



**LIMPOPO**

**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
**EDUCATION**

Limpopo Department of  
Education Telecommunication  
Policy

## 1. PURPOSE

The objective of this policy is to:

- a) Provide guidelines for the acquisition, usage of telephones and Departmental landline phones, cellular phones, and 3G cards to be used for official purposes.
- b) Provide a regulatory framework to manage the utilization of the identified telecommunication instruments.
- c) Outline application procedures to be followed by all applicants who qualify to be allocated official telecommunication facilities.

## 2. POLICY PRONOUNCEMENTS

### 2.1 QUALIFICATION FOR ALLOCATION OF COMMUNICATION INSTRUMENT

- a) Qualification for allocation of a communication instrument is not dependant on an employee's rank or status but will be based on the nature of their work responsibilities (Job description).
- b) There are three types of communication instruments that will be available for allocation to employees and office bearers in the Limpopo department of education which are:-
  - Telephone hand set and a pin code
  - cellular phone
  - 3G Cards

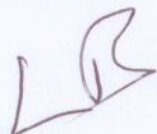
### 2.2 CELLULAR PHONES

#### 2.2.1 Qualification for allocation of a cellular phone:

- a) Employees, who due to the nature of their work qualify for the allocation of a cellular phone on a permanent basis, will be provided with such instrument.
- b) The approval for the use of a cellular phone as a work facility shall be granted by the Accounting Officer.
- c) The department will acquire cellular phone contracts for the following employees and office bearers:-
  - i. Executing Authority;
  - ii. Accounting Officers;
  - iii. All SMS members;
  - iv. Approved employees lower than SMS; and
  - v. Chauffeurs.
- d) Employees who are not listed above but will qualify for official cellular phones will be allocated cellular phones upon recommended by the general manager: ICT(GITO) and approval of their applications by the Accounting Officer and be subject to the prescribed limits set.
- e) Consultants, temporary employees and part time workers must provide their own cellular phones.

#### 2.2.2 Conditions for cellular phones and allocations

- a) Upon leaving the office before the expiry of the cellular phone contract, the user will surrender the cellular phone, 3G and sim card to the information communication technology



sub branch or negotiate with the Accounting officer to take over the contract and retain the cellular phone.

- b) Upon expiry of the contract the user may retain the cellular phone
- c) The department will be responsible to renew the cell phone contract after the expiry of the initial contract.
- d) The department will instruct the service provider to soft lock a cellular Phone once the set limit is reached.  
Such soft lock may only be released by the service provider with the prior approval by the General Manager: ICT (GITO).
- e) The department will replacement or upgrade the official may retain the previous cellular phone.

### 3.2.3 Application Procedures

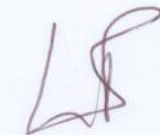
- a) Employees applying for cellular phones must follow the under mentioned procedure:
- b) The application form for a cellular phone (Annexure A) must be completed by the official concerned and submitted to the relevant senior manager or responsible manager for a recommendation.
- c) The completed application form must thereafter be sent to general manager: ICT(GITO) for analysis and recommendation
- d) The application will be approved by the Accounting officer subject to recommendation by the general manager: ICT(GITO) , recommendation by senior general manager: corporate services and recommendation chief financial officer
- e) The employee will be informed in writing of the outcome of the application.
- f) A contract shall then be arranged with a service provider to supply the instrument and services.

### 3.2.4 Contract maintenance and bills

- a) The department will pay the cost for subscription fees, itemized billing, insurance and air time cost as per limits approved for each user.
- b) In the case where the user exceeds the prescribed financial limit for both cell phone and 3G, the user shall pay for the excess, unless a written approval authorizing the excess is submitted; such approval shall be granted on application by the general manager: ICT(GITO).
- c) Excess expenditure must be settled by the user within thirty (30) days from the date on which the account was issued, failing which the amount will be recovered from the employees' salary without further notice.
- d) Each cellular phone is regarded as a work facility and is made available to the user for official business calls. Private calls should therefore, be limited to the minimum and paid for by the user within 30 days. Employees will not be required to identify private calls made within the package limits, as set by the service provider, as no cost can be identified in such cases and the subscription is deemed to be a business expense.

