

PROVINCE OF THE EASTERN CAPE



Department of Rural Development and Agrarian Reform

CELLPHONE POLICY

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DEFINITION OF TERMS AND CONCEPTS

TERM	DEFINITION
Billing	A printed or written account of money owed.
Blacklisted	Whereby the cell phone is listed by the service provider as being under suspicion.
Cell Phone	See cellular phone
Cellular Phone	Means any fixed or mobile cellular apparatus or terminal which is capable of connection to a cellular telecommunications system and which is used by a customer to transmit or receive indirect communications over such telecommunication system.
Communication	Refers to indirect communication see indirect communication
Contract	A legally binding agreement in writing, between the service provider and the department for the acquiring and use of a cellular phone.
Customer	Means any person to whom a telecommunication service provider provided a telecommunications service or who has entered into a contract with a telecommunication service provider for the provision of a telecommunication service, including a pre-paid telecommunication service.
Debt	Means that which is owed or due, money, goods or service which one person is under obligation to pay or render to another.
Departmental Cell phone	A cellular phone that has been allocated to a particular user within the Department of Rural Development and Agrarian Reform for official use.
Driver	An official of the Department of Rural Development and Agrarian Reform who is appointed to a post of "Driver" within the organogram
Gifts	An item, voucher or equipment offered by a service provider or network operator in addition to the cell phone.
Indirect communication	Means the transfer of information, including a message or any part of a message, whether – (a) in the form of – (i) speech, music or other sounds; (ii) data; Text; Visual images, whether animated or not; Signals; or Radio frequency spectrum; or

	(b) In any other form or in any combination of forms, that is transmitted in whole or in part by means of a postal service or a telecommunication system.
Intercept/Interception	Means the aural or other acquisition of the contents of any communication through the use of any means, including an interception device, so as to make some or all of the contents of a communication available to a person other than the sender or recipient or intended recipient of that communication, and includes the: (a) monitoring of any such communication by means of a monitoring device; (b) viewing, examination or inspection of the contents of any indirect communication; and (c) diversion of any indirect communication from its intended destination to any other destination, and "interception" has a corresponding meaning.
International roaming.	The activation of a particular cell phone in order that it can be operated to make and receive calls when abroad.
Internet	Means the international computer network known by that name.
Internet Service Provider	Means any person who provides access to, or any other service related to, the Internet to another person, whether or not such access or service is provided under and in accordance with a telecommunication service licence issued to the first mentioned person under Chapter V of the Telecommunications Act
Itemised billing	A statement which provides detail of calls made to which number, date, time, duration and cost of such call.
Landline	Indicating a fixed telephone line communication system e.g. Telkom telephone.
Mobile Telephone	See cellular phone
Network providers/operators	MTN, Vodacom, Cell C and Santech are presently the countries four network operators who each provides its own communication network and technology and takes responsibility for reception, quality and clarity.
Officer	An official of the DOA who has been allocated the official use of a cellular phone.
Official	A person appointed to a particular post within the organogram of the Department of Rural Development and Agrarian Reform.
Other	Any official of the Department of Rural Development and Agrarian Reform
Package	Refers to different monthly subscriptions, cell costs, free calls, free SMS, and so on as presented by cellular network operators.

