



KWAZULU-NATAL PROVINCE

TREASURY
REPUBLIC OF SOUTH AFRICA

P O Box 3613, PIETERMARITZBURG, 3200
145 Chief Albert Luthuli Street, Pietermaritzburg, 3200
Tel: 033 897 4435 Fax: 033 342 3837

Norms and Standards
www.kzntreasury.gov.za

PROVINCIAL TREASURY

STANDARD OPERATING

PROCEDURE GUIDELINE ON

USE OF OFFICIAL CELLPHONES

INDEX

1. Purpose
2. Definitions
3. Legislative Framework
4. General
5. Compliance Checklist

ANNEXURES

- Annexure A: Process Flow: Official Cellphones
- Annexure B: Application for Cellphones
- Annexure C: Acquisition of Cellphones
- Annexure D: Utilisation and Safekeeping of Cellphones
- Annexure E: Return of Cellphones
- Annexure F: Pool Cellphones
- Annexure G: Guidelines for Cellphone/Data Card Limits
- Annexure H: Certification of Receipt of Official Cellphone
- Annexure I: Compliance Checklist: Official Cellphones

1. PURPOSE

- 1.1 The purpose of this Provincial Treasury Standard Operating Procedure Guideline is to define processes and procedures relating to the Usage of Official Cellphones and 3G Data Card accessories and ensure compliance with regulatory prescripts and uniformity in application of financial norms and standards.
- 1.2 This Provincial Treasury Standard Operating Procedure Guideline must be read in conjunction with Provincial Treasury Instruction Note No. 14: Use of Official Cellphones.
- 1.3 In the event of any inconsistency between this Provincial Treasury Standard Operating Procedure Guideline and related government legislation, such legislation prevails.

2. DEFINITIONS

In this Provincial Treasury Standard Operating Procedure Guideline, unless the context indicates otherwise, a word or expression, to which a meaning has been assigned in the PFMA and the National Treasury Regulations, has the same meaning; and

“Ancillary Equipment” means a cellphone or 3G data card accessories, including batteries, chargers, hands-free devices and blue tooth; however, **excludes** car kits;

“Cellphone Service Provider” means the designated service provider appointed by a Department in terms of relevant Supply Chain Management prescripts;

“Cellphone” means a portable handset phone operating on the Global System for Mobile (GSM) communications; hereafter referred to as a cellphone;

“Cellular Telephone Instrument or Cellphone” means a digital wireless telephone;

“CFO” means the Chief Financial Officer referred to in Chapter 2 of the National Treasury Regulations;

“Data Card” means a card that is inserted into a computer that enables access to the internet and the sending and receiving of e-mails;

“Delegated Official” means an official who has been delegated powers or instructed to perform duties assigned by the Accounting Officer;

“Official Calls /Text Messages” means calls/messages made in relation to official duties;

“PFMA” means the Public Finance Management Act (Act 1 of 1999);

“Private Calls/Text Messages” means calls/messages made for personal interests and not in the interests of the Department;

“Sim Card or Subscriber Identity Module Card” means a portable memory chip used in the cellular telephone, which holds personal identity information, cellphone number, contact book and other data;

“*Standard Operating Procedure (SOP)*” means the method of functioning that has been established over time to execute a specific task or react to a specific set of circumstances or situation or process. Standard operating procedures document the normal or accepted methodology and help form the basis for evaluating conformance with the regularity framework; and

“*Treasury Regulations*” means the regulations issued by National Treasury in terms of Section 76 of the PFMA.

3. LEGISLATIVE FRAMEWORK

- 3.1 In terms of the PFMA the Accounting Officer for a department:
- a) Is responsible for the effective, efficient, economical and transparent use of the resources of the department, as per section 38(1)(b).
- 3.2 An official in a department: –
- b) Is responsible for the management, including the safeguarding, of the assets and the management of the liabilities within that official's area of responsibility, as per section 45(e).
- 3.3 In terms of the Treasury Regulations, the Accounting Officer must ensure that preventative mechanisms are in place to eliminate theft, losses, wastage and misuse as per paragraph 10.1.1(a).
- 3.4 This Provincial Treasury Guideline is issued in terms of Section 18(2)(i) of the PFMA.

