

CELLPHONE AND DATA CARD ALLOWANCE POLICY

2026/2029



public works & roads

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

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1. PREAMBLE

The Department's is participating in the Transversal Contract (mobile) from 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 2021/2022 Cost containment measures, it is directed that section 38(1)(b) of the public finance management act (PFMA) requires Accounting Officer of Department and Constitutional institutions to be responsible for the effective and sufficient use of their allocated budgets prioritising in the economical and transparent use of their respective institution's resources. Section 38(1)(c)(iii) and 51(1)(b)(iii) of the PFMA requires Accounting Officer to take effective and appropriate steps to manage available working capital of their respective institutions efficiently and economically.

2. PURPOSE

- 2.1. Allocation and use of mobile communication services including devices by all qualifying members of the Department;
- 2.2. Provide procedures related to the effective, efficient and economical use of the mobile communication services as a tool of trade;
- 2.3. Outline and formalise 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;
- 2.4. Standardise on the mobile communication device for the Department;
- 2.5. Define principles and rules that are necessary to govern the usage, custom, procurement and possession of mobile communication service inclusive of devices;
- 2.6. Provide the department with common understanding of mobile communication usage and spending;
- 2.7. Efficient and effective utilisation of the departmental mobile device as tool of trade, including procedures that will maximise value to the Department.

3. SCOPE OF APPLICATION

The policy applies to:-

- 3.1. All users/employees of the Department who have access to mobile communication services, inclusive of mobile devices approved by the Accounting Officer;
- 3.2. All users/employees who have procured their own device and services and approved for reimbursement by the Accounting Officer; and



3.3. 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 tablets and others.

4. LEGAL FRAMEWORK

5.1 Public Finance Management Act, Act 1 of 1999 (As Amended);

5.2 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

5.3 Labour Relations Act, Act 66 of 1995.

5. ABBREVIATIONS

APN	Access Point Name
CAPEX	Capital Expenditure
CFO	Chief Financial Officer
CPI	Consumer Price Index
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 Services
SCM	Supply Chain Management
SMS	Short Message Service

6. 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	Administrator / Head of Department of Public Works and Roads



Bearer or Usage Limit	The allocated monthly limit or either the voice minutes, the short message Services (SMS) or the Data within the Enterprise Bundle
Consumer Price Index (CPI)	Is a statistical estimate based on prices of a sample of representative items whose prices are collected periodically. The annual percentage change in the CPI is used as a measure of inflation.
Cost of Package	The maximum amount payable to the user for utilising Option 1 (CPI + 1%) shall apply.
Device Refresh	In line with terms of Service 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
Mobile Contract Administrator(s)	The contract will be administered by SCM – Utilities unit.
Mobile Devices	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
Service Provider	Vodacom (PTY) Ltd , MTN (Pty) Ltd , Cell C Limited and Telkom SA SOC Ltd.
User	The qualifying employee with access to the mobile communication service.



Usage amount	Is the allocated amount of minutes/SMS/MB allocated by the Department to a user.
User (Private) (Option 1)	An official approved by the Accounting Officer to procure own contract and be reimbursed for usage at approved rates.
User (DPWR) (Option 2)	An official allocated with the departmental mobile device.
Close User Group	This refers to other DPWR users who form part of the "pool" of mobile device users

7. POLICY PROVISIONS

The total amount to be paid by the Department towards the mobile communication services and mobile devices should not exceed the approved rates. This policy regards mobile devices 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.

7.1 Responsibility Of the Users

7.1.1 Responsibility of the users towards safeguarding of mobile devices: -

- a) Prevent abuse and ensuring accountability of the mobile communication service and devices;
- b) Foster a working environment that positively and proactively contributes to the communication needs of its users; and
- c) Real-time monitoring management of mobile communication usage and spend with a view to optimize utilisation thereof.

7.2 Cell Phone Options

7.2.1 Option 1: (Private User)

- a) Official holds contract with the Service Provider and approved for reimbursement by the Accounting Officer;
- b) Payments shall be made on submission of relevant claim forms with supporting documentation (valid invoice from network/service provider and approval letter) on a monthly basis;



- c) All payment will be made according to the approved limited rates monthly, refer to budgeted rates (**Annexure A**). Any amount in excess of the approved limit shall be the responsibility of the official concerned.

7.2.2 Option 2: (DPWR User)

Where the Department holds contract with Service Provider-

Application and claim procedure (Cell Phone):-

- a) All qualifying officials shall apply to the Accounting Officer for approval through the relevant Programme Managers;
- b) Any amount in excess of the approved limit shall be responsibility of the official concerned;
- c) The usage limit to be allocated per user shall be determined by **Annexure A** as attached; and
- d) The mobile communication services are provided for exclusive official use.

7.3 Qualifying Criteria

7.3.1 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;

7.3.2 A user's actual working conditions will determine whether they may be allocated a mobile device and or access to mobile communication services.

7.3.3 The allocation of a mobile device and/or access to the mobile communication services will be determined by the following: -

- a) A need to be contacted all the time;
- b) A need to access internet and email all the time;
- c) A need for online reporting at all times; and
- d) A need for the employee to be available/accessible at all times.

7.3.4 All Senior Management Service members by virtue of their work automatically qualify to be allocated a mobile device and or access to the mobile communication services.

