



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF
TRANSPORT**

**TELECOMMUNICATIONS POLICY
VERSION 1**

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ACRONYMS AND ABBREVIATIONS

1. Dect Phone - Digital Enhanced Cordless Telephone
2. AO - Accounting Officer
3. EO - Executive Officer
4. HoD - Head of Department
5. DDG - Deputy Director General
6. CD - Chief Director
7. SMS - Senior Management Services
8. D - Director
9. DD - Deputy Director
10. MEC - Member of Executive Council
11. RT15-2016 - National Treasury Transversal Contract
12. SMS - Short Message Services

DEFINITIONS

1. Information Technology - Any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission or reception of vocal, pictorial, textual and numerical data or information
2. Department - A national department, a national government component, the Department, a provincial department or a provincial government component (Public Service Act 103 of 1994, as amended) (PSA)
3. The Department - Limpopo Department of Transport (LDoT)
4. LDoT - Limpopo Department of Transport (The Department)
5. DPSA - Department of Public Service and Administration
6. Executive Management - The Executive Management of the Department and could include the Head of Department. Executive Management of the Department. This normally constitutes the Executive Committee of the Department and should include the GITO.
7. GITO - Government Information Technology Officer (Cabinet Memorandum 38(a) of 2000)
8. ICT - Information and Communications Technology: also referred to as IT
9. IT - Information Technology, also referred to as ICT
10. Responsible: Refers to the person who must ensure that activities are completed successfully
11. Risk Management - A systematic and formalised process to identify assesses, manage and monitor risks. (PSRMF 2010:16)
12. SITA - State Information Technology Agency

1. INTRODUCTION AND BACKGROUND

Telecommunication services play a crucial role in providing efficient and effective service delivery in the Limpopo Department of Transport. Without telecommunications infrastructure (telephones, digital enhanced cordless telephones [Dect phones], faxes and cellular phones, service delivery will be compromised.

Employees in the Limpopo Department of Transport, whose work requires the use of official telecommunications services, are provided with these tools.

2. PURPOSE AND OBJECTIVES

The purpose of this policy is to regulate the management of the provision of the telecommunication to employees within the Limpopo Department of Transport.

Provide guidelines for the acquisition and usage of telecommunication instruments. This shall include but not limited to, telephones, dect phones, faxes and cellular phones to be used for official purposes;

Provide a regulatory framework to manage the utilization of the identified telecommunication instruments, and;

Outline application procedures to be followed by all applicants who qualify to be allocated official telecommunication facilities.

3. AUTHORITY OF THE POLICY

This policy is issued on the recommendation of HoD as the Accounting Officer of the Limpopo Department of Transport and under the authority of the MEC as the Executing Authority.

4. SCOPE OF APPLICATION

This policy, except where otherwise indicated, is applicable to all employees of the Department, including those at all Departmental Institutions.

5. LEGAL FRAMEWORK

1. The Constitution of the RSA
2. The Public Service Act and Public Service Regulations
3. The Promotion of Access to Information Act
4. The Promotion to Administrative Justice Act
5. The National Archives and Records Services Act
6. The Labour Relations Act
7. Public Management Act, Act 1 of 1999 (As amended)
8. Cost Containment Instruction Note 2 of 2016/17
9. DPSA Guideline for adoption of policies on the official utilization of cellphone in the Public Service , annexure A option 1/2002

6. POLICY PRONOUNCEMENTS

6.1 QUALIFICATION FOR USE / ALLOCATION OF COMMUNICATION INSTRUMENT

- i. Qualification for allocation of a communication instrument shall be based on the nature of the work and responsibilities rather than levels of occupational positions.
- ii. There are three types of communication instruments that shall be availed for allocation to employees and office bearers in the Department of Transport, namely, telephones, dect phones and cellular phones.
- iii. All employees with official cellular phones shall be expected to be contactable / available at all times.
- iv. Implementation of this policy will be guided by Batho Pele Principles and any other piece of relevant legislation.

6.2 TYPES OF INSTRUMENTS

6.2.1 CELLULAR PHONES

6.2.1.1 Qualification for use and allocation of a cellular phone

- i. Employees who due to the nature of their work qualify for the allocation of a cellular phone shall be subjected to the approved prescribed limits set;
- ii. The approval for the use of a cellular phone as a work facility shall be granted by the Accounting Officer and or his/her delegate;
- iii. Consultants, temporary employees and part-time workers must provide their own cellular phones, unless otherwise it is provided in their contracts or approval shall have been granted by the AO or his/her delegate.