### 3.2.5 Cellular phone monthly limits for official calls

- a) The monthly limits for all categories of employees using official cellular phones are as tabulated in **Annexure B**. The limits will be amended as and when required.
- b) No international roaming is permissible without prior approval of the Accounting Officer.



**3.2.6 Miscellaneous**

- a) The Accounting Officer may at her/his discretion; withdraw the approval for a cellular phone if he / she is of the opinion that the duties of the employee do not need the use of a cell phone as a tool or work facility any longer.
- b) Employees who qualify to be issued with government cell phones will be expected to ensure the safe keeping of the cellular phone at all times. In the event where a cellular phone is lost or stolen, the following procedure should be followed:
  - i. The matter should be reported to the nearest police station within 48 hours.
  - ii. A detailed report with a police case number should be submitted to information communication technology sub branch to communicate with the service provider to replace the lost/stolen phone.
- c) If it were to be established that the cell phone was lost, stolen or damaged due to the negligence of the employee, the excess amount and other related cost will be recovered from such a user.

**3.3 LANDLINES AND LANDLINE PHONES**

**3.3.1 Landlines limits**

Employees will be allocated the following monthly limits on landline telephones:

<b>Rank</b>	<b>Amount</b>
Executing Authority	No limit
Accounting officer	No limit
Senior General Managers	R1000.00
General Managers	R1000.00
Senior Managers	R1000.00
Managers	R800.00
Deputy Managers	R600.00
Personal Assistants	R400,00
Lower Level Employees	R400.00

The adjustment of the above limit due to the nature of the employee's work is subject to the approval of the General Manager: ICT(GITO).

**3.3.2 Event package**

- a) An event package amounting to R2000-00 is granted to units organizing functions. A detailed motivation including reasons for the event and what is intended to be achieved must be submitted, before approval is granted. The units will be loaded onto the Senior Manager's extension that will be responsible for ensuring that they are used for intended objective.

### 3.3.3 Private calls

- a) A person in the employ of the Limpopo department of education may, within reasonable limits, be allowed to use an official telephone for essential private calls, provided the privilege is not abused. Private calls to the amount of R50-00 will be regarded as "within reasonable limits."

## 3.4 THE USE OF 3G TECHNOLOGY OR MOBILE BROADBAND TO ACCESS INTERNET AND EMAIL SERVICES MOBILE USERS

### 3.4.1 Purpose for mobile broadband

- a) To allow mobile staff members of the Limpopo department of education to access email and internet services through wireless communication media outside the premises of the office.

### 3.4.2 Qualification for allocation of mobile broadband

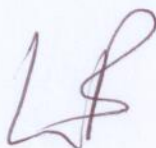
- a) The following will qualify for the facility:-
  - i. The executing Authority
  - ii. Accounting officer;
  - iii. ALL SMS members
  - iv. Non SMS members who require the services outside the premises of the office, a detailed job description should be send to ICT sub branch(GITO)

### 3.4.3 The procedure to be followed in acquiring access to mobile broad band

- a) An employee who qualifies for access to a mobile broadband must present a submission that must be authorized by her/his supervisor.
- b) The submission must indicate the nature of work done by the employee outside the department together with the frequency at which the employee will require access to email from the office and / internet.
- c) The request must then be submitted to the General Manager: ICT (GITO) who will acquire the approval from the Accounting Officer and notify the applicant.
- d) The department will receive monthly statements from the service provider and determine if any employee used the limits beyond the allocated units. The employee who exceeds the allocation will refund such areas.
- e) The allocation of the access to mobile broadband cards will be done according to Annexure C of the policy.
- f) The department will be responsible to renew the mobile broadband Contact after the expiry of the initial contract.

## 3. AUTHORITY

- a) This Policy shall remain the only departmental telephone, Cellular phone and 3G policy in Limpopo department of education.
- b) The Limpopo department of education shall formulate **Procedure Manuals** to give effect to the provisions of this Policy in order to regulate telephone, cellular phone and 3G processes within their respective areas of operation.



**4. COPY RIGHTS**

- a) 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 the prior consent of the Limpopo department of education.

