

# **RUSTENBURG LOCAL MUNICIPALITY**



## **CELLPHONE AND DATA POLICY**

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## **1. Purpose**

The purpose of this policy is to establish clear guidelines for the provision, use, and management of cellphones, data services, and meter reading SIM cards within Rustenburg Local Municipality (RLM). These tools are essential for ensuring that designated officials can perform their duties effectively, particularly during standby and shift duties, and that operational systems can monitor consumption for accurate billing. The policy promotes cost-efficiency, accountability, and compliance with municipal regulations while supporting RLM's service delivery objectives.

## **2. Scope**

This policy applies to:

- The Municipal Manager
- Managers directly reporting to the Municipal Manager
- Managers in Executive Offices
- Unit Managers
- Other officials (post levels 3 to 16) whose roles require constant availability and contact with the municipality
- Meter reading SIM cards deployed at business sites for monitoring consumption and billing of municipal services (e.g., water, electricity, waste)

## **3. Objectives**

The objectives of this policy are:

- To provide designated officials and operational systems with reliable communication tools to maintain effective service delivery.
- To define eligibility criteria and procedures for the allocation of cellphones, data services, and meter reading SIM cards.
- To promote the responsible and cost-effective use of municipal resources.

- To ensure compliance with the Municipal Finance Management Act (MFMA), Supply Chain Management (SCM) regulations.
- To support accurate billing and consumption monitoring through the use of meter reading SIM cards.

#### 4. Legal Framework

This policy is governed by the following legislation and regulations:

- **Municipal Finance Management Act (MFMA):** Sections 62(1)(a) and 78(1)(b), which mandate sound financial management and accountability.
- **Supply Chain Management (SCM) Regulations:** Governing the procurement of goods and services, including communication devices and data services.

#### 5. Definitions

- **Tools of Trade:** Equipment, including cellphones, data services, and meter reading SIM cards, provided by RLM to enable officials and systems to perform their duties.
- **Standby Duty:** A scheduled period outside normal working hours during which an official must be available to respond to emergencies or operational needs.
- **Shift Duty:** Work performed in scheduled shifts, often outside standard hours, requiring constant communication.
- **Designated Officials:** Employees specified in Section 2 who require cellphones and data services for their roles.
- **Data Services:** Mobile data or Wi-Fi connectivity provided to support official duties, such as email, municipal systems access, or communication apps.
- **Meter Reading SIM Cards:** SIM cards installed in devices at business sites to transmit consumption data for municipal services.
- **MFMA:** Municipal Finance Management Act.
- **SCM:** Supply Chain Management.

## **6. Roles and Responsibilities**

- **Municipal Manager:**
  - Approves policy implementation and enters into a contract with the service provider.
  - Ensures overall compliance with the policy.
- **Directors:**
  - Manage applications for cellphones and data services for officials in their directorates.
  - Manage standby and shift duty rosters.
  - Recommend the withdrawal of tools due to misuse or operational changes.
  - Oversee the deployment of meter reading SIM cards in collaboration with the Revenue Management Unit.
  - Ensures compliance with the policy.
- **Line Managers:**
  - Supervises usage, monitor standby/shift duties, and report misuse.
  - Determines, document, and recommend eligibility of employees to receive communication devices in terms of this policy.
  - Recommends the termination of the issuance of communication devices when it is no longer appropriate or when the user cannot be reached without justification.
  - Reviews and recommend increases in voice minutes or data limits as needed for the performance of duties.
  - Ensures that cellphones and data issued to standby and shift teams are utilized effectively and efficiently.
- **ICT Department:**
  - Procures and manages cellphones, data services, and meter reading SIM cards.
  - Monitors usage and adjusts limits as necessary.
  - Conducts quarterly audits to ensure compliance.
  - Implements security protocols for data transmission.

- **Revenue Management Unit:**
  - Determines the need for meter reading SIM cards at business sites.
  - Monitors the performance and data transmission of meter reading SIM cards.
  - Collaborates with the ICT Department to manage SIM card allocations and replacements.
- **Directorate Corporate Support Services:**
  - Reviews applications for cellphones and data services.
  - Maintains records of allocations, forms, and compliance.
  - Manages the re-allocation of tools upon role changes or terminations.
- **Officials:**
  - Adhere to policy, use devices responsibly, and complete required forms.
  - Are responsible for the maintenance and security of communication devices obtained under this policy.
  - Are responsible for ensuring they are reachable on the provided cellphones when required, particularly during standby or shift duties.
  - Are discouraged from using communication devices for private purposes and must treat them strictly as tools of trade.
  - Are reminded that the issuance of communication devices is for the benefit of the Municipality, and this principle must guide their use.
  - In the event a cellphone device is damaged or lost, while the user is addressing the situation, they must provide the Municipality with an alternative contact number to ensure they remain contactable, reachable, and responsive in line with this policy.
  - Report lost, stolen, or damaged tools within 24 hours.

## 7. Eligibility and Allocation

### 7.1. Cellphones and Data Services:

- Automatically allocated to the Municipal Manager, Managers directly reporting to the Municipal Manager, Managers in Executive Offices, and Unit Managers. These positions are automatically classified as requiring cellphones as tools of trade due to their strategic and operational roles requiring constant availability.
- Other officials (post levels 3 to 16) whose job descriptions explicitly require 24/7 availability and contact with the municipality, and where no alternative communication means (e.g., office phones, radios) are feasible. These officials must apply in writing to their Director (including Managers reporting to the Municipal Manager, Executive Mayor, Speaker, and Single Whip) using the **Cellphone and Data Application Form (Form A)**, based on operational needs.
- Officials performing standby or shift duties, as approved by their Director.
- **Cellphone Devices:** RLM will provide a standard smartphone model, selected based on cost-effectiveness and functionality (e.g., supports email, municipal apps, and reliable calling). Devices remain the property of RLM.
- **Data and Airtime:** A monthly data and airtime budget will be provided, tailored to the official's role.
- **Landline Usage:** To minimize costs, these officials will be allocated limited budgets for landline calls and must predominantly use landlines when making calls to municipal extension lines.
- **Objective:** The use of landlines for internal calls aims to reduce cellphone airtime expenditure while ensuring effective communication.

