

CELLULAR PHONES AND DATA ALLOWANCE CARDS POLICY

2023/2024



public works & roads

Department:
Public Works and Roads
North West Provincial Government
REPUBLIC OF SOUTH AFRICA



POLICY TITLE : CELLULAR PHONES AND DATA ALLOWANCE CARDS
DEPARTMENT : PUBLIC WORKS AND ROADS



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1. ABBREVIATIONS

APN - Access Point Name

CAPEX - Capital Expenditure

CFO - Chief Financial Officer

DPSA - Department of Public Service and Administration

HOD - Head of Department

IT - Information Technology

DPWR - Department of Public Works and Roads

MB - Megabyte

MDM - Mobile Device Management

MEC - Member of Executive Council

PFMA - Public Financial Management Act

RSA - Republic of South Africa

SAPS - South African Police Service

SCM - Supply Chain Management

SMS - Short Message Service

2. INTRODUCTION

The Department is participating in the Transversal Contract (mobile) from the National Treasury. The high cost incurred by Government in the use of mobile communication services and associated mobile devices has necessitated the need to negotiate the most cost effective Transversal Contract RT15-2021 by National Treasury for use in all Departments.

In the National Treasury's Instruction Note No.2 of 2016/2017 Cost Containment Measures, it is directed that Section 38(1)(b) of the Public Finance Management Act (PFMA) requires Accounting Officers of Departments and Constitutional institutions to be responsible for the effective and efficient use of their allocated budgets prioritizing in the economical and transparent use of their respective institution's resources. Sections 38(1)(c)(iii) and 51(1)(b) (iii) of the PFMA requires Accounting Officers to take effective and appropriate steps to manage available working capital of their respective institutions efficiently and economically.



3. PURPOSE AND OBJETIVES

- 3.1. Allocation and use of mobile communication services including devices by all qualifying members of the Department;
- 3.2. Provide procedures related to the effective, efficient and economical use of the mobile communication services as tools of trade;
- 3.3. Outline and formalize the procedures to be followed in each of the activities relating to the allocation, usage, custody and possession of the mobile communication service, inclusive of devices;
- 3.4. Standardization of the mobile communication devices for the Department;
- 3.5. Define principles and rules that are necessary to govern the usage, custom, procurement and possession of mobile communication services, inclusive of devices;
- 3.6. Provide the Department with a common understanding of mobile communication usage and spending;
- 3.7. Efficient and effective utilisation of the departmental mobile devices as tools of trade, including procedures that will maximise value to the Department.

4. RESPONSIBILITIES OF THE USERS

- 4.1. Responsibilities of the users towards safeguarding of mobile devices:-
 - i. Prevent abuse and ensuring accountability of the mobile communication services and devices;
 - ii. Foster a working environment that positively and proactively to the communication needs of its users; and
 - iii. Real-time monitoring management of mobile communication usage and spend with a view to optimize utilisation thereof.

5. LEGAL FRAMEWORK

- 5.1. Public Finance Management Act, Act 1 of 1999 (As Amended);
- 5.2. Cost Containment Instruction Note 2 of 2016/2017;
- 5.3. Department of Public Service and Administration (DPSA) Guideline for adoption of policies on the official utilisation of cell phones in the Public Service, Annexure A, Option 1 of 2002; and
- 5.4. Labour Relations Act, Act 66 of 1995.



6. SCOPE OF APPLICATION

This Policy applies to:-

- 6.1. All users/employees of the Department who have access to mobile communication services, inclusive of mobile devices approved by the Accounting Officer;
- 6.2. All users/employees who have procured their own devices and services and approved for reimbursement by the Accounting Officer; and
- 6.3. All mobile devices, whether owned by the Department or owned by users, that have access to corporate networks, data and systems. This includes any device that could be a standard mobile handset, smartphone handsets, mobile broadband devices, mobile tablet and others.

7. DEFINITIONS

Responsibility Manager	A person from level of Director with overall executive responsibility for the operations of a division or unit within the institution.
Accounting Officer	The Head of Department of Public Works and Roads.
Bearer and Usage Limit	The allocated monthly limit or either the voice minutes, the short message Services (SMS) or the Data within the Enterprise Bundle.
Device Refresh	In line with the term Provider(s).
Enterprise Bundle	A price Plan option with a shared pool of minutes/SMS/Megabyte (MB) which all users can consume where high usage by one user is offset by lower usage of another.