4. GENERAL

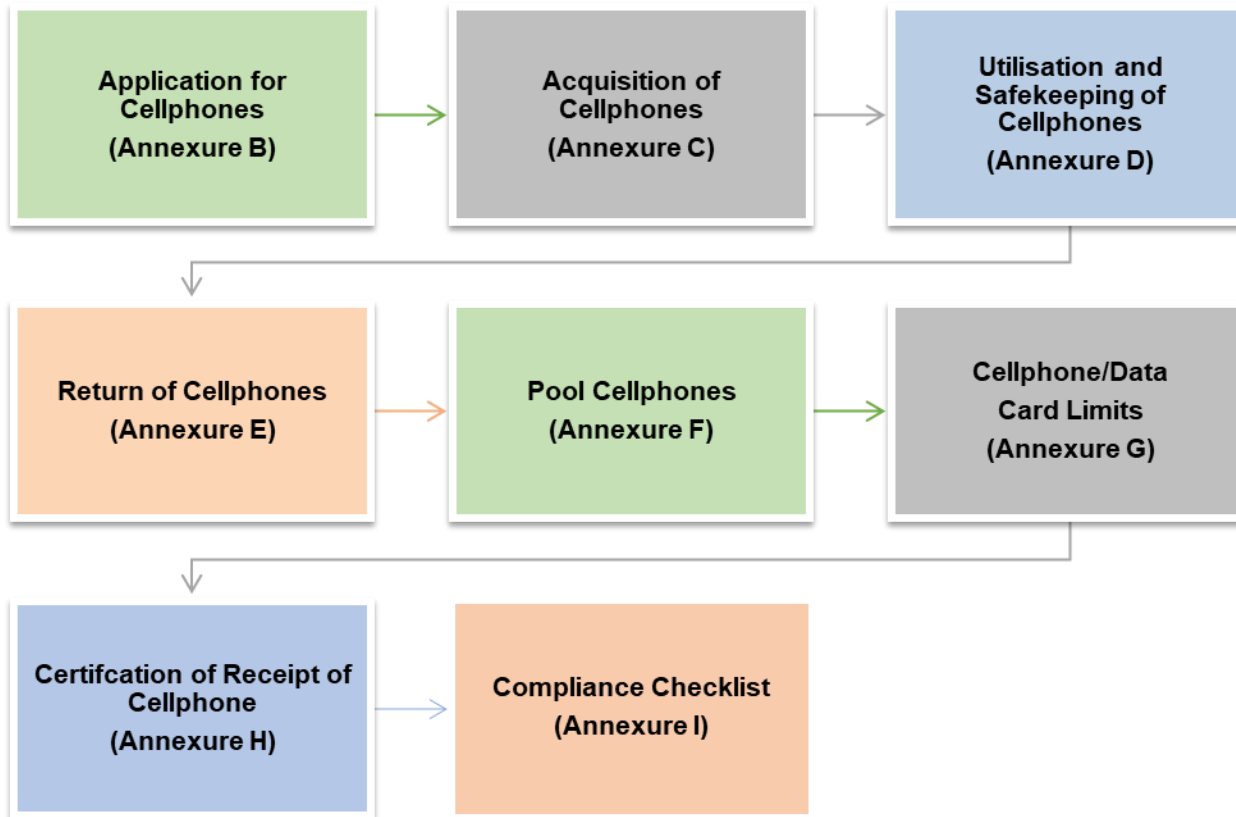
- 4.1 Cellphones should be regarded as a working tool for maintaining lines of communication to assist officials in the performance of their duties.
- 4.2 Employees are provided with a cellphone to facilitate effective and efficient service delivery whilst the cellphone remains the property of the department.
- 4.3 The utilisation of a cellphone for official purposes is a work resource and not a service benefit.
- 4.4 Each department may adopt its own policy outlining the work-related purposes for which such equipment and access are provided consistent with this Provincial Treasury Standard Operating Procedure Guideline.

5. COMPLIANCE CHECKLIST

- 5.1 Compliance checklists ensure consistency in application of procedural requirements and financial norms and standards and facilitate compliance monitoring with regulatory requirements, policy and procedural frameworks.
- 5.2 The compliance checklist, attached as Annexure J should be implemented or adapted, where applicable, to support departmental requirements.

ANNEXURE A

PROCESS FLOW: USE OF OFFICIAL CELLPHONES



APPLICATION FOR CELLPHONES AND DATA CARDS			
	Task	Process	Responsibility
1.	Application for a Cellphone	<ul style="list-style-type: none"> ▪ When submitting an application for a cellphone and data facilities, the nature of the work and the need for a cellphone as the means of carrying out the job are the determining factors. ▪ Each application must be considered on its own merit, with fully motivated proof to the effect that a cellphone is the most economical and practical instrument of communication which will enhance the official's performance. ▪ The following must be included when submitting an application for a cellphone: <ul style="list-style-type: none"> ▪ Reasons for applying for a cellphone (Responsibilities of the employee). ▪ Other means of communication considered and the unsuitability thereof. ▪ Need for the applicant to be accessible. ▪ The annual financial implications related to the purchase and maintenance of the cellphone. 	Accounting Officer.
2.	Data Cards	<ul style="list-style-type: none"> ▪ Data cards are regarded as a working tool in the performance of official duties. ▪ The Accounting Officer must determine the limitations and conditions regarding the use of data cards. ▪ Employees are responsible for the payment of amounts exceeding the 	Applicable official/s.