6.2.1.2 Conditions for cellular phones allocation

Upon leaving the Department after or before the expiry of the cellular phone contract, the user shall surrender the cellular phone to Facilities Management or take over the contract at own costs.

6.2.1.3 Application Procedure

Employees applying for cellular phones must follow the under-mentioned procedure: -

- i. The application form for the cellular phone (Annexure A) shall be completed by the employee concerned and submitted to the responsible supervisor and head of division at the level of Director and above for recommendation;
- ii. The completed application form must thereafter be forwarded to the next level for further consideration and recommendation;
- iii. The application shall be approved by the Accounting Officer or his/her delegate;

- iv. The employee shall be informed in writing about the outcome of the application.

6.2.1.4 Devices

- i. The user will be issued a mobile device of the value not exceeding R3, 990.00 inclusive of VAT. Should a user prefer any other make or device other than the allocated, the user will be responsible for the device cost involved and will under no circumstances be refunded;
- ii. The Department shall provide specialized mobile devices for the people living with disabilities but within the allocated hardware fund of R3, 990.00;
- iii. It is the responsibility of the user to provide the extra device accessories;
- iv. Employees using standardized devices shall keep them at the end of the contract. (devices to the maximum value of R3,990.00);
- v. The Department will be responsible for insurance while employees shall be responsible for the repairs, excess and all related fees;

6.2.1.5 Contractual maintenance and bills

- i. All contractual costs will be covered by the Department.
- ii. Roaming shall be provided as per international roaming zones.
- iii. Voice minutes, SMS and data bundles are in a shared pool where all users can consume. The high usage by one user is offset by low usage of another. The recommended allocation as per **RT15-2016** Contract Circular will be as follows: -

Average shared bundle size per user on contract		Fair usage tolerance 10%	Minimum shared bundle size on contract setup.	Maximum shared bundle size on contract setup.
Subscription		R 463.98		
CIB (cash incentive bonus – handset)		R3,990.00		
Close user group (CUG)	500		500	500
Minutes	400	40	360	440
SMS	100	10	90	110
Data (MB)	600	60	540	660
MEC and HOD Offices allocations				
Minutes	1500	100	1400	1600
SMS	100	10	90	110
Data (MB)	2G	100	1948	2148

The Department will allocate the bundles (Voice, SMS and data) as per table below: -

	Voice	SMS	Bundles	Usage tolerance
SMS	400	100	600	10%
Level 7-12	300	100	600	10%
Level 1- 6	100	100	100	10%

6.2.1.6 User's responsibility

- i. Ensure effective, efficient and economical utilization of the Department's mobile communication services for the purpose it is intended for, namely, official purpose.
- ii. Ensure that all necessary precautionary measures are taken to keep the mobile devices safe and in good working condition.

6.2.1.7 Responsibility of the Department

- i. Ensure monthly reconciliation of invoices received in respect of the Department's mobile communication services.
- ii. Ensure settlement of all monthly Departments' mobile communication services accounts within 30 days of receipt of invoices from the services provider.
- iii. Manage the loss control report.
- iv. Ensure the reimbursement of any amount due by or from a user for expenditure incurred by the Department as a result of transgression of this policy.
- v. Reconcile the register of the Department's devices.
- vi. Control movement and usage of loan and pool devices.
- vii. Manage spend manager and administer allocation of usage.
- viii. Ensure that all Department's devices are captured on the register.
- ix. No international roaming shall be permissible without approval of the Accounting Officer.
- x. Roaming facility shall be paid for as per approval.
- xi. The limits shall be amended as and when a need arises.

