

AGENDA: MAYORAL COMMITTEE: 25 OCTOBER 2004

654. CELLULAR PHONES

(Directorate: Corporate Support Services)

(7/2/2/2)(9005)(AJJFB/sv)

1. STRATEGIC THRUST

The Council has adopted certain strategic thrusts for Rustenburg of which the following is relevant to this report:

“To facilitate delivery of basic services.”

2. PURPOSE OF THE REPORT

The purpose of this report is to propose a cellular phone policy to the council to promote effective communication with strategic and key positions within the Council which aim to enhance basic service delivery.

3. EXECUTIVE BACKGROUND

The Council resolved on 23 February 2004 per item 101 that:

- The Director; Infrastructure Development and Management submit a list of positions requiring cell phones.
- That a report be submitted to the Council during March 2004 by the Director: Corporate Support Services on the necessity of cell phones to Unit Managers.

There are currently 10 cellular phones in use of which the Council is the contract holder. These phones are all in use in the Directorate: Infrastructure Development and Management at the following units:

▪ Unit: Electrical Engineering Services	-	4
▪ Unit: Mechanical Engineering Services	-	2
▪ Unit: Roads and Storm Water	-	2
▪ Unit: Water and Sewerage	-	2

All phones are allocated to personnel rendering standby service and are rotated between the standby personnel in each unit.

Attached is a recommended policy on the allocation of cellular phones and cellular phone allowances. (Annexure A) (Pages 202 - 206)

In terms of the recommended policy, four categories for the allocation of cellular phones have been identified, namely:

- (a) Positions on senior management level that receive cellular telephone allowances as a management benefit/perk.

AGENDA: MAYORAL COMMITTEE: 25 OCTOBER 2004

- (b) Specific positions on unit manager and 3rd reporting level where the availability of a cellular phone is an essential requirement in terms of job performance.
- (c) Other positions where the availability of a cellular phone is an essential requirement for urgent contact and no other communication are available.
- (d) Positions where the availability of a cellular phone will be useful in meeting the requirements of the job and be beneficial to the Council.

Category (a) consists of the Municipal Manager and Directors, which automatically qualifies for a cellular phone allowance.

In terms of category B, the following unit managers/3rd reporting level positions qualifies for a cellular phone allowance which is based on the effective execution of duties.

The following criteria played a vital role in determining which positions qualify for cellular phones:

- Whether the positions is mainly office bound; I e most of the operational/supervisory functions are being performed in loco.
- Whether the functions responsible for are being performed on a centralised/decentralised basis.

LEGEND: C = CENTRALISED / D = DECENTRALISED
Q = QUALIFY FOR CELLULAR PHONE: YES/NO

NO	DIRECTORATE/DESIGNATION	MOTIVATION	C/D	Q
1	COMMUNITY DEVELOPMENT			
	▪ Head: Health Services	<ul style="list-style-type: none"> ▪ Management of all clinics and co-ordination of services ▪ Liaison with district/provincial service providers ▪ Community programs 	D	YES
	▪ Head: Community Facilities	<ul style="list-style-type: none"> ▪ Management and co-ordination of services at all community facilities ▪ Liaison with potential users of facilities ▪ Liaison with community leaders, schools and clubs/forums ▪ Liaison with service provider at community facilities 	D	YES
	▪ Head: Library and Information Management	<ul style="list-style-type: none"> ▪ Manage and co-ordinates the library service at all libraries ▪ Liaison with community/forums on services required ▪ Liaison with national/provincial state departments and stakeholders ▪ Develop/implement community programs 	D	YES

