

MSUKALIGWA LOCAL MUNICIPALITY



ELECTRONIC COMMUNICATION DEVICE POLICY

MSUKALIGWA LOCAL MUNICIPALITY**CORPORATE SERVICES DEPARTMENT**

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1. INTRODUCTION

- 1.1 This policy has been developed to provide guidance as to the appropriate circumstances for the purchase of electronic communication devices to ensure that there is uniformity, as far as possible, within the municipality in respect of their usage.
- 1.2 It is important to note that official electronic communication devices are issued to employees as a "tool of the trade" for the purpose of enhancing and facilitating the business processes of the municipality. The facility is intended only for those employees who for strategic reasons need to be contactable or contact other officials whilst away from their office and who by their duties, are regularly required to spend prolonged periods of time away from the office.

2. SCOPE

- 2.1 The provisions of this policy shall apply to all officials in Msukaligwa Local Municipality, within the Province of Mpumalanga.

3. DEFINITIONS AND TERMS

- 3.1 For the purpose of this policy, unless the context indicates otherwise, the following definitions are set out for the terms indicated:

TERMS	DEFINITIONS
Municipality	Msukaligwa Local Municipality
Mobile telephone or mobile phone or mobile device	A portable handset phone powered by 2watts, operating on the Global System for Mobile (GSM) communications, hereafter referred to as a mobile phone.
CFO	The Chief Financial Officer referred to in Chapter 2 of the National Treasury Regulations.
Ancillary equipment	Mobile phone accessories, which include mobile phone batteries, hands free equipment, mobile phone chargers and universal car chargers.
Data Card	A card that is inserted into a computer that enables logging onto the internet and accessing e-mails via the internet.
Service provider	The designated service provider appointed by the Municipality to provide mobile phones and mobile phone contracts to the municipality.
Split Billing	A process where a dual responsibility for payment of an account is assigned i.e. municipality's responsibility and employee's responsibility
SIM card or Subscriber Identity Module Card	A portable memory chip used in the mobile phone, which holds personal identity information, mobile phone numbers and data.

Official	An employee of Msukaligwa Local Municipality.
Mobile phone user or end user	Means an employee who uses the mobile phone and has the mobile phone in their possession
Official Call or Text Message	Call or text message made in pursuit of an official duty.
Private Call or Text Message	A call or text message that does not further the interests of the municipality but personal interests.

4. **POLICY GUIDELINES**

4.1 The following guidelines are adopted as policy when administering electronic communication devices.

4.2 This policy includes four schemes, namely;

Scheme A: Applies to the Accounting Officer, Directors and Deputy Directors and all Line Managers

Scheme B: Applies to Communication Officer, Personal Assistant (PA's), Secretary to the Director, Driver/Body Guard of the Executive Mayor

Scheme C: Applies to Stand-by personnel, Customer Care and Emergency Services Centres.

Scheme D: All other municipal officials who by the nature of their duties need to be contacted urgently may apply for access to a Mobile Phone Allowance that will be paid directly into their salaries.

4.3 **Mobile Phone Allowance for Municipal Councillors**

5.3.1 Mobile phone allowances for Municipal Councillors are provided in terms of the determination by the Minister of Provincial and Local Government in terms of the Official Government Notice as published annually and adopted by Council and the Remuneration of Public Office Bearers Act (Act No. 20 of 1998).

5. **FINANCIAL IMPLICATIONS AND LIMITATION**

5.1 The municipality will only approve one voice line contract and one data line contract per official. The contract will be in the name of the Municipality.

5.2 The municipality will enter into agreement with a mobile phone service provider (for a specific electronic communications device) and will be responsible for the following;

- a) Payment of the monthly rental/subscription;
- b) Payment for itemized billing;
- c) Payment of calls up to the set limit.

- 5.3 It is the responsibility of each employee who has been allocated an official mobile phone to use such mobile phone judiciously.
- 5.4 The following limits shall apply”:

LEVEL	VOICE MINUTES	SMS BUNDLE	DATA BUNDLES
Category A			
Municipal Manager	2000	500	10G
Director	1500	400	5G
Line Manager	600	200	4G
Category B			
Media Liaison Officer	800	200	4G
Personal Assistant (PA's)	300	600	2G
Category C			
Stand-by personnel	Mobile Phone Allowance R200.00		2G
Customer Care	500	100	2G
Emergency Services	500	100	2G
Category D			
Discretionary Subject to the MM approval	100 - 300	100-200	1G – 2G
Mobile Phone Allowance – R 350.00			

- 5.5 All mobile phones will have limits to prevent unbudgeted expenditure.
- 5.6 Mobile phones are expensive to use and should not be treated as a replacement for conventional land lines.