**5. IMPLEMENTATION DATE**

This policy comes into operation with effect from date of approval.

**6. AMENDMENT**

This policy may be amended, in writing, by Limpopo department of education in consultation with executive management and policy clearing committee as and when necessary.

**7. TERMINATION**

This policy will be terminated upon the inception of a new policy

**8. APPROVAL**

The Telephone and Cellular Phone Policy is hereby

**Reviewed by**

.....

A handwritten signature in black ink, consisting of stylized initials 'L' and 'P'.

APPLICATION FOR CELLULAR PHONE

Surname: \_\_\_\_\_

Name in full: \_\_\_\_\_

Designation: \_\_\_\_\_ Persal No. \_\_\_\_\_

Office: \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(b) The necessity that the user be available and continually be in contact with the office, supervisor and stakeholders.

\_\_\_\_\_  
\_\_\_\_\_

(c) Why the cellular phone is considered the most economic instrument.

\_\_\_\_\_  
\_\_\_\_\_

Signature of Applicant \_\_\_\_\_

Date: \_\_\_\_\_

I certify that it is absolutely essential and in the interest of the State that the following persons must have a cellular phone, in the strict adherence to the policy.

Name: \_\_\_\_\_ Rank: \_\_\_\_\_ Persal Number \_\_\_\_\_

I have considered the application and:-

Recommended/does not recommend the application

Comments: \_\_\_\_\_

Signature \_\_\_\_\_: Responsible Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Application: \_\_\_\_\_

Limpopo Department Of Education Telecommunication Policy

Approved/ not approved

  
\_\_\_\_\_  
ACCOUNTING OFFICER

7/4/2011  
DATE

LS



**ANNEXURE "B"**

**LIMITS ON CELL PHONE CONTRACT AMOUNTS**

DESIGNATION	MONTHLY LIMIT
Executing Authority	No limit
Accounting officer	No limit
Senior General Manager	R1 500.00
General Manager	R1200
Senior Manager	R1000
Manager	R600
Deputy Manager	R300
Parliamentary Officer	R1000
Any person lower SMS approved by accounting officer	R300
Chauffeurs	R 500

**ANNEXTURE C**

**3G Cards**

DESIGNATION	DATA TRANSFER UNIT PM	MONTHLY LIMIT
Executing Authority	5GB	No limit
Accounting officer	5GB	No limit
Senior General Manager	3GB	R 650.00
General Manager	2GB	R 450.00
Senior Manager	1GB	R350.00
Employees other than SMS, including CDW's	1GB	R 250.00

**ANNEXURE "D"**

**APPLICATION FOR ACCESS TO MOBILE BROADBAND**

Surname: \_\_\_\_\_

Name in full: \_\_\_\_\_

Designation \_\_\_\_\_ Persal No. \_\_\_\_\_

Office: \_\_\_\_\_

(a) Reason for need for allocation of access to mobile broadband

\_\_\_\_\_ (b) The necessity that the user be available and continually be in contact with the office for email and internet facilities.

\_\_\_\_\_ (c) Why the use of mobile broadband is considered the most economic instrument.

\_\_\_\_\_ Signature of Applicant:

Date: \_\_\_\_\_

I certify that it is absolutely essential and in the interest of the State that the following persons must have access to mobile broadband 3G data card, in the strict adherence to the policy.

Name: \_\_\_\_\_ Rank \_\_\_\_\_ Persal Number \_\_\_\_\_

I have considered the application and:-



Limpopo Department Of Education Telecommunication Policy

Recommended/does not recommend the application

Comments: \_\_\_\_\_

Signature: \_\_\_\_\_ Responsible Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Application:

Recommended/ not recommended

\_\_\_\_\_  
General Manager: ICT (GITO)  
Approved/ not approved

\_\_\_\_\_  
DATE

Recommended/ not recommended

\_\_\_\_\_  
Senior General Manager: Corporate Services

\_\_\_\_\_  
DATE

Recommended/ not recommended

\_\_\_\_\_  
Chief Financial Officer

\_\_\_\_\_  
DATE

Approved/ not approved

  
\_\_\_\_\_  
ACCOUNTING OFFICER

7/4/2011  
DATE