AGENDA: MAYORAL COMMITTEE: 25 OCTOBER 2004

NO	DIRECTORATE/DESIGNATION	MOTIVATION	C/D	Q
2.	CORPORATE SUPPORT SERVICES			
	<ul style="list-style-type: none"> ▪ Head: Human Resource Management 	<ul style="list-style-type: none"> ▪ Manage and co-ordinate the human resource function ▪ Liaison with all directorates with regard to human resource needs ▪ Liaison with applicants ▪ Liaison with national state departments 	C	NO
	<ul style="list-style-type: none"> ▪ Head: Administrative Support Services 	<ul style="list-style-type: none"> ▪ Co-ordination of administrative services at all satellite offices ▪ Municipal Electoral Officer ▪ Co-ordination of committee services to all committees of the Council at different locations 	D	YES
	<ul style="list-style-type: none"> ▪ Head: Legal and Valuation Services 	<ul style="list-style-type: none"> ▪ Liaison with Council's legal advisors ▪ Visiting other law firms with regard to cases pending ▪ Assisting all directorates and personnel with legal queries and inquiries ▪ Urgent interdicts after hours ▪ Labour matters 	D	YES
	<ul style="list-style-type: none"> ▪ Head: Information Technology 	<ul style="list-style-type: none"> ▪ Liaison with all IT users of within the Council ▪ Liaison with service providers and contractors ▪ Rendering specific IT services after hours ▪ Addressing all IT emergencies as and when needed 	D	YES
3.	INFRASTRUCTURE DEVELOPMENT AND MANAGEMENT			
	<ul style="list-style-type: none"> ▪ Head: Electrical Engineering Services 	<ul style="list-style-type: none"> ▪ Management and co-ordination of electrical service provision ▪ Liaison with contractors and service providers ▪ Liaison with bulk consumers ▪ Liaison with NER ▪ Liaison with community/users/forums 	D	YES
	<ul style="list-style-type: none"> ▪ Head: Water and Sanitation 	<ul style="list-style-type: none"> ▪ Management and co-ordination of water and sanitation service provision ▪ Liaison with consultants, contractors and developers ▪ Liaison with community queries ▪ Liaison with national/provincial service regulators 	D	YES

AGENDA: MAYORAL COMMITTEE: 25 OCTOBER 2004

NO	DIRECTORATE/DESIGNATION	MOTIVATION	C/D	Q
	<ul style="list-style-type: none"> ▪ Head: Civil Facilities Development and Management 	<ul style="list-style-type: none"> ▪ Management and co-ordination of facilities development and maintenance ▪ Liaison with contractors and consultants ▪ Liaison with all directorates in terms of needs/problems at facilities 	D	YES
	<ul style="list-style-type: none"> ▪ Head: Roads and Storm Water 	<ul style="list-style-type: none"> ▪ Management and co-ordination of roads and storm water service provision ▪ Liaison with contractor and developers ▪ Liaison with provincial/national service regulators (Department of Transport) ▪ Liaison with other directorates and stakeholders ▪ Liaise with community and community forums 	D	YES
	<ul style="list-style-type: none"> ▪ Head: Waste Management 	<ul style="list-style-type: none"> ▪ Management and co-ordination of waste management service provision ▪ Liaison with contractors/service providers ▪ Liaison with district/provincial on national service regulators ▪ Liaison with community/community forums 	D	YES
	<ul style="list-style-type: none"> ▪ Head: Mechanical Engineering Services 	<ul style="list-style-type: none"> ▪ Management and co-ordination of vehicle and mechanical equipment maintenance ▪ Liaison with all directorates in terms of needs/problems ▪ Liaison with contractors/service providers 	D	YES
4.	PLANNING AND DEVELOPMENT			
	<ul style="list-style-type: none"> ▪ Head: Development Planning and Estates 	<ul style="list-style-type: none"> ▪ Manage and co-ordinate the development planning function of the directorate ▪ Liaison with developers, contractors and investors ▪ Liaison with all directorates on inter-related aspects/issues ▪ Liaison with all external stakeholders inclusive of attorneys ▪ Liaison with community/community forums 	C	NO

