effective, efficient and accountable utilization of the phones; and
- 2.3 Ensure the responsible and transparent allocation of mobile phone allowances.

3. REGULATORY FRAMEWORK

- 3.1 Public Finance Management Act, 1999 (Act No.1 of 1999) (PFMA);
- 3.2 Treasury Regulations, March 2005; and
- 3.3 Public Service Regulations, 2016.

4. SCOPE OF APPLICABILITY

This policy is applicable to all officials in the Department.

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5. POLICY STATEMENT

5.1 Landline Telephone

5.1.1 Access to Landline Telephone

- 5.1.1.1 All officials of the Department shall be provided with access to the landline 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 landline telephone;
- 5.1.1.3 Any landline 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 the PIN code is not abused; and
- 5.1.1.6 Officials shall not disclose or avail their PIN codes to other officials for use.

5.1.2 Landline Telephone Access Barring System

- 5.1.2.1 Landline telephone access shall be restricted based on the following criteria:

National Access: This applies to all Departmental officials who are not included in the previously mentioned category of unlimited access.

- 5.1.2.2 Any official who is required to make an international business call but does not have the necessary access shall obtain approval from the Accounting Officer to make the said landline telephone call;
- 5.1.2.3 A landline telephone call referred to in paragraph 5.1.2.2 above, shall be arranged through the Chief Director – Immovable Asset Management;
- 5.1.2.4 Officials shall use landline telephones with proper identification and limit personal calls to a minimum to prevent misuse;
- 5.1.2.5 A soft locking system shall be introduced as a control mechanism to ensure the efficient management of landline telephones by all officials;
- 5.1.2.6 Any call made using an official's PIN code will be considered as originating from that specific official. Therefore, it is the official's sole responsibility to keep their landline telephone PIN code confidential;

5.1.2.7 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; and

5.1.2.8 The Department shall use a call barring system as a means to control and limit access to the telephone and cellphone for official use.

5.1.3 Telephone Reports

5.1.3.1 The Deputy Director – Facilities Management shall retrieve the landline telephone printouts from the system as and when required, and distribute such printouts to the various responsibility managers within seven working days upon receipt; and

5.1.3.2 Every official is required to account for any landline telephone call made by means of the PIN code whether official /private.

5.1.4 The Voicemail System

5.1.4.1 All landline telephones will be integrated into the Department's 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 an official's voicemail will be considered successfully delivered to its intended recipient. It is the official's responsibility to retrieve and act upon the message accordingly;

5.1.4.4 A voice message left on the official's voicemail shall be regarded as official and if necessary, 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; and

5.1.4.8 Voicemail messages are not backed up. Lost messages are not recoverable by any means.

5.1.6 Increase of Landline 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 relevant Chief Director manage; and
 - 5.1.6.1.2 Submit a signed application to the Finance Committee for final approval or recommendation to the Accounting Officer depending on the delegations.

5.2 Enterprise Voice and Data Bundle

5.2.1 Eligibility for a Mobile Telephone Contract

- 5.2.1.1 An official whose duties require them to be constantly available and in continuous communication with the Department (Office);
- 5.2.1.2 An official shall submit an application, including a motivation why they should be provided with a mobile telephone contract, to the Finance Committee through the supervisor for consideration;
- 5.2.1.3 Applications for a mobile telephone contract shall be recommended by both the responsibility manager and the relevant Chief Director; and
- 5.2.1.4 The program/directorate/section shall have adequate budget allocated for such purpose.

5.2.2 Mobile Telephone Contracts and Data Bundle

- 5.2.2.1 Supply Chain Management shall arrange cellphone contracts for specific officials within the Department who qualify (i.e. MEC & VIP Protectors); and
- 5.2.2.2 Officials who qualify for data bundles shall be provided with dongles for usage in their lap tops when they are outside the office;

6. ROLES AND RESPONSIBILITIES

6.1. The Accounting Officer shall be responsible for the effective and efficient implementation of this policy as part of internal control within the Department.

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

7. MONITORING AND EVALUATION

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

8. POLICY REVIEW

This policy shall be reviewed every three (3) years or as and when there is a need to factor in changes in legal framework as well as economic trends.

9. DEVIATIONS

Any deviation from this policy shall be subject to the approval of the Accounting Officer.

10. IMPLEMENTATION DATE

This policy shall come into effect from the date of approval by the Accounting Officer.

11. APPROVED



MR MC MOROLO

HEAD: PUBLIC WORKS, ROADS AND TRANSPORT

DATE : 08/10/2025

ANNEXURE A

RANK	OFFICE TELEPHONE (LANDLINE)	MAXIMUM VOICE AND DATA BUNDLE
MEC'S OFFICE		
MEC	R 2 000.00	Unlimited
Director	R 1 000.00	R 2 300.00
Deputy Director	R 800.00	R 1 150.00
Receptionist	R 300.00	R 0.0
Driver / Messenger	R 300.00	R 920.00
Registry Clerk	R 300.00	R 0.0
VIP Protection	R 300.00	R 920.00
HOD'S OFFICE		
HOD	R 2 500.00	Unlimited
Director	R 1 000.00	R 2 300.00
Deputy Director / PA	R 800.00	R 1 150.00
Secretary / Assistant Director	R 500.00	R 690.00
OTHER OFFICIALS		
Deputy Director General	R 1 500.00	R 2 875.00
Chief Financial Officer	R 1 500.00	R 2 300.00
Chief Directors	R 1 200.00	R 2 070.00
Directors	R 1 000.00	R 1 955.00
Deputy Director or Equivalent	R 800.00	R 1 150.00
Assistant Director or Equivalent	R 500.00	R 690.00
Others (Level 3-8, depending on the nature of the work) including Secretaries	R 500.00	R 575.00