Hard Lock	When a monthly limit of mobile communication service (bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified and usage of the service will be terminated for that month.
Mobile Contract Administrator(s)	The contract will be administered by SCM — Utilities unit.
Mobile Device(s)	Cellular phones and data facilities (Wi-Fi routers, 3G etc.)
Monitory Value	The cost incurred by the Department for any mobile usage made by any user from any mobile device.
Operating System	System software that manages computer (inclusive of cellular phones) hardware and software resources and provides common services for computer programs like Microsoft Windows, Apple and Android.
Department	Public Works and Roads.
Private Usage	Mobile usage over and above the allocated for private usage that have no bearing on the business of the Department.
System/Service Provider	Vodacom (PTY) Ltd, MTN (Pty) Ltd, Cell C Limited and Telkom SA SOC Ltd.



Soft-Lock	When monthly limit of the mobile communication service (Bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified, but service consumption will still be allowed.
Spend Manager	Is a medium reporting online tool to manage, control and have visibility of usage across the Department, Cost Centre or User level that gives complete visibility of spend.
User	The qualifying employee that access the mobile communication service Usage amount: Is the allocated amount of minutes/SMS/MB allocated by a Department to a user which is managed using Spend Manager.
User (DPWR) (Option 2)	An official allocated with the departmental mobile devices.
User (Private) (Option 1)	An official approved by the Accounting Officer to procure own contract and be reimbursed for usage at approved rates.
Close User Group	This refer to other DPWR users who form part of the "pool" of mobile device users.



8. POLICY STATEMENT

- 8.1. The total amount to be paid by the Department towards the mobile communication services and mobile devices should not exceed the approved rates;
- 8.2. This policy regards mobile device as tools of trade issued to qualifying user members, which will assist the user members in performing their duties for which they have been appointed and not as status symbol or fringe benefit.

9. CELL PHONE OPTIONS

9.1. Option 1

- 9.1.1. Official holds contract with the Service Provider and approved for reimbursement by the Accounting Officer;
- 9.1.2. Payments shall be made on submission of relevant claim forms with supporting documentation (valid invoice from the network/service provider and approval letter) on a monthly basis;
- 9.1.3. All payment will be made according to the approved limited rates monthly, refer to budgeted rates;

9.2. Option 2

- 9.2.1. Where the Department holds Contract with Service Provider-
- 9.2.2. Application and Claims Procedure (Cell phone):-
- i. All qualifying officials shall apply to the Accounting Officer for approval through the relevant Programme Managers;
 - ii. Any amount in excess of the approved limit shall be the responsibility of the official concerned (will be deducted from the salary of the affected employee);
 - iii. The usage amount to be allocated per user shall be determined by the type of work required and not the level of appointment. Refer to the Usage Table-RT15-201; and
 - iv. The mobile communication services are provided for exclusive official use.



10. QUALIFYING CRITERIA

- 10.1. Qualification for allocation of a mobile communication device is not only dependent on an employee's rank or status but it is also based on the nature of their work and responsibilities.
- 10.2. A user's actual working conditions will determine whether he/she may be allocated a mobile device and or access to mobile communication services.
- 10.3. The allocation of a mobile device and/or access to the mobile communication service will be determined by the following:-
- i. A need to be contacted all the time;
 - ii. A need to access internet and email all the time;
 - iii. A need for online reporting all the time; and
 - iv. A need for the employee to be available at all reasonable times.
- 10.4. All Senior Management Service members by virtue of their appointment automatically qualify to be allocated a mobile device and or access to the mobile communication services.

11. BUSINESS RULES

11.1. Transfer of Mobile device line (Cellphone Number).

- i. The mobile Communication service line (Cellphone number) in the Enterprise Bundle and mobile device (cellular phone or Wi-Fi router 3G) will remain the property of the Department;
- ii. In the event that an Employee is set to leave employment of the Department, the mobile communication service line (Cellphone number) may be transferred to the user who will be leaving employment of the Department upon his/her request; and
- iii. The CFO may approve the transfer provided it is at no cost to the Department. The Employee requesting the transfer will be responsible to pay any applicable fees.

11.2. Usage Limit

- i. The Department shall, using Spend Manager, allocate MB (data bundle), voice and SMS minutes per user on a monthly limit;
- ii. Once the limit has been reached for either data, voice or SMS, the line will not further allow access until the beginning of a new month;



- iii. Should any application to uplift the lock be launched, it should be approved by the CFO and then submitted to the mobile contract administrator for implementation; and
- iv. The usage limits are captured in Annexure A for RT15-2021(at the end of this policy).

11.3. International Roaming

- i. All users travelling outside the Republic of South Africa (RSA) are required to familiarise themselves using the traveller's guide available from the mobile contractor administrator;
- ii. Once the user has returned from abroad, the roaming service is to be de-activated until a new approval has been issued; and
- iii. By default, all roaming must be de-activated unless users obtain written approval from the Responsible Manager or Director for the pre-defined trip, prior to travelling to activate for business outside the borders of Republic of South Africa (RSA).

11.4. Mobile Devices

The Department has standardised the devices per categories of users based on work responsibilities. The services provider will ensure that there is availability of stock.