AGENDA: MAYORAL COMMITTEE: 25 OCTOBER 2004

NO	DIRECTORATE/DESIGNATION	MOTIVATION	C/D	Q
	<ul style="list-style-type: none"> ▪ Head: Building Control and Regulations 	<ul style="list-style-type: none"> ▪ Co-ordinate the building control function of the directorate ▪ Liaison with other directorates on building plans and related issues ▪ Liaison with contractors, developers and other stakeholders ▪ Liaison with community on problems and enquiries 	C	NO
	<ul style="list-style-type: none"> ▪ Head: LED 	<ul style="list-style-type: none"> ▪ Management and co-ordination of Council's LED plan ▪ Liaison with all district, national and provincial regulators/stakeholders ▪ Liaison with contractors, donors and developers ▪ Liaison with community, community groups, forums and institutions ▪ Liaison with investors 	D	YES
	<ul style="list-style-type: none"> ▪ Head: Housing Provision 	<ul style="list-style-type: none"> ▪ Co-ordination of housing provision/ housing projects (needs) ▪ Liaise with developers and contractors ▪ Liaise with community/community forums (settlements) ▪ Liaise with state/provincial departments on housing services/provision ▪ Liaison with ward councillors ▪ Board member - Rustenburg Housing Association 	D	YES
	<ul style="list-style-type: none"> ▪ Head: Integrated Environmental Management 	<ul style="list-style-type: none"> ▪ Management and co-ordination of implementation of IEM programs ▪ Liaison with other directorates ▪ Liaison with national/provincial state departments ▪ Liaison with consultants and developers ▪ Liaison with community and community forums 	D	YES
5.	PUBLIC SAFETY			
	<ul style="list-style-type: none"> ▪ Head: Traffic Services ▪ Head: Municipal Police and Security ▪ Head: Emergency and Disaster Management 	<ul style="list-style-type: none"> ▪ Co-ordination of all road traffic services, municipal police and security and disaster management ▪ Liaison with national and provincial state departments ▪ Liaison with SAPS on services and crime prevention ▪ Liaise with National Defence on national programs 	D	YES

AGENDA: MAYORAL COMMITTEE: 25 OCTOBER 2004

NO	DIRECTORATE/DESIGNATION	MOTIVATION	C/D	Q
		<ul style="list-style-type: none"> ▪ Liaison with community and community forums 		
		<ul style="list-style-type: none"> ▪ Liaison with consultants/service providers and contractors ▪ Liaison with District Council on district framework/plan 		
	<ul style="list-style-type: none"> ▪ Head: Licensing and Testing 	<ul style="list-style-type: none"> ▪ Co-ordinate the issue/renewal of vehicle licenses ▪ Co-ordinate the issue/renewal of drivers/learners licenses ▪ Liaison with national/provincial/state departments 	C	NO
6.	FINANCE			
	<ul style="list-style-type: none"> ▪ Head: Financial Management 	<ul style="list-style-type: none"> ▪ Management and co-ordination of the financial management function of the directorate ▪ Liaison with all directorates – budgets and budget preparation ▪ Liaison with national/provincial state departments ▪ Liaison with community and community forums and financial institutions 	C	NO
	<ul style="list-style-type: none"> ▪ Head: Accounting Services 	<ul style="list-style-type: none"> ▪ Management and co-ordination of the accounting services function of the directorate ▪ Liaison with all directorates on related matters ▪ Liaison with debtors and creditors ▪ Liaison with community and community forums/stakeholders 	C	NO
7.	OFFICE OF THE EXECUTIVE MAYOR			
	<ul style="list-style-type: none"> ▪ Co-ordinator: Research and Social Development 	<ul style="list-style-type: none"> ▪ Co-ordinate social development function in the Office of the Executive Mayor ▪ Liaison with community, community forums and other stakeholders (research) ▪ Liaison with all provincial and national state departments ▪ Marketing of social development initiatives of the Council 	D	YES
	<ul style="list-style-type: none"> ▪ Co-ordinator: Public Relations and Communication 	<ul style="list-style-type: none"> ▪ Co-ordinate the provision of an external communication service to Executive Mayor's office ▪ Liaison with all directorates and key personnel on related matters 	D	YES