Private Cellular Phone	Means any cell phone not acquired by the Department for official use.
Service Providers	"Vodacom, "Smartcom, "Altech Super call, "Altech Auto page," "Nashua Mobile" and Global Telmatix", Smart call Vodago" are some of the service providers who are the link between the user and network operators. They responsible for administering airtime contracts, billing, securing cell phone numbers and connection to a network provider.
SIM Card	Means the Subscriber Identity Module which is an independent, electronically activated device designed for use in conjunction with a cellular phone to enable the user of the cellular phone to transmit and receive indirect communications by providing access to telecommunication systems and enabling telecommunication systems to identify the particular SIM and its installed information.
Soft Lock	Means the temporary blocking of the cell phone so that no outgoing calls can be made and only incoming calls can be received. This feature cannot be linked to a specific rand value.
Supervisor	Any official of the Department who in his/her appointed capacity supervises sub-ordinates.
Telecommunication Act	Means the Telecommunication Act. 1996 (Act No. 103 of 1996).
Telecommunication Service	Means any telecommunication service as defined in the Telecommunications Act.
Telecommunication Service Provider	Means any – (a) Person who provides a telecommunication service under and in accordance with a telecommunication service licence issued to such a person under Chapter V of the Telecommunication Act; and (b) Internet service provider.
Telecommunication system	Means a telecommunication system as defined in the Telecommunications Act.
Transport Control Officer	An official of the Department of Rural Development and Agrarian Reform assigned to such duties at Head Office and District offices.
Transport Officer	An official designated with such duties as assigned by the Department at Head Office and District level.
Upgrade	After expiry of a current contract it may be renewed for a further period with the benefit of a newer and better cellular telephone technology being offered.
User	An official of the DOA who has been allocated the official use of a cellular phone.
Voicemail	A feature provided by the network operators in which a recorded message may be left on a cell phone for future reference.

ABBREVIATIONS AND ACRONYMS

An explanation as per those appearing within the text

TERM	DEFINITION
CFO	Chief Financial Officer
CLI	Caller Line Identity
CLIP	Caller Line Identification Presentation
DPSA	Department of Public Service and Administration
e.g.	"for example" <i>exempli gratia</i>
etc.	Etcetera and the rest, and so forth and so on
GPSSBC	General Public Service Sectoral Bargaining Council
GSMC	Global System Mobile Communication
HOD	Head of Department
HR	Human Resources
ICASA	Independent Communication Authority of South Africa
ID	Identification document
K	Kilobytes
MEC	Member of the Executive Council
MMS	Multimedia messaging service (as per context)
MMS	Middle Management Service (as per context)
MTN	Mobile Telephone Network
PA	Provisioning Administration (as per context)
PA	Personal Assistant (as per context)
PAS	Provisioning Administration Standard
PRO	Public Relations Officer
PSCBC	Public Service Co-ordinating Bargaining Council
CORPORATE SERVICES	Office Services
SIM	Subscriber Identity Module
SMS	Senior Management Service (as per context)
SMS	Short message service (as per context)
TERM	Definition
VA	Voorsienings Administrasie
VAT	Valued Added Tax

1. INTRODUCTION

Communication within the Department of Rural Development and Agrarian Reform of the Eastern Cape is seen as a means by which service delivery may be achieved and thus management of this resource rests within the ambient of the Department and its employees. The Directorate heads, district heads and Managers are the key persons responsible for the management of communications within the Department.

The policy covers the use of cell phones within the working ambient of all directorates, sections and units of the Department. The policy is intended and has been developed to clarify the position regarding the use of cell phones by departmental employees, thus supporting its service delivery and leading towards the most cost effective use of this communication device.

2. OBJECTIVES

The objective of this policy is:

- 2.1. To provide framework for the provision of a cell phone deemed as a working tool to an officer, which enables him/her to make essential and approved calls in those cases where the use of other communication means is neither practical nor economical.
- 2.2. To provide guidelines and procedures for the application, utilization, securing, approval, allocation, acquisition and withdrawal of cellular phones, as well as billing limits for the use of cellular phones in the Department of Rural Development and Agrarian Reform.

3. REGULATORY FRAMEWORK

This policy must be read in conjunction with the following legislative documents as indicated below together with all other Public Service Directives, guidelines and Departmental policies and procedures that may have bearing on this policy.

- 3.1. Asset Management Guide.
- 3.2. Asset Management Policy.
- 3.3. Batho Pele - Public Service Training & Education, 1998 (White Paper).
- 3.4. Collective Agreements signed in the PSCBC and the GPSSBC – Resolutions
- 3.5. Constitution of the Republic of South Africa, 1996 (Act 20 No 108 of 1996)
- 3.6. Departmental Applicable Prescripts.
- 3.7. Public Finance Management Act Regulations.
- 3.8. Public Finance Management Act, 1999 (Act 1 of 1999)
- 3.9. Public Service Regulations, 2001.
- 3.10. Public Service Act, 1994 as amended (Act 23 of 1994).
- 3.11. Public Service Handbooks as issued by the DPSA.
- 3.12. Regulation of Interception of Communications and Provision of Communication

Related Information Act (Act 70 of 2002).

