



Province of the
EASTERN CAPE
COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS

**POLICY ON
MOBILE COMMUNICATION
SERVICES**

2025

MOBILE COMMUNICATION SERVICES POLICY 2025

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SIGN OFF

I) Head of Department

The Telephone policy has been recommended by V. Mlokothe in my capacity as the Accounting Officer of the Department of Cooperative Governance and Traditional Affairs Department. I am satisfied and concur with the contents of this Policy.

The development of the Mobile Communication Services document will ensure the department is able to exercise its powers in compliance with the law and guide allocation and use of telephone services in the department.

Signed:	
Designation:	Head of Department
Date:	10/12/2025

II) Executive Authority

The Department of Cooperative Governance and Traditional Affairs has unprecedented opportunity to improve the lives of the people by effectively rendering services to its communities. We envisage a department that has the required capacity to respond adequately to the challenges facing our people.

I, therefore, trust that guidance from this Policy will contribute to the effective effective, efficient and economical use of the telephone services in the department.

Signed:	
Designation:	MEC: Z.A. Williams of Cooperative Governance and Traditional Affairs
Date:	 15.12.2025

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1. PREAMBLE

The Accounting Officer is required to implement control measures to ensure that all expenditure in their department is necessary, appropriate, and cost-effective and is recorded and reported, as prescribed by the relevant legislative framework. In giving effect to the requirement above, the Accounting Officer is responsible for ensuring that all users are mindful of the current economic realities and the need to intensify efforts to improve efficiency in expenditure. In particular, the user must take effective and appropriate steps to prevent, within that user's area of responsibility, any unauthorised, irregular, fruitless and wasteful expenditure.

The high cost incurred by the departments in the use of mobile communication services and associated mobile devices has necessitated the Department of Cooperative Governance and Traditional Affairs to participate in the transversal contract by National Treasury RT15-2021 for supply and delivery of Mobile Communication Services.

2. POLICY STATEMENT

It is the policy of the department to provide mobile communication devices to qualifying employees and Traditional Leaders as working tools. This policy regards a mobile device as a tool of trade which will assist users in performing their duties and not as a status symbol or fringe benefit.

3. PURPOSE OF THE POLICY

This policy is aimed at serving the following purpose: -

- 3.1 Provide guidelines on the allocation and use of mobile communication services including devices to all qualifying members / employees of the department.
- 3.2 Provides the procedures related to the effective, efficient and economical use of the mobile communication services as a tool of trade.
- 3.3 Outline and formalise the procedures to be followed in each of the activities relating to the allocation, usage, custody and possession of the mobile communication service inclusive of devices.
- 3.4 Standardise the mobile communication devices for the department.
- 3.5 Define principles and rules that are necessary to govern the usage, custody, procurement and possession of mobile communication services.

4. OBJECTIVES OF THE POLICY

- 4.1 The main objective is to enable the Department to ensure that Cellular Phones and Data are used in an economic, effective and efficient manner, thereby reducing possible cellular phone abuse and to set protocols for the provision of cellular phones. It is also to ensure that cellular phones and data cards are strictly used for the business purpose.
- 4.2 To ensure that all allocated Cellular Phones and Data are properly managed and monitored in respect of usage and corresponding expenditure.
- 4.3 Ensure efficient and effective utilization of the department's mobile devices as a tool of trade including procedures that will maximize value to the department.
- 4.4 Ensure responsibilities of the user members towards safeguarding of mobile devices, ensuring accountability of the mobile communication services and devices.
- 4.5 Foster a working environment that responds positively and proactivity to the communication needs of its users.

5. SCOPE OF APPLICATION

This policy applies to all users of the department who have access to Mobile Communication Services inclusive of mobile devices.

6. LEGISLATIVE FRAMEWORK

- 6.1 Public Finance Management Act, Act 1 of 1999.
- 6.2 Public Service Amendment Act of 2008
- 6.3 Treasury Regulations
- 6.4 Electronic Communications Act 36 of 2005
- 6.5 Protection of Personal Information Act 4 of 2013
- 6.6 RT- 15 2021 Mobile Communication Services

7. GUIDING PRINCIPLES

The mobile devices of the department will not be used to violate human rights or commit any criminal act including sending any discriminatory (on the grounds of a person's sex, race, disability, age, sexual orientation, religion or belief), defamatory, or other unlawful material

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(for example, any material that is designed to be, or could be construed as, bullying or harassment by the recipient).

8. DEFINITIONS

Word/Term	Definition
Accounting Officer	A person mentioned in section 36 of the PFMA.
Bearer or Usage Limit	The allocated monthly limit of either the Voice minutes, the SMS's or the Data within the Enterprise Bundle.
Device Refresh	An issue of a new device either at twelve (12) months or twenty-four (24) months.
Enterprise Bundle	A Price Plan option with a shared pool of minutes/SMS/MB which all users can consume where high usage by one user is offset by low usage of another.
Employee	All permanent, temporary and contracted users and other Government users where an employer-user relationship exists as defined in the Labour Relations Act and other applicable legislation, as amended.
Hard Lock	When a monthly limit of mobile communication service (bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified and usage of the service will be terminated for that month.
Hardware fund	A Vodacom device investment to allow maximum flexibility in choosing the appropriate devices consolidated into a hardware fund to be used for the procurement of devices at the discretion of the department. Where it may be insufficient to cover the cost of the selected devices, a bespoke finance and amortisation pay in option can be calculated over 12 or 24 months to suit an Organ of State or a pay in option from the capex budget.