AGENDA: MAYORAL COMMITTEE: 25 OCTOBER 2004

NO	DIRECTORATE/DESIGNATION	MOTIVATION	C/D	Q
		<ul style="list-style-type: none"> ▪ Liaison with media and other forums ▪ Liaison with community and community forums 		
	<ul style="list-style-type: none"> ▪ Office Manager 	<ul style="list-style-type: none"> ▪ Management and co-ordination of an effective office administration ▪ Liaison with all directorates on implementation of resolutions ▪ Liaison with MMC's and ward councillors on political and strategic matters ▪ Liaison with state departments, NGO's and other stakeholders 	D	YES
8.	OFFICE OF THE MUNICIPAL MANAGER			
	<ul style="list-style-type: none"> ▪ Communications Specialist 	<ul style="list-style-type: none"> ▪ Co-ordinate/provide an internal communication service ▪ Liaise with all internal stakeholders (labour, management) ▪ Liaison with external service providers, consultants and contractors 	D	YES
	<ul style="list-style-type: none"> ▪ Project Manager 	<ul style="list-style-type: none"> ▪ Co-ordination and management of all projects in the Office of the Municipal Manager ▪ Liaison with all stakeholders on national/provincial level ▪ Liaison with all internal stakeholders and District Council ▪ Liaison with service providers, consultants and contractors 	D	YES
	<ul style="list-style-type: none"> ▪ IDP Specialist 	<ul style="list-style-type: none"> ▪ Manage and co-ordinate the IDP plan ▪ Liaise IDP plan with all relevant stakeholders ▪ Ensure stakeholder participation and consultation ▪ Liaison with state departments - national and provincial 	D	YES
	<ul style="list-style-type: none"> ▪ PMS Specialist 	<ul style="list-style-type: none"> ▪ Develop and implement a performance management system (PMS) at all levels 	C	NO
	<ul style="list-style-type: none"> ▪ Head: Satellite Offices 	<ul style="list-style-type: none"> ▪ Co-ordinate level of service at all satellite offices ▪ Liaison with all directorates on uniform administrative procedures ▪ Liaison between Office of Municipal Manager and satellite administrations 	C	NO

AGENDA: MAYORAL COMMITTEE: 25 OCTOBER 2004

	<ul style="list-style-type: none"> ▪ Head: Technical Services 	<ul style="list-style-type: none"> ▪ Co-ordinate assessment and evaluation of technical requirements/ standards ▪ Liaison with contractors, developers and consultants ▪ Liaison with all directorates on technical requirements/needs 	D	YES
NO	DIRECTORATE/DESIGNATION	MOTIVATION	C/D	Q
		<ul style="list-style-type: none"> ▪ Liaison with community/community forums ▪ Building Control Officer 		
	<ul style="list-style-type: none"> ▪ Chief Audit Executive 	<ul style="list-style-type: none"> ▪ Manage and co-ordinate the provision of an auditing service ▪ Liaison with Audit Committee ▪ Liaison with all directorates on audit related matters ▪ Liaison with national/provincial state departments (SAPS) ▪ Liaison with IDP/PMS Specialists 	C	NO
	<ul style="list-style-type: none"> ▪ Office Manager 	<ul style="list-style-type: none"> ▪ Manage and co-ordinate the effective office administration ▪ Liaison with all directorates on the implementation of strategic decisions ▪ Liaison with all national/provincial state departments/municipalities ▪ Liaison with all personnel in Office of the Municipal Manager ▪ Liaison with community 	C	NO
9.	OFFICE OF THE SPEAKER			
	<ul style="list-style-type: none"> ▪ Office Manager 	<ul style="list-style-type: none"> ▪ Oversee the office management in the Office of the Speaker ▪ Liaison with Offices of Executive Mayor and Municipal Manager ▪ Liaison with MMC's, Councillors and other political office bearers ▪ Liaison with national/provincial stakeholders and other municipalities 	D	YES

The above unit managers must implement strategic and organisational objectives and must therefore as part of the management of the Council, be available at all times.

With the allocation of allowances to unit managers it must be kept in mind what the impact is of returning calls due to non-availability. Much of the calls returned by unit managers are to cellular phones of which the Council bears the cost. The proposed policy will therefore result in a reduction of telephone costs due to increased availability of unit managers.

AGENDA: MAYORAL COMMITTEE: 25 OCTOBER 2004

With regard to the other two categories, the direct financial implication is not known as application in terms of the criteria as laid down in the policy will first have to be assessed.