6.3 DAMAGES, THEFT AND LOSSES OF DEVICES

- 6.3.1 Users should ensure safety of the mobile devices at all times.
- 6.3.2 Users issued with a mobile device by the Department will be liable of replacing the device if such a device is lost, stolen or damaged due to negligence.
- 6.3.3 In the event of a lost or stolen mobile device, it is the duty of the user to report the incident to SAPS immediately or within twenty-four (24) hours then inform the Department to blacklist the device.
- 6.3.4 SAPS case number together with the sworn affidavit detailing the circumstances under which the Department's mobile device has been lost/stolen must be submitted to Information Technology Management and Risk Management for investigation.
- 6.3.5 If liability can be determined, the Department must recover the value of the loss or damage from the user, failing which the loss/ damage may be written off if irrecoverable.
- 6.3.6 Replacement cost will be obtained from the Service Provider by Information Technology Management.
- 6.3.7 The Department will provide the user with a loan mobile device on condition there is such available.
- 6.3.8 The user shall be liable for excess amount and other related costs / expenses in case of lost, damaged or stolen cell phone.

6.4 Miscellaneous

- 6.4.1 The Accounting Officer may at his/her discretion, withdraw the approval for the use of the cellular phone if the user is consistently unavailable when needed and if he/she is of the opinion that the duties of the employee do not warrant the use of the cellular phone as a tool or work facility any longer.
- 6.4.2 Any mobile device that connects to the Department's network will be subjected to IT security policy.

6.5 Implementation of this policy will be guided by Batho Pele Principles and any other piece of relevant legislation.

6.5 LANDLINES AND DECT PHONES

6.5.1 Landlines limits

- i. Employees shall be allocated the following monthly limits on landlines: -

RANK	AMOUNT
MEC and PA	No Limit
HoD and PA	No Limit
Chief Directors	R800
Directors	R700
Deputy Directors	R500
Assistant Directors	R200
Personal Assistants	R200
Lower Level Employees (Level 1-8)	R200
Level 3 and below	R100

- ii. The above limits may be adjusted for a specific employee(s) due to the nature of their work, with prior approval by the Accounting Officer or his/her delegate.
- iii. Employees may, within reasonable limits, be allowed to use an official telephone for essential private calls, provided the privilege is not abused. Private call amounting to R50-00 will be regarded as "within reasonable limit".

6.6 EVENT PACKAGE

7.6.1 For employees to be allocated additional amounts due to the workload for a specific period e.g. event package, prior approval by the Accounting Officer or his/her delegate must be obtained in writing.

7.6.2 The event package shall be between R100 and R500 per month.

6.7 Digital Enhanced Cordless Telephone (Dect Phones)

Employees who have been allocated dect phones, their monthly limits shall be divided to make provision for the dect phone and the table handset.

6.8. COPY RIGHT

No part of this policy may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, in any network, electronic storage or transmission without prior consent of the Limpopo Department of Transport.

7. DEFAULT

Any employee who contravenes the provisions of this policy which may lead to violation of the Public Service Code of Conduct or other policies, that employee shall be charged with misconduct and the necessary disciplinary measures should be taken against him or her.

8. INCEPTION DATE

The inception date of this policy will be within 30 days after the approval by the Executive Authority.

9. REVIEW AND TERMINATION OF THE POLICY

This policy will be reviewed on an annual basis and it will be terminated upon the inception of a new policy.

10. MONITORING AND EVALUATION

GITO will monitor the implementation of this policy. Monitoring and Evaluation Unit within the Department will also track progress and policy achievement in terms of the objectives.

11. ENQUIRIES

Enquiries regarding this policy should in the first instance be directed to GITO.

RECOMMENDED/ NOT RECOMMENDED

For approval

[Signature]

ACCOUNTING OFFICER

18/8/17

Date

APPROVED/ NOT APPROVED

[Signature]

MEMBER OF EXECUTIVE COUNCIL

21/08/2017

Date



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF
TRANSPORT**

APPLICATION FOR OFFICIAL CELLULAR PHONE

Surname:

Names in full:

Designation:

Persal No.:

Office / Division:

(a) Reason for need for allocation of a cellular phone / Motivation

Signature of Applicant _____

Date : _____

SUPERVISOR SECTION

I certify that it is absolutely essential and in the interest of the State that the following official must be allocated an official cellular phone, in the strict adherence to the policy.

Name: _____

Rank: _____

Persal number: _____

I have considered the application and I hereby **Recommend / Do not recommend** the application

Comments:

Signature: _____

Responsible Manager: _____

Date: _____

Application **Recommend / Not recommend and/or**

Chief Director: GITO

Date

Application **Approved / Not Approved and/ or**

Accounting Officer

Date