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Loyalty Program	A reward program offered to the Organs of State which has two (2) membership plans called Onyx and Platinum.
Mobile Contract Administrator	The person or people who are responsible for managing the mobile communication services within the department.
Mobile device	Any portable computing device having a display screen with a miniature keyboard or a touch screen which enables a virtual keyboard along with other icons and buttons to be pressed.
Monetary value	The cost incurred by the department for any mobile usage made by any user from any mobile device.
Onyx membership	Entitles a user to any one device refresh at any value every year that the user is in the programme free of charge and any other services.
Operating System	System software that manages computer (inclusive of cellular phones) hardware and software resources and provides common services for computer programs like Microsoft Windows, Apple and Android.
Platinum membership	Entitles a user to any one device refresh at a maximum value of R15, 000.00 every year that the user is in the programme free of charge and any ther services as on section 8.7.
Private usage	Mobile usage over and above the allocated for private usage that have no bearing on the business of the Organ of State.
Service provider	Vodacom (Pty) Ltd as a provider of only the services contracted for under RT15.
Soft Lock	When a monthly limit of mobile communication service (bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified, but service consumption will still be allowed.

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User	An employee as defined who has access to the mobile communication services.
Usage amount	Is the allocated amount of minutes/SMS/MB allocated by the department to a user which is managed using Spend Manager.

9. CONSULTATION PROCESS WITHIN STAKEHOLDERS

- 9.1 All affected employees at all levels have been consulted throughout the policy review process and their inputs and comments have been obtained and incorporated into this policy.
- 9.2 The Management of the department has been consulted for inputs, buy-in and adoption.

10. QUALIFYING CRITERIA

The nature of the work and the responsibilities will determine the allocation of a mobile device and or access to the mobile communication services.

10.1 Automatic qualification:

- 10.1.1 Mobile Communication devices will be allocated to the MEC
- 10.1.2 SMS members
- 10.1.3 Traditional Leaders
- 10.1.4 Headmen/ Headwomen,
- 10.1.4 Community Development Workers
- 10.1.5 Secretaries to Traditional Councils.

10.2 Categories requiring approval of the HOD through line managers:

- 10.2.1 All MMS members with supporting evidence.
- 10.2.2 Employees below MMS who perform field work on a continuous basis with supporting evidence.
- 10.2.3 Employees who conduct field work as special projects will be given a loan cell phone subject to availability.

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11. USAGE LIMIT

The department allocates airtime and data services in minutes and gigabytes, applying limits to all categories of users, using the applicable packages of the service provider.

CATEGORY	HANDSET	AIRTIME	DATA Phone	3G CARD
MEC	R23 000,00	Red VIP	Red VIP	15GB
HOD	R22 000,00	Red VIP	Red VIP	15GB
KING	R22 000,00	Red VIP	Red VIP	15GB
CHAIRPERSON/ DEPUTY OF PHTKL	R20 000,00	Red VIP	Red VIP	15GB
DDG	R18 000,00	Red VIP	Red VIP	15GB
EXCO PHTKL	R8 000,00	Red VIP	Red VIP	15GB
CHIEF DIRECTOR	R15 000,00	Red VIP	Red VIP	15GB
DIRECTOR	R8 000,00	Red VIP	Red VIP	15GB
MEMBERS OF THE HOUSE	R4 000,00	Business Flex	Business Flex	15GB
MMS	R4 000,00	Business Flex	Business Flex	
HEADMEN/HEADWOMEN	Approved package	Approved package	Approved package	
SECRETARY TRADITIONAL COUNCIL	Approved package	Approved package	Approved package	
CDW	Approved package	Approved package	Approved package	

Users that have applied for gadgets that exceed the approved limit shall pay the difference and provide proof of payment to the Mobile Contract Administrator so that the new gadget can be issued.

12. INCENTIVES

Any incentive that may arise out of the service provider will be processed through the Head of Department.

13. DEVICE ACCESSORIES

The department will not pay for the purchase and or installation of any additional accessories for the cell phone unless such accessories are meant to accommodate a user with disability.

14. OWNERSHIP OF DEVICES

- 14.1 The mobile communication service line in the Enterprise Bundle and device remains the property of the department.
- 14.2 In the event of an employee leaves the department either on transfer, resignation, termination of contract or retirement, the mobile communication service cell phone line or number will be transferred to a user on request following the terms of the service provider.
- 14.3 Request to retain the line must be filed 60 days before exiting the department and the transfer will include the line and the device. In the case of a deceased employee the family will be given an option to buy the handset depending on the age.
- 14.4 In the event there are costs to the transfer, the user shall be responsible for such costs.