The financial implication which in the view of this Directorate will not increase will be accommodated against the total telephone expenditure of the Council.

It is recommended that the current standby cellular phones be incorporated with the proposed cellular phone policy as is, into category (b).

4. COMMENTS: DIRECTOR: FINANCE

- 4.1 No specific provision was made for this purpose in the 2004/2005 Operating Budget but a total amount of R2 400 000 (R200 000 per month) was provided for all telephone costs whilst the actual expenditure for the 2003/2004 financial year was R2 470 024. This is an indication that a decrease in actual cost already has to realise.
- 4.2 Should Council approve this matter, the expenditure will have to be accommodated in the approved budget.
- 4.3 In order to be able to handle the administration, it will be recommended that the applicable fixed allowance be paid to the beneficiary with the monthly salary payment. This means that the allowance will be taxable but the tax will be claimable with the annual tax return.
- 4.4 By creating this facility, which previously was non-existent, an additional expenditure which will most probably increase, is created on the already overburdened budget. Council already find it difficult to manage and control telephone expenditure and this matter will worsen the situation. It is therefore necessary that the issue receives serious consideration and if approved, very strict control must be applied.

This item served before the Portfolio Committee: Corporate Support Services on the 08 September 2004 and the following recommendations were made:

RECOMMENDED: CC

ACTION

1. That the proposed policy on cellular phones be approved;
2. That the specific positions of Unit Managers and 3rd reporting level as identified in the report be allocated a cellular phone allowance as contained in the policy.

RUSTENBURG LOCAL MUNICIPALITY

POLICY: CELLULAR PHONES

1. PURPOSE

The purpose of this policy is to set guidelines and procedures for the allocation of cellular phones and allowances to employees for the execution of their official duties.

2. SCOPE

This policy applies to all existing and new cellular phone agreements as well as the renewal of cellular phone contracts/agreements.

Allocation of the cellular phone and cellular phone allowances can, for the purpose of this policy be divided in three categories namely:

Category A: Positions that receives cellular phone allowances as a management benefit/perk.

Category B: Specific positions on Unit Manager and 3rd reporting level where availability of cellular phones is an essential requirement for job performance.

Category C: Positions where the availability of cellular phones is an essential requirement for urgent contact and where no other communication is available.

Category D: Positions where the availability of a cellular phone will be useful in meeting the requirements of the job and be beneficial to the Council.

Cellular phone costs as outlined for Categories A, B and C are planned and budgeted for as part of the operational cost of the Unit or Directorate and the assessment of the need is done within this context.

3. CONDITIONS OF THE POLICY

3.1 Category A

Category A includes the following positions which automatically qualify for a cellular phone allowance:

- Municipal Manager
- Directors

ANNEXURE A

The maximum monthly allowances for these category employees are as follows:

- Municipal Manager R800,00 (Talk 500)
- Director R500,00 (Talk 240)

3.2 Category B

Category B includes specific positions on Unit Managers and 3rd reporting level where availability of cellular phones is essential requirement in terms of job performance.

- The maximum monthly allowance for this category of employees will be R350.00 per month.
- The Council will only support one cellular contract per employee.
- The Council does not accept any liability for claims, charges or disputes between the service provider and any employee participating in this scheme.

3.3 Category C

The following requirements and criteria for all employees in Category C should serve as a guideline for the allocation of cellular phone/cellular phone allowance:

- 3.3.1 The use of alternative communication methods such as telephone lines, two-way radios and pagers are either unpractical or insufficient.
- 3.3.2 Standby duties of senior posts/other posts require that there is need to be contacted at all times. Where more than one person can utilise a cellular phone, a cellular phone pool must be established.
- 3.3.3 The required communication must be imperative in the handling of emergency functions within the scope of work of a senior employee.
- 3.3.4 The employee should not be office bound.
- 3.3.5 Sufficient funds should be available on the budget.
 - The package and/or amount will be determined during investigation of application.
 - The Directorate: Corporate Support Services will evaluate and investigate all applications for participation in the scheme and will direct application with comments to the Municipal Manager for approval.