Eligibility and allocations will be reviewed annually or upon role changes to align with operational needs.



**7.2. Meter Reading SIM Cards:**

- Allocated to business sites based on the number of meters and data transmission requirements, as determined by the Revenue Management Unit.
- Allocations are reviewed annually to ensure they meet operational needs.

**8. Criteria for Application (Post level 3 to 16)**

When applying, the following must be considered:

- The position requires a cellphone or data as an essential requirement for job performance.
- The position necessitates urgent contact, and no other means of communication (e.g., landlines, radios) are available.
- The availability of a cellphone or data will enhance job performance and benefit the municipality.

**9. Cell Phones for Officials Performing Standby/Shift Duties**

- An official on standby or shift duties shall be provided with a cellphone to efficiently perform their work.
- Such officials shall complete and sign a prescribed Cellphone Issuance Form for Standby / Shift Duties (**Form D**), which must also be co-signed by their supervisor or Line Manager.
- Officials on standby or shift duties shall return the cellphone to their supervisor or Line Manager at the end of their standby or shift period. They must complete and sign the Cellphone Return Form for Standby / Shift Duties (**Form E**) as proof that the cellphone has been returned in good order.
- Supervisors, Section Managers, and Unit Managers are responsible for ensuring that cellphones and data issued to standby and shift teams are utilised effectively and efficiently.



**10. Approval Process**

- Applications for cellphones and data services must be submitted to the Directorate: Corporate Support Services for review.
- The Directorate will support or reject the application based on functionality, assessing whether the position requires a cellphone or data services for job performance.
- Applications for meter reading SIM cards are managed by the Revenue Management Unit in collaboration with the ICT Department.

**11. Increase of Minutes (Voice) and Data Limits**

- **Application for Increase:** If an official believes the approved voice minutes or data limit is insufficient for effective and efficient performance of official duties, they must:
  - Submit an application for an increase to their Line Manager and Director using the Limit Increase Application Form (**Form F**).
  - Provide substantiation from the Director to justify the need for increased limits.

**12. Replacement and Upgrades**

- Devices will be replaced every three (03) years or when deemed non-functional by the ICT Department.
- Lost, stolen, or damaged devices must be reported within 24 hours using the Incident Report Form (**Form G**). Users are responsible for any damage or loss and will bear the excess amount in case of insurance claims.

**13. Usage Guidelines**

- **Official Use:** Cellphones and data services are for work-related purposes only, including calls, emails, messaging, and accessing municipal systems.

- **Prohibited Use:** Personal calls, excessive data use for non-work purposes (e.g., streaming), or unauthorized apps are prohibited. Usage will be monitored by the ICT Department.
- **Cost Management:** Officials exceeding their allocated airtime or data will bear the additional costs unless pre-approved for work-related reasons.
- **Security:** Devices must be password-protected, and officials must report any security breaches (e.g., hacking, loss of device) immediately via **Form G**.
- **SIM Card Usage:** No foreign SIM card may be inserted into the contract phone, as this will void the insurance warranty. Only the original SIM card provided by RLM may be used.
- **Return of Devices:** All tools of trade must be returned to the Directorate: Corporate Support Services upon termination of duties. If a user is promoted, demoted, transferred, or seconded to a position that does not necessitate a communication device under this policy, the device must be returned to the Directorate: Corporate Support Services for re-allocation to the new incumbent of the initial position. When the upgrade period is due, the old cellphone device must be returned to the Directorate: Corporate Support Services using the Device Return Form (**Form C**).
- **Withdrawal of Devices:** The Director may withdraw the issuance of a cellphone or data services in the following cases:
  - Continued abuse or misuse of the cellphone or data, as determined by usage audits or reports.
  - If the Director: Corporate Support Services or the Directorate where the cellphone is issued determines there is no further need for the use of the cellphone or data.

#### 14. Compliance and Monitoring

- The ICT Department will conduct quarterly audits to monitor usage and ensure compliance.
- Violations (e.g., excessive personal use, failure to report incidents, or use of foreign SIM cards) may result in disciplinary action, cost recovery, or withdrawal of the device.

**15. Policy Review**

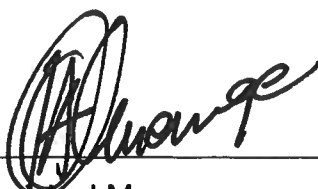
This policy will be reviewed annually or as needed to ensure it remains aligned with operational needs, technological advancements, and budgetary constraints. Reviews will consider user feedback, audit outcomes, and changes in legislation.

**16. Appendices**

- **Form A:** Cellphone and Data Application Form
- **Form B:** Acknowledgement of receipt Form
- **Form C:** Device Return Form
- **Form D:** Cellphone Issuance Form for Standby / Shift Duties
- **Form E:** Cellphone Return Form for Standby / Shift Duties
- **Form F:** Limit Increase Application Form
- **Form G:** Incident Report Form

**17. Approval by Council**

This policy was approved by the Rustenburg Local Municipality Council on the **14<sup>th</sup> of October 2025**. It takes effect on the **14<sup>th</sup> of October 2025** and supersedes all previous cellphone and communication policies.

  
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Municipal Manager  
Adv. A.R Khuduge  
Date: 05/11/2025