7.4 Business Rules



7.4.1 Transfer of Mobile device (Cell phone and/or mobile router)

- a) The mobile Communication service line (cell phone number) in the Enterprise Bundle and mobile device (Cellular phone or Wi-fi router 3G) will remain the property of the Department;
- b) In the event that an employee is set to leave employment of the Department, the mobile communication service line (Cell Phone Number) and mobile device may be transferred to the user who will be leaving employment of the Department upon their request;
- c) 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 applicable fees; and
- d) All instruments surrendered by officials leaving through any type of termination, will be disposed following disposal guidelines of Asset Management Policy.

7.4.2 Usage Limit

- a) 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 (for option 2);
- b) Any application to increase usage limit should be approved by the CFO; and
- c) The usage limit is captured in **Annexure A** as attached.

7.4.3 International Roaming

- a) 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;
- b) Once the user has returned from abroad, the roaming service is to be de-activated until a new approval has been issued;
- c) By default, all roaming must be de-activated unless users obtain written approval from the Responsibility Manager or Director for the pre-defined trip, prior to travelling to activate for business outside the borders of South Africa (RSA).

7.4.4 Mobile Devices

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



7.4.5 Allocation of mobile device per user

- a) 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;
- b) In instances where a user is required to have more than one (1) device based on work requirements, the CFO must approve such exception.
- c) A user will be issued a mobile device as per the need or type of work they are appointed for. Should a user prefer any other make or device other than the allocated, the user member will be responsible for the device cost involved and will under no circumstances be refunded.

7.5 Device Accessories

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

7.6 Device Refresh Per Use (Upgrade)

7.6.1 Devices may be used within the normal 24 /36 months cycle and the devices are automatically eligible for an upgrade.

7.6.2 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.

7.6.3 No device will be allocated unless the form of acknowledgement receipt of the assets is fully completed, signed and returned to the contract administrator and the asset manager.

7.7 Mobile Insurance

The Department does not insure mobile devices. It remains the responsibility of the user to obtain an insurance privately to mitigate the loss or damage to the instrument.



7.8 Damages, Theft And Loss Of Device

- 15.1 Users should always ensure the safety of the mobile devices in their care. Users issued with a mobile device by the Department will be liable for all costs of the device if such a device is lost, stolen or damaged;
- 15.2 In the event of lost or stolen mobile devices, it is incumbent on the user to report the incident to the contracts 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 will ensure that the users understand that personal data may be erased in the event of security breach.

7.9 Application For Mobile Devices

- 7.9.1 All applications for the allocation of mobile devices must be made on an application form issued by Supply Chain Management (SCM). Responsibility Managers must support the application for users by signing the application form and accompanied by a motivation letter; For SMS only application form to be completed for record purposes;
- 7.9.2 All mobile device application forms must be approved by Accounting Officer; and
- 7.9.3 All new mobile devices received by the mobile contracts administrator must be signed over to the user as and when the delivery has taken place.

7.10 Roles And Responsibilities

7.10.1 Financial Management

- a) Ensure settlement of all monthly Departmental mobile communication services accounts within 30 days of receipt of invoices from the service provider.

7.10.2 Mobile Contract Administrators (SCM)

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

7.10.3 Users of Mobile Devices

- a) Ensure effective, efficient and economical utilisation of the mobile devices for the purpose it is intended for,



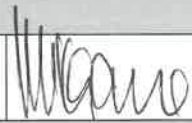

- b) Ensure that all necessary precautionary measures are taken to keep the mobile
- c) devices safe and in working order;
- d) Report any theft, loss or damage to mobile contract administrator; and
- e) Notify mobile contract administrator and Asset Management Unit of any intention of transfer or termination of service a month in advance.

8 MONITORING AND EVALUATION

Management has the responsibility of monitoring the implementation of the Policy and to ensure that the Policy remains current and fit for purpose.

9 POLICY REVIEW

This Policy shall be reviewed every three (3) years. Any new instructions or updates will be issued through an addendum.

DESIGNATION	NAME	SIGNATURE	DATE
RECOMMENDATION			
Policy Review Chairperson	Ms. N.E Kgang		29/05/2026
APPROVAL			
Head Of Department	Mr. M.I Kgantsi		29/05/26



ANNEXURE A: USAGE LIMITS

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

Option 1 (Personal Contract)						Option 2 (Departmental Contract)			
Position	Maximum cost of package	Prior approval for Airtime	Maximum cost of package of data	Prior approval for data	Closed User Group	Voice Limit	SMS Limit	Maximum cost of package	Prior approval for data and airtime
MEC	Unlimited	Not Applicable	Unlimited	Not Applicable	500 minutes	Limitless	Limitless	Limitless	Not Applicable
Head of Department	R 2 100.00	Not Applicable	Unlimited	Not Applicable	500 minutes	5 000 minutes	Limitless	R 2 100.00	Not Applicable
Chief Director	R 1 680.00	Not Applicable	420	Not Applicable	500 minutes	1500 minutes	100	R 2 100.00	Not Applicable
Director including Directors in MEC's office	R 1 103.00	Not Applicable	420	Not Applicable	500 minutes	1500 minutes	100	R 1 050.00	Not Applicable
Deputy Director	R 735.00	Not Applicable	420	Not Applicable	500 minutes	1000 minutes	100	R 630.00	Not Applicable
Levels below Deputy Director including Support Staff to the MEC and other qualifying	R 525.00	Yes	420	Yes	500 minutes	700 minutes	100	R 525.00	Yes