- 3.13. Telecommunications Act, 1996 (Act No. 103 of 1996).
- 3.14. Transformation of the Public Service, 1995 (White Paper)
- 3.15. Transforming Public Service Delivery, 1997 (White Paper)
- 3.16. Treasury Regulations, 2001.

4. PRINCIPLES, VALUES AND PHILOSOPHY

- 4.1. **Excellence:** we are committed to exceed our customer's expectations for quality, responsiveness, efficiency and service excellence.
- 4.2. **"Bambisanani":** we believe that the sum of our collective efforts will be greater than the total of our individual efforts.
- 4.3. **Mutual Respect:** we value each other's contribution as we seek to realize the vision and goals of the Department.
- 4.4. **Honesty and Integrity:** commitment to be transparent with all stakeholders

5. SCOPE OF APPLICATION

- 5.1. The provisions of this policy, with regards to Cell phone usage limits, might be adjusted as per the contract provisions and such amendments may be in the form of circulars as supplements to this policy.
- 5.2. Any related amendments or circulars issued after the approval of this policy, supersedes relevant provisions of this policy.
- 5.3. This policy is applicable to all officials and ranks of the Department of Rural Development and agrarian Reform and in particular to all users of official departmental cellular phones.

6. IMPLEMENTATION PROCEDURES

6.1. Provision of service

- 6.1.1. The provision and supply of cell phones to various users will be done through a service providers that has won the government tender.
- 6.1.2. Communication between the service providers and the Department must be done via the Account Administrator (Chief Director: Corporate Services).

6.2. Allocation of Cell phones

- 6.2.1. Cellular phone must be seen as a working tool and therefore only those officials who are deemed to be in need of this tool may be issued one as per their office responsibilities.

6.2.2. The following officials, as a result of their position/duties qualify for the provision of a cellular phone due to the nature of their duties:-

- a) MEC
- b) HOD
- c) All SMS members

6.2.3. For the following categories provision of the cellular phone must be accompanied by a motivation from the supervisor and be approved by the Chief Director Corporate Services.

- a) All MMS members
- b) All Assistant Managers
- c) Personal Assistants to MEC and HOD
- d) Personal Assistants to SMS members
- e) PRO & Communication officers
- f) Drivers of Departmental vehicles
- g) Extension Officers and Animal Health Technicians
- h) Technicians and Network Controllers
- i) Office Service- spend manager
- j) Any other category deemed to be in need of this work tool

6.2.4. Documents that must be attached to the memorandum:-

- a) Cellular Phone Application Form (Annexure A)
- b) Certified copy of the applicants ID document
- c) Stop order form

6.2 APPROVAL

6.2.1 In terms of the financial and procurement delegations, the power to approve Cell phones applications, is delegated to the Chief Director: Corporate Services.

6.2.2 After the approval of an application by Chief Director: Corporate Services or his/her delegated official, the signing of the agreement of the Cellular phone contract with the service provider, must be done by Office Service's delegated official.

6.3 PROCUREMENT

6.3.1 Acquisition of cellular phones must be done in accordance with departmental procurement policies and procedures.

6.3.2 The package must include the following:

- a) SIM card
- b) CLI or CLIP monthly subscription.
- c) Itemised billing.
- d) Once off connection fee

- 6.3.3 Only Office Services may process issuing of contract official cellular phone and the cellular phone must be acquired and kept in terms of the approved PAS norms and standards (VA 15 file).

6.4 CELLULAR PHONE LIMITS

- 6.5.1. Cell phone limit must be approved by the Head of Department and circulated within the department.
- 6.5.2. Office service has a responsibility to ensure compliance to approved limit.
- 6.5.3. All Cellular phones must be “soft-locked”, when reaching the monthly Cell phone limit.