15. INTERNATIONAL ROAMING

- 15.1 All users must obtain written approval from the Head of Department, prior to travelling to activate roaming for business outside of the borders of the Republic of South Africa.
- 15.2 All users travelling outside the borders of South Africa are required to familiarise themselves using the traveller's guide available from the mobile contract administrator.

16. DEVICE REFRESH AND LINE UPGRADE

- 16.1 The line will be upgraded after the expiry of 24 months' contract cycle.
- 16.2 At the end of the 24-month contract, the device will be automatically transferred to the user.
- 16.3 The user may be required to continue using the device beyond the normal 24 months' cycle in exceptional cases.

17. CARE AND SECURITY OF MOBILE SERVICES

- 17.1 It is the responsibility of the user to safeguard the mobile device from any risk of damage and theft.
- 17.2 The mobile device must be insured by the service provider.

18. DAMAGES, THEFT AND LOSSES OF DEVICES

- 18.1 Users should always ensure safety of the mobile devices.
- 18.2 Users issued with a mobile device by the department will be liable for all costs of replacing the device if such a device is lost, stolen or damaged due to negligence.
- 18.3 In the event of a lost or stolen mobile device, it is the user's responsibility to report the incident to SAPS immediately within twenty-four (24) hours of the incident then inform the mobile contracts administrator to blacklist the mobile device.
- 18.4 SAPS case number together with the affidavit in which the circumstances under which the department mobile device has been lost /stolen must accompany a claim to the mobile contract administrator of the department.
- 18.5 The department shall only provide the user with a loan mobile device when the mobile device has been lost, stolen or damaged on condition that such a mobile device is available.
- 18.6 Legal services, losses or damage through acts of crimes against users shall be investigated and if the user is judged not be at fault, no penalty will be imposed. Loan mobile devices will be provided where possible.
- 18.7 The device will be remotely wiped of all/corporate data and locked to prevent access by anyone. If the device is recovered, it can be submitted to IT for re-provisioning.
- 18.8 The remote wipe will destroy all data on the device, whether it is related to official business or personal.
- 18.9 IT should ensure that the user understands that personal data may be erased in the event of a security breach.

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18.10 Any mobile device that connects to the department's network will be subjected to IT security policy.

19. USAGE OF THE DEVICE AND DATA BY ALL USERS

19.1 Usage of the device and data is reserved strictly for official business purposes.

19.2 Users must be contactable at all reasonable times.

19.3 The employer may recall the device and data on reasonable grounds.

20. ROLE OF A MOBILE CONTRACT ADMINISTRATOR

20.1 Orders with the service provider as per user's requests.

20.2 Ensure that all received devices are recorded.

20.3 Allocate handset and 3G card according to the approved packages.

20.4 Submit reconciled registers of mobile devices to Financial Accounting Directorate.

20.5 Control movement of loan devices.

20.6 Produce monthly expenditure reports and trends.

20.7 Administer usage of all devices.

20.8 Ensures that all department mobile devices are captured on the department asset management system.

20.9 Manage daily enquiries for users of mobile communication services.

20.10 Ensure that all necessary precautionary measures are taken to keep the mobile devices safe and in working order.

21. NON-COMPLIANCE WITH MOBILE POLICY

Non-compliance and misuse of this policy will result in consequence management to be implemented.

22. COMMUNICATION

Mobile Communication policy will be communicated throughout the department using workshops, and intranet/departmental websites.

23. MONITORING AND EVALUATION

Work Environment Services will facilitate the implementation of this policy and will submit quarterly report to the Head of Department.

24. DISPUTE RESOLUTION MECHANISM

An employee who has a grievance or dispute within the department concerning unfair application of procedures as defined in this policy shall have normal recourse to the applicable resolutions as well as any other right they have by law including the right to appeal.

25. REVIEW OF THE POLICY

The policy will be reviewed and amended in line with the mandate of National Treasury legislative and collective agreements and contracts in place. The development of this policy is a dynamic process, and it may require revision from time to time. If there are no changes it will be reviewed once in five years subject to any developments.

26. VERSION CONTROL AND CHANGE HISTORY

Version Control	Date Effective	Approved By	Amendment
Start from	YYMMDD (the date the policy takes effect)	Contact person – full name & title.	Include any superseded procedures and what the amendment is to the document.
		MEC: Xolile Nqatha	
2025		MEC: Zolile Williams	<p>QUALIFYING CRITERIA</p> <p>The nature of the work and the responsibilities will determine the allocation of a mobile device and or access to the mobile communication services.</p> <p>Automatic qualification:</p> <p>Mobile Communication devices will be allocated to the MEC</p> <p>SMS members</p> <p>Traditional Leaders</p> <p>Headmen/ Headwomen,</p>

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			<p>Community Development Workers</p> <p>Secretaries to Traditional Councils.</p> <p>Categories requiring approval of the HOD through line managers:</p> <p>All MMS members with supporting evidence.</p> <p>Employees below MMS who perform field work on a continuous basis with supporting evidence.</p> <p>Employees who conduct field work as special projects will be given a loan cell phone subject to availability.</p>
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