6. PAYMENT PROCEDURE

- 6.1 The Municipality shall ensure that all electronic communication devices are in one account with the same service provider. This is done to ensure that only one invoice is received from the service provider for which the Municipality is responsible for payment.
- 6.2 On receipt of the monthly invoice from the service provider, the Municipality shall promptly pay the total amount in full using the relevant expenditure allocations.
- 6.3 Official has direct responsibility and custody of the assigned electronic communication devices and will be held financially liable for loss or damage due to abuse or neglect during the twenty four months period of the contract.

7. ACQUISITION AND USE OF MUNICIPALITY'S MOBILE PHONES AND DATA CARDS

7.1 MOBILE PHONES

- 7.1.1 An application for a Municipal mobile phone must be submitted via the normal SCM process for all users wishing to apply for a mobile phone.*

- a) Each applicant other than Senior Managers must apply and motivate to the Departmental Director to be recommended for a mobile phone. Applications will be subjected to an investigation and approval by the Municipal Manager / Director Corporate Services.

- 7.1.2 The use of an official mobile phone to subscribe to commercial offers and competition lines is strictly prohibited. Any such numbers found on an itemised billing form will be subject to disciplinary action taken against the user official and monies recovered accordingly.

7.2 DATA CARDS / GADGETS

- 7.2.1 The acquisition of Data Cards/Gadget has been approved for the ranks of Senior Managers.
- 7.2.2 The allocation of Data Cards/Gadget for officials below the rank of Senior Managers will be considered subject to a motivated application and recommendation from the Departmental Director and must be submitted to the Office of the Municipal Manager for final approval.
- 7.2.3 The following are the prescribed default official limits set for the different officials, unless stated otherwise on the approved application;

Municipal Manager	3 Gig
Directors	3 Gig
Deputy Director	2 Gig
Managers Level 3	2 Gig
Level 4 – 17	1 Gig (Discretionary)

- 7.2.4 Any deviation required to the above limits must be recommended by the Departmental Director with sufficient motivation provided and finally approved by the Municipal Manager.
- 7.2.5 The use of an official Data Card to subscribe to commercial offers and competition lines is strictly prohibited. Any such numbers found on an itemised billing form will be subject to disciplinary action taken against the official and the monies recovered.

8. SAFETY/ LOSS OF MOBILE PHONE AND DATA CARDS AND OR GADGET

- 8.1 Municipal Officials whilst operating a motor vehicle:
- 8.1.1 must comply with Traffic Management Act prescripts and refrain from mobile phone usage,
- 8.1.2 must use hands-free equipment which allows both hands to stay on the steering wheel, or pull off the road before making or accepting a call.

- 8.2 The user must immediately after a loss or theft occurred, report the incident to the South African Police Services (SAPS) to obtain a case number and a copy of his/her affidavit and have the device blacklisted.
- 8.3 The user shall report such loss or theft thereafter to the relevant Director and Office of the Director Corporate Services in writing.
- 8.4 The incident shall be logged, ensuring the asset movement is captured correctly and the damaged device submitted to the Office of the Director Corporate Services.
- 8.5 Upon the recommendation of the Lessor, the equipment will either be repaired or replaced.
- 8.6 In the event of Lessor ruling the damage as "caused by the user", the matter will be referred to the insurers.
- 8.7 If the mobile phone and or data card is lost or stolen due to carelessness (negligence) of the user, the user shall pick-up and bear all costs of replacement.
- 8.8 The user of the mobile phone and or data card shall pick-up the bill and be responsible for the payment of the sim swap.
- 8.9 Any claim arising as per above, refuted by the insurers is a recoverable cost by Council/Employee.

9. SAFEKEEPING OF MOBILE PHONES

- 9.1 The mobile phone user has the responsibility and custody of the assigned mobile phone and ancillary equipment including the SIM card.

10. REPAIR AND MAINTENANCE

- 10.1 Whilst the phone is still under warranty and the phone is defective or an accident occurs where it is damaged, normal SCM processes must be followed and the contracted service provider appointed to perform the repairs.
- 10.2 Should the circumstances surrounding the repair be outside of warranty requirements and the user is found to have been negligent, the municipality will claim the repair costs from the employee in terms of the disciplinary code.

11. TERMINATION OF EMPLOYMENT, WITHDRAWAL OF FACILITY AND EXPIRY OF CONTRACT

- 11.1 If an official who has been allocated an official mobile phone leaves the employment of the municipality for any reason, or his/her duties have changed in such a way that the continued use of the facility is no longer justified and the mobile contract is still within the twenty four months period, the mobile phone must be returned to the Office of the Director Corporate Services for re-allocation, it is the responsibility of both the Line Manager and the official to whom the facility has been provided to comply with this requirement.

- 11.2 In the event a mobile phone, data card or any communication equipment has reached its maturity period, based on the packages which the contract was entered the following will be applicable to all users:

Category A

- 30% shall be deducted from the holder's salary and the mobile phone handset shall become the property of the holder.

Category B

- 15% shall be deducted from the holder's salary and the Mobile phone handset shall become the property of the holder.

Category C

- 10% shall be deducted from the holder's salary and the mobile phone handset shall become the property of the holder.