6.5 INTERNATIONAL ROAMING

- 6.5.1 Authorisation to make use of “International roaming” whilst abroad on official duties must be approved by the Chief Director: Corporate Services.
- 6.5.2 The “International Roaming” is to be cancelled on return of the official.
- 6.5.3 Authorisation for “International Roaming”, to be filed on the Cellular phone contract file, at Corporate Services.
- 6.5.4 If the “International Roaming” is not cancelled on return by the user, he/she must be liable for any future expenses/calls incurred.

6.6 UPGRADE

- 6.6.1 Communication in respect to upgrades must be signed by the Account Administrator or District Director to the Service Provider.
- 6.6.2 When an official receive an upgrade handset he/she retains the old handset for free.

6.7 INTERCEPTION AND DECRYPTION

- 6.7.1 The powers, functions and duties as described under Act 70 of 2002 namely the Regulation of Interception of Communications and Provision of Communication – Related Information Act shall apply to all Departmental officials making use of an official cellular phone.

6.8 PRIVATE CELLUAR PHONES USE

- 6.8.1 The use of private cellular phones must not be accepted by the Department, except in exceptional cases.
- 6.8.2 This will be in cases where officials are awaiting approval or acquisition of official phones.
- 6.8.3 In such cases the Department will re-imburse an officer on the availability of approved official calls only.
- 6.8.4 This will only be allowed on the prior approval by the Chief Director: Corporate Services.

6.8.5 Note: This claim needs to be motivated by the official and accompanied by a detailed statement, as issued by the service provider, to give proof of the expenditure incurred.

6.8.6 All claims for private use to follow normal subsistence claim procedures.

6.9 GIFTS/DONATIONS

6.9.1 Office Services must declare all gifts/donations before ownership is transferred to the user.

6.9.2 Should the user accept a delivery of a gift/donation, the user must declare it to Office Services.

6.9.3 Office Services must notify ICU immediately after receipt in order to update gift register

6.10 RECORD KEEPING

6.10.1 Office Service must keep a file for each cellular phone Contract/user.

6.10.2 Each file should at least have the following:

- a) Copy of the cellular phone contract.
- b) Approved memorandum to acquire the phone, with:
- c) Approved Cellular Phone Application Form (Annexure A)
- d) Cellular Phone Debt Stop Order Form (Annexure B).
- e) Any other relevant documentation used in the administrating of the cellular phone contract.

6.10.3 A register of all cellular phone users must also be kept and contain the following:

- a) Serial Number
- b) Cellular Phone Number
- c) Type of Contract
- d) Start and end date of the contract.
- e) Name of the official issued to
- f) Date of issue
- g) Date of return where the employee is deceased or it was later found out he/she didn't qualify to take over the contract
- h) Monthly rental and limit

6.11 SAFEKEEPING

6.11.1 Employees are responsible for the safe keeping of their state issued cellular phones.

6.12 THEFT, LOSS OR DAMAGE

- 6.12.1 All lost or stolen cellular phones must be reported by the user to the South African Police and Office Services, within 24 hours of the occurrence.
- 6.12.2 Officials are responsible for the replacement of a lost, stolen or damaged handset with the similar handset of the same functionality.
- 6.12.3 Officials are encouraged to take Cell phone insurance since the handset will be issued to them for free at expiry of the contract.
- 6.12.4 Stolen or lost phones to be blacklisted immediately with the applicable service provider by Office Services after they have received a report from the official.
- 6.12.5 Any person who fails to report the loss, theft or destruction of a Cellular phone or SIM-card in terms of 16.13.1, is guilty of an offence and may be liable for any misuse or unacceptable usage and downloads.

6.13 WITHDRAWAL

- 6.13.1 The Head of Department (HOD) or delegated official shall also have the power to withdraw a cellular phone at any time, if such an action is deemed to be in the interest of the Department.