11.5. Allocation of mobile device per user

- i. A device being a tool of trade means it is capable of multiple functions, including access to the internet, read email, make calls and listen to radio. Calls can be made over the mobile network or via VOIP Internet based services (e.g. video-on-demand, Skype and WhatsApp) and therefore a user will be allocated one (1) device for execution of the user's work responsibilities;
- ii. In instances where a user is required to have more than one device based on work requirements, the Accounting Officer must approve such exception;
- iii. A user will be issued a mobile device as per the need of the type of work they are appointed for. Should a user prefer any other make or device other than the one allocated, the user member will be responsible for the device cost involved and will under no circumstances be refunded.



12. DEVICE ACCESSORIES

The Department will not pay for the purchase and or installation of any car kit, except for people with specific disabilities. It is the responsibility of each user to ensure that they operate within the law when travelling and using a mobile device;

13. DEVICE REFRESH PER USE (UPGRADE)

- 13.1. Due to standardisation devices may be used beyond the normal 24/36 months cycle without being refreshed (upgraded). Where it is proven that a device cannot be used beyond the normal 24/36 months, the mobile device refresh may be done upon the expiry of the 24/36 months term;
- 13.2. No mobile device needs to be returned at the end of the contract. Therefore, all mobile devices will remain with the user at the end of the contract.
- 13.3. No devices will be allocated unless the form acknowledging receipt of the asset is fully completed, signed and returned to the contract administrator and the asset manager.

14. MOBILE INSURANCE

The Department does not insure mobile devices.

15. DAMAGES, THEFT AND LOSS OF DEVICES

- 15.1. Users should always ensure the safety of the mobile devices. Users issued with a mobile device by the Department will be liable for all costs of replacing the device if such a device is lost, stolen or damaged due negligence;
- 15.2. In the event of a lost or stolen mobile device, it is incumbent on the user to report the incident to the contract administrator;
- 15.3. The device will be remotely wiped of all/corporate data and locked to prevent access by anyone other than IT. If the device is recovered, it can be submitted to IT for re-provisioning. The remote wipe will destroy all data on the device, whether it is related to official business or personal. IT should ensure that the users understand that personal data may be erased in the event of security breach.

16. APPLICATION FOR MOBILE DEVICES

- 16.1. All applications for the allocation of mobile devices must be made on an application form from Supply Chain Management (SCM). Responsible



- Manager must support the application for users by signing the application form, accompanied by a motivation letter;
- 16.2. All mobile device application forms must be approved by the Accounting Officer;
- 16.3. All new mobile devices received by the mobile Contracts Administrator must be signed over to the user as soon as delivery has taken place;

17. ROLES AND RESPONSIBILITIES

17.1. Financial Management

Ensure settlement of all monthly departmental mobile communication services accounts within 30 days of receipt of the invoice from the service provider.

17.2. Mobile Contract Administrators (SCM)

- i. Ensure monthly reconciliation of invoices received in respect of the Department's mobile communication services;
- ii. Manage Spend Manager and Administrator allocation;
- iii. For new applications, ensure that application forms are completed in full.

17.3. Users of Mobile Devices

- i. Ensure effective, efficient and economic utilisation of the mobile devices for the purpose it is intended for;
- ii. Ensure that all necessary precautionary measures are taken to keep the mobile devices safe and in proper working order;
- iii. Report any theft, loss or damage to the Mobile Contract Administrator;
- iv. Notify Mobile Contract Administrator and Asset Management Unit of any intention of transfer or termination of service a month in advance.

18. POLICY REVIEW

This Policy shall be reviewed every two years where and/or when a need arises.

Approved.



MR M.I KGANTSI

HEAD OF DEPARTMENT

16/10/2023
DATE:



ANNEXURE A: USAGE LIMITS

The usage limits (which serves as a guide) will be as follows:

OPTION 1					OPTION 2			
Position	Maximum cost of package for Airtime	Prior approval for Airtime	Maximum cost of package for Data	Prior approval for Data	Closed User Group Limit	Voice Limit	SMS Limit	Maximum cost of package
Head of Department	R2000	Not applicable	500	Not applicable	500 minutes	5000 Minutes	Limitless	R 2000
Chief Director	R1600	Not applicable	350	Not applicable	500 minutes	1500 Minutes	100	R 2000
Director	R1050	Not applicable	350	Not applicable	500 minutes	1000 Minutes	100	R 1000
Deputy Director	R700	Not applicable	350	Not applicable	500 minutes	400 minutes	100	R 600
Levels Below Deputy Director	R500	Yes	350	Yes	500 minutes	600 minutes	100	R500
Support Staff to the MEC and other qualifying Members	R500	Yes	350	Yes	500 minutes	400 minutes	100	R500