		<p>prescribed limits for data cards.</p> <ul style="list-style-type: none">▪ All conditions applicable to cellphones apply categorically to data cards.	
--	--	---	--

ANNEXURE C

ACQUISITION OF CELLPHONES			
No.	Task	Process	Responsibility
1.	Acquisition of Cellphones.	<ul style="list-style-type: none"> ▪ The Accounting Officer or delegated official must enter into agreement with a cellphone service provider on favourable terms in compliance with the applicable procurement legislation. ▪ The office of the CFO must facilitate the procurement of cellphones. ▪ Payment to the service provider must immediately be generated upon receipt of the cellphone accounts. ▪ The application to use a private cellphone must only be allowed with the prior approval of the Accounting Officer or delegated official. ▪ The department must reimburse an official for official calls made when using a private cellphone on availability of proof of official calls, i.e. statement from the service provider. 	<p>Accounting Officer.</p> <p>Delegated official in Chief Financial Office or designated component.</p>
2.	Authority for Financial Limits	<ul style="list-style-type: none"> ▪ Cellphones are expensive to use and should not be treated as a replacement for conventional landlines. ▪ The authority to determine and introduce limits for official calls/text messages to contain expenditure is vested in the Accounting Officer. ▪ Such limits should be reviewed at least annually and determined in accordance with cost containment measures. ▪ Employees must declare and certify all private calls/text messages 	Accounting Officer.

		<p>made with the assigned cellphone.</p> <ul style="list-style-type: none"> ▪ Any debt emanating from private calls/ text messages made by an employee that exceeds the prescribed limits for official calls must be settled in the manner and conditions determined by the Accounting Officer. ▪ Guidelines in determining financial limits for cellphones and data card facilities are attached as Annexure H: Cellphone/Data Card Limits. 	<p>Applicable official/s. Accounting Officer.</p>
--	--	--	---

ANNEXURE D

UTILISATION AND SAFEKEEPING OF CELLPHONES			
No.	Task	Process	Responsibility
1.	Maintain Cellphone Register.	<ul style="list-style-type: none"> ▪ A register of all cellphones owned by the Department must be maintained for control purposes (Annexure I: Certification of Receipt of Official Cellphone). ▪ The following information must be included in the register: <ul style="list-style-type: none"> • Make of handset; • Name of official cellphone issued to; • Signature of allocated official; and • Date of issue. 	Delegated official in designated component.
2.	Receipt of Cellphone.	<ul style="list-style-type: none"> ▪ The official to whom the cellphone is allocated and who signs for the receipt thereof, must ensure that all defects that are reasonably visible are noted prior to signing for the receipt of the cellphone. 	Applicable official/s.
3.	Approval for Cellphone Accessories.	<ul style="list-style-type: none"> ▪ Full motivation must be submitted to the Accounting Officer for the approval of any accessories not part of the instrument at purchase. ▪ As cellphones are not to be used while driving unless a car-kit is fitted, any costs incurred in the form of fines for transgressing the above will be borne by the responsible official. 	Delegated official in designated component. Applicable official
4.	Responsibility for cellphone	<ul style="list-style-type: none"> ▪ The cellphone user has the direct responsibility and custody of the cellphone, ancillary equipment, sim card and data card. ▪ The cellphone user must at all times ensure that cellphones are not unduly exposed to theft or wilful damage. ▪ Cellphone users will be held financially liable for any damages due 	Applicable official/s.

		to abuse or negligence in the use of the instrument, ancillary equipment and data cards.	
5.	Loss of cellphone	<ul style="list-style-type: none"> ▪ All lost cellphones must be reported to the South African Police Services and the department within 24 hours. ▪ The replacement of cellphones must only be facilitated after approval by the Accounting Officer on the recommendation of a loss control report regarding the circumstances of such losses. ▪ The department must ensure compliance with Treasury Regulations, Chapter 12 and the department's Loss Control and Write-Off Policy. ▪ The Accounting Officer may determine and introduce the number of replacement cellphones to a cellphone user within the contract period. 	Loss Control Agent or delegated official. Accounting Officer