6.14 UTILIZATION AND RETURN

- 6.14.1 On signing for the receipt of the cellular phone, the officials must ensure that all defects that are reasonably visible are noted.
- 6.14.2 On return of the cellular phone the official entrusted with the management of the cellular phone (Office Services) must ensure that the handset is returned in good working order.
- 6.14.3 Any damage must be recorded and signed for, by both the returning official and Office Services official.
- 6.14.4 To ensure that officials are contactable at all times, cell phones must be opened at all times.

6.15 TRANSFER

- 6.15.1 If an official is transferred, to another post within the Department, the cellular phone will remain with the official, but the account (contract) will be transferred to his new Head Quarters.
- 6.15.2 If an official is transferred to a post with lesser responsibilities, which do not meet with the department's requirement for the use of a cellular phone, the cellular phone will be returned to Office Services.
- 6.15.3 If an official is transferred to another Department or Province the contract may be transferred to the new department or the employee may personally take over the contract

- 6.15.4 If he/she is not interested the cellular phone, with official accessories must be returned to Office Services on the last working day to Office Services.
- 6.15.5 In the case of outstanding cellular phone liabilities, i.e. debt must be recovered by Finance and HR, according to departmental policy and procedures.

6.16 SERVICE TERMINATION

- 6.16.1 On resignation, retirement, dismissal the user must, on his/her request and after approval by the Account Administrator take over the contract and cellular phone.
- 6.16.2 In the case of death of an official, Office Services must ensure that departmental cellular phone is recovered within a month. The family of the deceased must be given an opportunity to make a decision whether to continue with the contract or not. Should the family not take over the contract and cellular phone, the family of the deceased must return the cellular phone, with official accessories, within 30 days to Office Services.
- 6.16.3 Outstanding cellular phone liabilities, i.e. debt, must be recovered by Finance and HR.

6.17 POOL CELLULAR PHONES

- 6.17.1 There are no pool cellular phones
- 6.17.2 During the repair period, a user must be required to utilize his/her SIM in his/her old cellular phone.

6.18 DISPOSAL

- 6.18.1 On expiry of the contract the user must keep the hand set.
- 6.18.2 Any excess cellular phones, which are not utilized must be disposed of by the Department in terms of the disposal policy, internally, to serving officials.

7. ROLES/RESPONSIBILITIES

7.1 Chief Director – Corporate Services

- 7.1.1 Approves application and issuing of cellular phones to qualifying departmental employees as per the provisions of this policy.

7.2 Procuring Unit (Office Services)

- 7.2.1 Guides and advice employees about relevant packages and handsets as

per their level of responsibility.

- 7.2.2 Ensures that employees are aware of the provision of cellular phone policy and usage thereof.
- 7.2.3 Monitors the spent of cellular phone in terms of minutes and data usage.
- 7.2.4 Monitors and ensures that soft –locking is implemented with the Service Provider.
- 7.2.5 Facilitates renewal of cellular phone contracts on expiry.
- 7.2.6 Facilitates payments of service providers on monthly basis.

7.3 Supervisors

- 7.3.1 Responsible to carry out all conditions and roles applicable to them as described within this policy.
- 7.3.2 Also be responsible to take relevant actions in cases of abuse, misuse or exceeding limits with regards to cellular phones

7.4 Procurement entity (Employees/officials/users)

- 7.4.1 Abide by the conditions of this policy as described herein.
- 7.4.2 Assume responsibilities and consequences for the use of a cellular phone.
- 7.4.3 Provide feedback to the supervisor on any obstacles encountered with the use of the cellular phone.

7.5 Payment Unit

- 7.5.1 Responsible for payment of invoices
- 7.5.2 Management and implementation of cell-phone limits.
- 7.5.3 Responsible for recovery of amounts exceeding the approved limit.

7.6 Contract management

- 7.6.1 Ensures that any contract entered to by the Department and service providers is in live with the PFMA.
- 7.6.2 Monitors implementation of the contract and compliance thereof.