12. LOAN MOBILE PHONES AND MODEMS

- 12.1 When a mobile phone or data card modem is broken and requires to be repaired, the user must provide himself with an alternative mobile phone or data card modem to use while processes to repair the device are being pursued.

13. RENEWAL / UPGRADE OF MOBILE PHONES AND DATA CARDS

- 13.1 Approvals are only covered by a twenty four (24) month contract period and must be reviewed at least 2 months prior to the end of the contract period. Officials will be notified by the Office of the Director Corporate Services 2 (two) months prior to the end of the contract period to determine whether the circumstances still warrant the user requiring an official mobile phone.
- 13.2 During the renewal / upgrade, all officials will be required to re-apply for mobile phones or data cards during the renewal period. The renewal / upgrade will have to be recommended by Departmental Director and final approval by the Municipal Manager.

14. GENERAL

- 14.1 Any violations of this policy shall be subject to disciplinary action invoked against implicated employee.
- 14.2 The Accounting Officer or his/her delegate is responsible to manage and negotiate all mobile phone contracts with the most suitable service provider.
- 14.3 The municipality reserves the right to stop/review mobile phone usage if there are insufficient funds to meet the cost of monthly expenses (Excluding Monthly Rental/Subscription, etc).

- 14.4 The Municipality reserves the right to review mobile phone limits should circumstances prevail.
- 14.5 Council requires that all employees allocated the mobile phone/mobile phone allowances sponsored by the council should be reasonably contactable at all times. The handsets must be kept in good working conditions. The voice mail of the mobile phone must be activated at all times.
- 14.6 When a new line is undertaken or an upgrade is done by the Municipality on behalf of the user, should there be additional costs above the normal package costs(R 3500.00 – as per RT-15 guidelines), such as upgrade fees, the user shall be responsible for the additional costs and such costs will be deducted from the user's salary upon his acknowledgement.

15. PROCEDURE FOR REQUESTING NEW EXTENSION AND PIN CODE

- 15.1 An official requiring a new PIN code and extension must complete and submit through his/her supervisor the Telephone PIN Code Application form.
- 15.2 Telephone PIN Code Application form must be approved by the Departmental Director before a PIN code can be released to the user.
- 15.3 The user monthly telephone cost usage must be indicated to the application form to make the user aware of the expected call limit allocated to him/her.

16. BUSINESS/OFFICIAL CALLS

- 16.1 Official calls should be limited to a monthly telephone cost usage identified and agreed by the user and his/her responsible Manager and Approved by the Departmental Director.
- 16.2 An official may use an official telephone for private purposes, provided that-
- a) Users are allowance to make private calls if need be and all private calls must be paid by the user;
 - b) Within 7 working days of each calendar month each Directorate /Line Manager responsible will receive detailed accounts for each extension used by that component for the previous calendar month;
 - c) Each Manager responsible must delegate an official who will be responsible for the receipt, distribution, monitoring and checking of each Directorate telephone accounts in his or her Directorate;
 - d) Any calls not directly related to an official's work performance is classified as private, without exclusion;
 - e) The net amount is payable within 5 working days after the official's pay date;

- f) The Chief Financial Officer (CFO) is authorized to unilaterally implement in-service debts for the full amounts owing on each official's individual monthly telephone account, in the event that any official-
 - (i) refuses or neglects to identify and pay for his or her private calls; or
 - (ii) pays for private calls without identifying such calls on the calls report sheet issued to the official;
- g) The cost of all calls must be paid in full and part payments for the said amount will not be accepted;
- h) In the event that an official fails to pay for his or her private calls within the prescribed period that official's telephone pin code will be suspended.
- i) All Directorates must monitor and evaluate all telephone account payments to ensure that all private calls are paid for.
- j) A regular assessment must be performed as to who needs to make official calls, long distance calls and mobile calls.

17. FINANCIAL IMPLICATIONS

- 17.1 All monies collected to pay for private telephone calls are to be deposited to the Vote where the expenditure was initially incurred.

18. MONITORING, EVALUATION AND REVIEW

The Director Corporate Services must-

- 18.1 Implement the policy;
- 18.2 Monitor, evaluate and report on the implementation of, and compliance with, the policy;
- 18.3 Communicating the provisions of the policy to all municipal officials; and
- 18.4 Placing the policy on the Municipal intranet.

19. DEPARTURE FROM FORMAL AND BREACH OF POLICY

- 19.1 Failure to comply with provisions of the Electronic Communication Device Policy shall constitute misconduct and disciplinary measures may be invoked against the Employee concerned.
- 19.2 Any aggrieved party to the exercise application of this policy shall adhere to the internal grievance procedure and a grievance shall be resolved through prescribed grievance procedure.

20. AUTHORIZATION

This policy shall take effect on the date of approval and may be reviewed by Management as and when legal and/or financial conditions and circumstances prevail.

On the approval of this policy all telephone pin codes shall be disabled and all users must re-apply for new pin codes