ANNEXURE E

RETURN OF CELLPHONES			
No.	Task	Process	Responsibility
1.	Returned Cellphones.	<ul style="list-style-type: none"> ▪ All “free” cellphones which are part of the contract may be retained by the cell phone user after the expiry of the contract period. ▪ All purchased cellphones must be returned to the responsible component once the contract has expired, before being allocated a new instrument. ▪ All purchased cellphones are a departmental asset and must be recorded in the departmental asset register. ▪ The official entrusted with the management of the cellphone must ensure the handset is returned in good working order. ▪ Any damages must be recorded and signed for by both the returning official and the receiving official. ▪ Cellphone users are encouraged to retain the original packaging and return such with the cellphone. 	<p>Applicable official/s.</p> <p>Delegated official in designated component.</p>
2.	Transfer or Demotion of Official.	<ul style="list-style-type: none"> ▪ If an official changes posts through transfer or demotion, the cellphone must be returned to the responsible component. ▪ If an official is transferred to a post with lesser responsibilities and does not require a cellphone, the cellphone must be returned to the applicable component and re-allocated to other qualifying incumbents. 	Applicable official/s.
3.	Resignation of Official.	<ul style="list-style-type: none"> ▪ On resignation, an official must return the cellphone at least one working day before the last day in service. ▪ Immediate supervisors in conjunction with the responsible component are responsible for ensuring that the cellphone is returned. 	<p>Applicable official/s.</p> <p>Applicable Supervisor/s.</p>

4.	Retention Cellphone	of	<ul style="list-style-type: none">▪ Should an official wish to retain the cellphone and ancillary equipment, they must be provided with the option of purchasing such at the value determined by the department's Disposal Committee.▪ The above proviso must however be included in the department's cellphone policy, as approved by the Accounting Officer.
----	------------------------	----	---

POOL CELLPHONES			
No.	Task	Process	Responsibility
1.	Redundant Cellphones.	<ul style="list-style-type: none"> ▪ Purchased cellphones which become redundant due to an upgrade must be considered as a pool cellphone prior to the disposal thereof. ▪ Pool cellphones must be managed by the responsible component and made available to users whose cellphones are being repaired, or where a component requires officials to perform standby duties. 	Delegated official in designated component.
2.	Obsolete Cellphones.	<ul style="list-style-type: none"> ▪ A cellphone which becomes obsolete or unserviceable; e.g. the batteries cannot be replaced or the phone is unable to be repaired, may be disposed of in accordance with departmental and legislative prescripts. 	Loss Control or delegated official in designated component.

ANNEXURE G

GUIDELINES: CELLPHONE/DATA CARD LIMITS

Designation	Monthly limit
MEC	No limit
Accounting Officer	No limit
Head of Department	No limit
Deputy Director-General	<p>R2000, inclusive of monthly subscription and other value added services; e.g. itemised billing, monthly rentals and call line identity.</p> <p>These costs are only included when the Department enters into a contract with the service provider.</p>
SMS Employees	<p>R500, excluding monthly subscription and other value added services; e.g. itemised billing, monthly rentals and call line identity.</p> <p>These costs are only included when the Department enters into a contract with the service provider.</p>
Departmental Employees	<p>R250, excluding monthly subscription and other value added services; e.g. itemised billing, monthly rentals and call line identity.</p> <p>These costs are only included when the Department enters into a contract with the service provider.</p>

CERTIFICATION OF RECEIPT OF OFFICIAL CELLPHONE

SECTION A: PERSONAL DETAILS													
Title	Prof		Dr		Mr		Mrs		Ms				
Surname													
First Names													
Identity Number													
Persal Number													
Rank													
Directorate													
Sub-directorate													
SECTION B: CELLPHONE DETAILS													
Make													
Model													
Cell Number													
PUK Code													
Serial Number													
ACCESSORIES RECEIVED													
Pouch													
Hands free kit													
Bluetooth													
Charger													
Car kit													
Car Charger													
Data Card													
<i>Specify any</i>													
SECTION C: ACKNOWLEDGEMENT OF RECEIPT													
I hereby acknowledge receipt of the equipment as listed above, and undertake to handle it in accordance with the cellphone policy of the Department													
Initials and Surname of the Receiving Officer				Signature of Receiving Officer								Date	
Initials and Surname of the Issuing Officer				Signature of Issuing Officer								Date	

COMPLIANCE CHECKLIST: USE OF OFFICIAL CELLPHONES

PROCESS		Y/N
1.	Approved Departmental Cellphone Policy.	
2.	Cellphones utilised as working tool for maintaining lines of communication in the performance of official duties.	
3.	Application for Cellphone includes required motivation.	
4.	Accounting Officer enters into agreement with cellphone service provider.	
5.	Prior approval obtained for use of private cellphone.	
6.	Financial limits for cellphones determined by Accounting Officer.	
7.	Purchased cellphones recorded in departmental asset register.	
8.	Cellphone register maintained.	
9.	Private calls/ text messages exceeding official limits recovered from applicable official/s.	
10.	Cellphone user responsible for safekeeping of cellphone and ancillary equipment.	
11.	Lost cellphones reported to SAPS and Department within 24 hours.	
12.	Obsolete or unserviceable cellphones disposed of as per legislative and departmental requirements.	