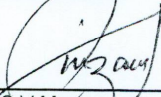


**POLICY ON DEPARTMENTAL
TELEPHONES**

DEPARTMENT OF SOCIAL DEVELOPMENT

EASTERN CAPE PROVINCE

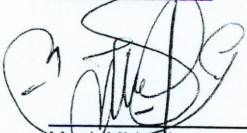
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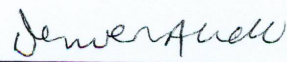
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TELEPHONE (TELKOM LINES)

1. BUSINESS CALLS

- 1.1 Telephones are provided with the intention of allowing employees to communicate with their internal and external customers on business related matters.
- 1.2 It is however difficult to allocate a specific amount per employee for business calls as each employee's job function dictates the number and duration of calls that have to be made. It is recommended that this be managed by each Responsibility Manager in terms of the adopted policy.

2. PRIVATE CALLS

- 2.1 Whilst it is acceptable that the telephones are used occasionally for urgent private calls, thus usage should be regarded as a privilege and not as a perk.
- 2.2 Ideally, all private calls should be paid for by the responsible employee. However the cost of implementing such a control whereby each and every call is checked and charged on a monthly basis far outweighs the benefit of such control. The Responsibility Managers should monitor the excessive abuse of telephones in making private calls. Telephone reports/bills should be sent to the Responsibility Managers on a monthly basis detailing telephone use or misuse and be discussed with the users.

3. ACCESS ON TELEPHONE USAGE INTERNATIONALLY, NATIONALLY AND PROVINCIAL

The departmental protocol is derived from Provincial Treasury Circular No 11 of 2004 dated 1st of November 2004 "Building Fiscal Discipline for Better Service Delivery" and as well as Circular Number 9 of 2005 on Cell Phone Relaxation.

- 3.1 International access has been made available to the Executive Management Personnel (from Superintendent General and MEC).
- 3.2 National access has been made available to Senior Management; Middle Management and Assistant Directors, (but limited to R750.00 per month).
- 3.3 Provincial and Local access has been made available to all officials below level 9, but limited to R350.00 per month. Officials are encouraged to use Landline numbers than cell phone when making calls. This measure do not restrict officials from making official calls where they do not have access (e.g. national access) but should a need arise, they should ask permission to use telephone from their

Assistant Managers or higher. It is the duty of the supervisor to establish the necessity of the call before allowing for the call to be made and if private, it must be recorded as such so that the caller pays for the call when the account is received. The register for all calls will be maintained and will record the date, name, telephone number and the each call made.

- 3.4 Officials who have no access to national lines and cell phone can submit their application with clear motivation and properly defined monitoring mechanism supported by immediate supervisor and recommended by the Program Manager to the Chief Financial Officer for consideration and an approval.

CELLULAR PHONE

4. PURPOSE

- 4.1 The provision of a cellular phone in the department is a work facility given to departmental employees regardless of rank or occupation, to execute official business and shall not be regarded as a right. This policy provides a framework for the provision and management of the utilization of cellular phones for business / official purpose to employees in the department.

5. OBJECTIVE

- 5.1 The aim of this protocol is to enhance communication within the department as well as to ensure that the process of allocating cellular phones is properly regulated, fair and aligned to organisational policies.

6. LEGAL AND REGULATORY FRAMEWORK

- 6.1 Chapter 8 of the National Treasury Regulations
6.2 DPSA Guidelines on official utilisation of Cell phones in the public service as conveyed in a circular minute numbered E1/2/1 dated 28 June 2002

7. BUDGET

- 7.1 All programme managers shall have the responsibility to ensure that expenses arising from the utilisation of cellular phones are budgeted for through the Medium Term Expenditure Framework (MTEF).
7.2 All programme managers must endeavour by all means to ensure that the costs of the utilisation of cell phones for official business are kept to a bare minimum.

8. QUALIFICATION REQUIREMENTS

- 8.1 The qualification for the utilization of cellular phone for official business by officials of the department shall be determined on the basis of the job

requirement that requires frequent contact with the office whilst an official or employee is out of the office or the official or the employee due to the nature of his/her work is most often required to communicate or accessible even after working hours.

- 8.2 The Department shall not use ranks to determine whether an official or employee qualifies to utilise a cellular phone for official business. The major determinants are the job requirements.
- 8.3 All applications for a cell phone by officials or employees shall be made in writing to respective Programme Managers who on the basis of service delivery requirements subject to limitations of the budget may authorise the grant to utilise a cell phone for official business. The onus is with each and every individual programme manager to ensure that the necessary funds for the expenditure are available and that over-expenditure constitutes unauthorised expenditure.
- 8.4 An application for a cellular phone must bear information on the following aspects:
- ✦ Reasons for the request of a cellular phone;
 - ✦ Other means of communication which were considered, if any;
 - ✦ Whether the network is in operation within the main proposed areas/s of usage;
 - ✦ Whether the cellular telephone is the most economic form of telephone communication;
 - ✦ The annual financial implications related to the purchase and maintenance of the contract;
 - ✦ Confirmation by the Chief Financial Officer (CFO) that such expenditure is provided within the MTEF; and
 - ✦ Effect of disapproval of the application and its anticipated impact on service delivery.