- Where pool cellular phones are implemented, the Directorate/Unit must implement appropriate control mechanisms to limit excessive/abusive use of cellular phones. If limits are exceeded, the amount will be deducted from the allocated employees salary.
- The Council will only support one cellular phone contract per employee.
- The Council does not accept any liability for claims, charges or disputes between the service provider and any employee participating in the scheme.

3.4 Category D

Where the functions of a post dictate that a cellular phone will be useful in meeting the requirements of the post and that the availability of a cellular phone will be beneficial to the Council.

- 3.4.1 The cost of providing alternative methods should be weighed up against the cost of providing a cellular phone.
- 3.4.2 The person should not be office bound.
- 3.4.3 The application need to be investigated by the Director: Corporate Support Services and a recommendation be submitted to the Municipal Manager for approval.
- 3.4.4 Sufficient funds must be available on the budget.

- The maximum monthly allowance for this category of employees will be as follows:
 - 50% of a weekender plus/any time package (Vat included).
 - R100.00 per month to allow for official calls to be made.
- The employee must be prepared to utilise his/her private cellular phone for official purposes in order to qualify for the monthly allowance.
- The allowance will be paid as a fixed cost on a monthly basis until revoked.
- The employee must provide his/her cellular phone number to the Municipal Manager and applicable Director(s) and his/her cellular phone must be available on a daily basis. By failing to do so, the allowance will be revoked.

4. POOL CELLULAR PHONES

- 4.1 Where a pool cellular phone is issued, it is issued to a specific post and cannot be moved to another post.
- 4.2 Where an employee resigns, the cellular phone must be returned to the Unit Manger. The Unit Manager must issue the cellular phone to the next incumbent.
- 4.3 The Unit that requested the pool cellular phone must ensure that the cellular phone is correctly used and utilised.
- 4.4 The Unit concerned is liable for the cost of the cellular phone and must forward all information pertaining to payment to the Directorate: Finance.
- 4.5 The transfer of a pool cellular phone shall be in contravention of this policy unless approved by the Muncipal Manager.
- 4.6 The use of any private sim card in an official phone is prohibited.
- 4.7 When an employee resigns or his/her service is being terminated, he/she must hand back the cellular phone in a good working order. Failing to do so, the applicable Unit Manager and the Directorate: Finance will take the necessary steps to recover the cellular phone costs/repair costs.
- 4.8 The Directorate/Unit to which pool cellular phones are allocated must ensure that the phones are sufficiently insured.
- 4.9 When a cellular phone is lost or stolen, the employee must immediately report the matter in terms of the Council's insurance claim policy and to the Unit Manager: Electrical Engineering.
- 4.10 Faulty and/or damaged cellular phones must be reported to the Unit Manager: Electrical Engineering.
- 4.11 The Unit Manager: Electrical Engineering is responsible to all upgrades of cellular phones when contracts are due.
- 4.12 The old cellular phones will remain the property of the Council and must be handed in at the Stores where if will be kept as a back-up for lost, stolen and damaged cellular phones.

5. GENERAL CONDITIONS

- 5.1 All employees who are included in the scope of this policy must ensure that their cellular phones are switched on at all times.

- 5.2 The voice mail of the cellular phone must be activated at all times.
- 5.3 The Directorate: Corporate Support Services, in consultation with the Directorate: Finance will evaluate the need to adjust the cellular phone packages in accordance with the annual increases from the service providers.
- 5.4 Applications for cellular phones/cellular phone allowances must be directed to the Directorate: Corporate Support Services who will investigate and make recommendations to the Municipal Manager.
- 5.5 The Municipal Manager has the authority to approve or reject applications for cellular phones.
- 5.6 The Municipal Manager has the authority to approve the service provider for pool cellular phones and to sign contracts with the service provider.
- 5.7 The pool cellular phones will be administered by the Unit Manager: Electrical Engineering and shall be responsible for all upgrades when contracts are due.
- 5.8 The Municipal Manager can withdraw a cellular phone/cellular phone allowance in the event of the following:
 - Continued abuse of misuse of the phone or system.
 - If the Directorate: Corporate Support Services is of the opinion that no need exist for the further use of a cellular phone.