8. RESOURCE IMPLICATIONS

- 8.1 It is a responsibility of all Responsibility Managers in the Department to ensure budgeting for the acquisition or monthly rental for the cell phones issued for their sub-programmes.

9. MONITORING AND EVALUATION

- 9.1. The responsibility for the monitoring and evaluation of this policy shall reside within Office Services as custodians of this policy.
- 9.2. Ad-hoc changes must be effected as and when necessary, via means of written amendments to the policy.

10. POLICY REVIEW

- 10.1. The policy must be assessed in three (3) years from its effective date to determine its effectiveness and appropriateness.
- 10.2. This policy must be reviewed when necessary to reflect substantial organizational changes at the Department or any change required by law.
- 10.3. All relevant stakeholders shall be invited to participate or be consulted in the review of this policy.

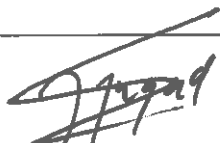
11. APPROVALS AND RECOMMENDATIONS

~~RECOMMENDED/NOT RECOMMENDED~~



MRS. Z. MAKINA
DDG: ADMIN
DATE: 27-09.2017

APPROVED/NOT APPROVED



MR. L.L. NGADA
HEAD OF DEPARTMENT
DATE: 27-09.2017

ANNEXURE A

DEPARTMENTAL CELLPHONE LIMITS, TERMS AND CONDITIONS

1. National Treasury Circular to all Departments attached here in refers.
2. Reducing the cost on cellular phones in the Department was one of the main aims for National Treasury and therefore allocated limit of R407.00 per user which includes 400 minutes, 500 minutes, 100 SMS and 600 MB. The Department has implemented the following limits per user:

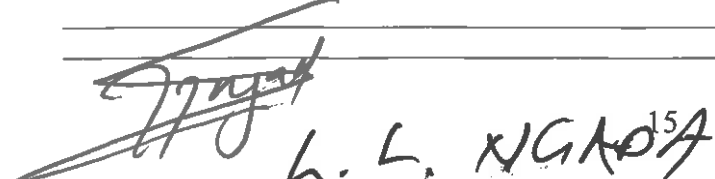
ALLOCATIONS FOR MOBILITY PROFILES			
JOB DESCRIPTION	VOICE	DATA	SMS
MEC	Unlimited	Unlimited	Unlimited
HOD	Unlimited	Unlimited	Unlimited
DDG	1600 minutes	5GB	100
Chief Financial Officer	2000 minutes	5 GB	100
Chief Directors	1600 minutes	3GB	100
Regional Directors	2000 Minutes	5GB	100
Directors	1000 minutes	2GB	100
All Core Deputy Directors	700 minutes	5GB	100
All Core Assistant Directors	600 minutes	5GB	100
Technicians, Communication Officers and Network Controllers	500 minutes	3GB	100
Extension Officers and Animal Health Technicians	500 minutes	3GB	100
Deputy Directors (Support)	500 minutes	1GB	100
Assistant Directors (Support)	500 minutes	1GB	100
Other Levels(PA's Drivers; Support staff)	350 Minutes	1GB	100

TERMS AND CONDITIONS

1. Contracts must be 24 month period except for HOD and the MEC.
2. Officials may take cell phone insurance within their all-inclusive limit above.
3. The employee/user shall take full responsibility of his/her cell phone.
4. Type of the cell phone must be within above limits for departmental expense.
5. Acquisition of content services that is not relevant to ones duties is not allowed.
6. No airtime transfer is allowed.
7. Free services as afforded by the various network providers will be allowed e.g. "Emergency 112", "Please Call Me" and "Voicemail etc.
8. Deferment from the above limits may be considered in cases of "emergency"/"Outbreaks" or "Crisis" situations after due considerations, motivation and recommended by CFO and approved by HOD for a specified limited period only.
9. New cell phone limits become applicable from the day are approved by the Head of Department, and supersede the previously approved limits.

APPROVED/~~NOT APPROVED~~

COMMENTS:


 L. L. NGAO^{15A}