9. PROCEDURES FOR ACQUIRING THE SERVICE AND CELLULAR EQUIPMENT.

- ✦ The applicable Supply Chain Management procedures and or any other prevailing legislation shall be followed in purchasing the cellular telephone/s;
- ✦ The equipment must fully comply with the requirements of the Global System Mobile (GSM) Communication cellular network; and

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- ⚡ The service/s must be obtained from suppliers that are formally associated with the network licensees, and be registered in the departmental supplier database.
- ⚡ Only Logistics Section may purchase/hire/upgrade an official cellular telephone.
- ⚡ The following details will be kept by Logistics:
 - The name and position of the user
 - Telephone number and account number of cellular telephone
 - Details of instrument purchased (i.e. Type/Make, Serial number)
 - Certification that cellular telephone and accessories have been recorded on the user's personal equipment inventory

10. PRIVATE TELEPHONE EQUIPMENT

In the event where an official has successfully applied for cellular phone equipment and the equipment has not yet been obtained by him/her or in situations where a private cellular phone has been used for official calls, she/he may submit a claim to the department provided that it is accompanied by a detailed account reflecting official calls. The relevant Treasury Instructions and Treasury Regulations shall be applied in considering such applications.

11. ACQUISITION OF SPECIAL FACILITIES

An Accounting Officer may at his discretion approve special facilities for cellular telephone/s. Special facilities that are installed in motor vehicles must comply with applicable legislation.

12. COST IMPLICATIONS

The costs of the monthly bill (excluding rental on a monthly basis) will be limited to the following:

- ⚡ MEC's level unlimited
- ⚡ Superintendent General unlimited
- ⚡ Salary level 15- maximum allowance of R2 000.00 per month
- ⚡ Salary level 14- maximum allowance of R 1500.00 per month;
- ⚡ Salary level 13- maximum allowance of R1000.00 per month;
- ⚡ Area Managers – maximum allowance of R800.00 per month;
- ⚡ Salary level 11 to 12 – maximum allowance of R550.00 per month
- ⚡ Salary level 9 to 10- maximum allowance of R500.00 per month;
- ⚡ Where the allocation of a cellular phone allowance to a level below 9 becomes necessary, each case will be dealt with separately on its merits.

An allowance not exceeding R300.00 per month will be allocated to such users.

PLEASE NOTE: Limits were reviewed after Provincial Treasury issued a circular on Relaxation of cellular phone limits. The cellular telephone allowance for official cellular telephones will not be paid directly to the user and will not reflect on the user's payment advice.

13. RECOVERY WITH RESPECT TO PRIVATE CALLS

The cost of all private cellular phone calls shall be recovered in terms of the Treasury Instructions and Regulations.

14. INTERNATIONAL "ROAMING"

14.1 Authority to make use of "International Roaming" whilst abroad on official duties must be obtained from the Accounting Officer prior to departure.

14.2 It is of utmost importance that officials who request "roaming" realise that all calls made from South Africa are charged to the cellular telephone user and not to the caller's account. Calls will be charged in time units where a unit equals one minute. Global zones attract different call charges. International calls from South Africa to neighbouring countries such as Botswana, Lesotho, Malawi, Mozambique, Namibia, Swaziland, Zambia and Zimbabwe cost R5.00 per unit whereas contacting other countries to and from around the globe can cost as much as R10.00 to R15.00 per unit.

15. THEFT/LOSS/DAMAGE OF OFFICIAL CELLULAR TELEPHONES

15.1 All losses must be handled in accordance with the rules and regulations as laid down in the Departmental Claims and Losses Policy as well as Treasury Regulations Chapter 12.

15.2 Officials who have been allocated official cellular telephones are personally accountable for the care, condition and safety of such instrument. If a cellular telephone is lost/damaged, the user will be responsible for the loss/damage, where negligence is found to be the case as the department is not making any provision for insurance.

15.3 Where a cellular telephone has been stolen/lost with the SIM card, the department will provide the user with a letter to the Service Provider, authorising the issue of a new SIM card. Please note that the user is responsible for the replacement of a lost/stolen SIM card.

15.4 The department will not replace a stolen/lost cellular telephone. A new

- cellular telephone will only be made available to the user when it is due for upgrade i.e. after two years when there will be no cost to the department.
- 15.5 However, if it happens that the department has handsets available that were returned by officials who resigned, an official who has lost/damaged his/her hand set can be loaned a phone while he is not yet due for upgrading.
- 15.6 The following precautionary measures must at all times be adhered to:
- (a) Official cellular telephone must be carried on the person and not be left unattended at any stage
 - (b) Official cellular telephone may not be used in potentially dangerous places or carried openly, in order to reduce the chance of theft.
 - (c) No official cellular telephone may be utilised by the user whilst driving a vehicle unless a hands-free kit is utilised.

16. ACCOUNTING FOR REPAIRS

- 16.1 Damaged or faulty official cellular telephones should immediately be reported to Logistics by the user, accompanied by a requisition form for repairs, approved by the Responsibility Manager.
- 16.2 The user must submit a fully motivated report to the Director: Supply Chain Management, indicating the circumstances under which the cellular telephone was damaged.
- 16.3 The Director: Supply Chain Management together with the Loss Control Officer and Legal Services will investigate the matter and determine whether the user or the department is responsible for the repairs to the cellular telephone. It must be noted that no replacements will be made by the department if the instrument has been found to be permanently damaged.
- 16.4 If it has been established beyond reasonable doubt that the damage is due to negligence on the part of the user, the official will be responsible for the costs to repair the instrument, and if the instrument has been found to be faulty due to liquid damage, the official will be responsible for replacing the instrument.
- 16.5 If it has been found that the official is not responsible for the damage, the costs for repairs shall be allocated to the component's responsibility and objective codes.
- 16.6 Under no circumstances should the user take it upon him/her to institute

actions for repairs, especially if the cellular telephone is still under warranty. Logistics must negotiate the repairs with the Service Provider.

17. STOCKTAKING AND ASSET CONTROL

- 17.1 Every six months (September and March), Logistics will undertake an audit/stock take of cellular telephones. The Responsibility Managers (Programme Managers) will be required to verify that the users are still entitled to receive a cellular telephone allowance in line with their posts' specific duties and that they are contactable on their cellular telephone(s) at all times.

18. CONTRACTS AND UPGRADES OF CELLULAR TELEPHONES

- 18.1 The department may negotiate with any approved cellular telephone service provider for a suitable contract for a user. The contract must be for a period of at least two (2) years.
- 18.2 After the contract period has expired, the department may either negotiate to change or terminate the contract depending on whether the user will qualify for the use of a cellular telephone.
- 18.3 Cellular telephones will only be upgraded and the contract thereby extended at the end of the two-year contract period if there is no additional cost to the department. Should the user insist on an upgrade where additional costs are involved, this amount is payable upfront by the individual concerned.
- 18.4 In exceptional cases where an upgrade has additional financial implications, a detailed motivation may be forwarded to the Accounting Officer stating the reasons for the particular cellular telephone requested, for approval by the Accounting Officer. Each case will be dealt with on an individual basis, taking into account the distinct nature of the duties of a particular post.
- 18.5 If the user has an interest on the old instrument being upgraded, he/she will be allowed to retain it only if she/he contributes to the department at least 10% of the original purchase price, which will be payable in cash at the same time when the new cellular telephone is being issued.
- 18.6 This amount will be paid to the Departmental Cashier and be credited to the Revenue Fund as per Section 22 (1) of the PFMA.
- 18.7 However, if the user is not interested on the old instrument, it will be retained by the department and become pool cellular telephones. These

will be controlled by Logistics and will be available to users whose cellular telephones are in for repairs. When repairs are undertaken, the user will be required to make use of his/her existing SIM card in the pool cellular telephone.

- 18.8 A cellular telephone that becomes obsolete or unserviceable e.g. the batteries cannot be replaced or repairs cannot be carried out, will be disposed of in accordance with PAS prescripts through the Disposal Management component.

19. CHANGING OF POSTS OR TRANSFER TO ANOTHER DEPARTMENT WITHIN THE EASTERN CAPE PROVINCE

- 19.1 In a case where a user is entitled to an allowance in a particular post and is thereafter transferred to another post, re-approval of the allowance must be obtained in line with the duties of the new position occupied. This same procedure as outlined in paragraph 5 above is applicable.
- 19.2 When the user is being temporarily seconded to another component, and is entitled to an allowance, the originating Programme Manager must decide whether he/she is prepared to carry the costs whilst the user is seconded to the other component, or negotiate with the Programme Manager of the other component where the user is seconded to carry the costs for the duration of the secondment.
- 19.3 When the official is being transferred to another department within the Eastern Cape Province, and is interested in keeping the same number, the department to where the official is being transferred may request for the transfer of the account, provided both departments are using the same service provider. The Service provider will require a letter from the original department signed by the Accounting Officer, authorising the release of the account, and the letter signed by the Accounting Officer of the receiving department, accepting the account.

20. ACCESSORIES FOR CELLULAR TELEPHONES

- 20.1 Due to cost implications, and an attempt to reduce cellular phone related costs, the department will not be responsible for supplying hands-free kits, pouches or car chargers to users within the department unless they come with a new instrument at no cost to the department.
- 20.2 It is therefore advisable that users obtain their own hands-free kits as no official cellular telephone may be utilised by a member whilst driving a

vehicle unless hands-free kit is utilised.

- 20.3 The department will not be held responsible/liable for any violation of the law in this regard.
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