



OFFICE OF THE PRESIDENT

PERMANENT SECRETARY, SECRETARY TO THE CABINET
AND HEAD OF THE PUBLIC SERVICE

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When replying please quote -

OP/CAB/15

Ref. No.
and date



P.O. Box 62345-00200
NAIROBI

5th March, 2010..... 20.....

The Attorney General,
All Permanent Secretaries,
The Controller and Auditor-General,
The Comptroller, State House,
The Secretary, Public Service Commission of Kenya,
The Registrar, High Court of Kenya,
The Clerk, National Assembly,
The Director-General, National Security Intelligence Service,
The Secretary, Teachers Service Commission of Kenya,
The Chairman, Interim Independent Electoral Commission,
All Provincial Commissioners (*with sufficient copies for District Commissioners*).

ECONOMIC UTILIZATION AND EFFICIENT DELIVERY OF TELEPHONE SERVICES IN THE PUBLIC SERVICE

Your attention is drawn to Circular No. OP/CAB/15/5A (2) of 26th August 2003 which provided guidelines on the above subject. The current circular provides for officers on Job Group "N" and above and leaves out some officers performing key functions in the Public Service. The provisions of the Circular were put in place when telecommunication tariffs were very high but since these tariffs have reduced significantly, it has become necessary to review the expenditure ceilings. This is intended to reduce cost of usage and accommodate officers in Job Group 'M' and some in Job Group 'L' and below who are performing key functions.

The guidelines outlined herein will be applied in the provision of telecommunication services/facilities.

a) Cost Control Measures

Tie Lines

The Ministry of Public Works is in the process of fully operationalizing the tie line network. This is expected to lead to considerable reduction in the inter-ministerial telecommunications costs.

Expenditure Ceilings

(i) Ministers and Permanent Secretaries/ Accounting Officers may be provided with:

- Two (2) direct telephone lines whose total expenditure ceiling should not exceed Kshs.10,000.00 per month.
- Both fax and e-mail line in the office whose expenditure ceiling should not exceed Kshs.8,000.00 per month.
- Mobile phone airtime not exceeding Kshs.20,000.00 per month.
- Residential telephone line whose expenditure ceiling should not exceed Kshs.5,000.00 per month.
- Both fax and e-mail line at the residence whose expenditure ceiling should not exceed Kshs.4,000.00 per month.
- One (1) mobile handset not exceeding Kshs.30,000.00.

(ii) Assistant Ministers may be provided with:

- One (1) direct line whose expenditure ceiling should not exceed Kshs.8, 000.00 per month.
- Mobile phone airtime not exceeding Kshs.10,000.00 per month.
- Both fax and e-mail line in the office whose expenditure ceiling should not exceed Kshs.6,000.00 per month.
- Residential telephone line whose expenditure ceiling should not exceed Kshs.4,000.00 per month.
- Both fax and e-mail line at the residence whose expenditure ceiling should not exceed Kshs.3,000.00 per month.
- One (1) mobile handset not exceeding Kshs.30,000.00.

(iii) Officers on Job Group 'T' and 'S' may be provided with:

- One (1) direct line whose expenditure ceiling should not exceed Kshs.5, 000.00 per month.
- Mobile phone airtime not exceeding Kshs.6,000.00 per month.
- One (1) fax line whose expenditure ceiling should not exceed Kshs.2, 000.00 per month.
- Residential telephone line whose expenditure ceiling should not exceed Kshs.3,000.00 per month.

(iv) Officers on Job Group 'R', 'Q' and 'P' may be provided with:

- One (1) direct tele/fax line whose expenditure ceiling should not exceed Kshs.4,000.00 per month.
- Mobile phone airtime not exceeding Kshs.5,000.00 per month.
- Residential telephone line whose expenditure ceiling should not exceed Kshs.2,000.00 per month.

- (v) Officers on Job Groups 'N', and 'M' may be provided with:
- One (1) direct line whose expenditure ceiling should not exceed Kshs.3, 000.00 per month.
 - Mobile phone airtime not exceeding Kshs.3,000. per month.
 - Officers on Job Group 'L' and below and whose duties necessitate extensive communication may be provided with mobile phone airtime not exceeding Kshs.2,000.00 per month with the approval of the Permanent Secretary/Accounting Officer of the Ministry/Department concerned.
- (vi) Secretaries, Drivers and Security Personnel attached to Ministers, Assistant Ministers, Permanent Secretaries/Accounting Officers, and Chief Executives of State Corporations may be provided with mobile phone airtime not exceeding Kshs.1,500.00 per month.

Notes

1. *The review of the ceilings is based on the over 50% average reduction on global telecommunication tariffs.*
2. *Grouping of officers is based on classification into Executive, Top level Managers/administrators, Middle Managers/administrators, Lower Managers/Supervisors, and Essential Services.*
3. *The consideration of officers in Job Group 'M' and below for mobile phone airtime is cognizant upon the fact that most Field Officers fall in this category. These include District Officers, District Departmental Heads, Extension Officers, Chiefs and their Assistants etc.*

b) Other Control Measures

- (i) Treasury Circular No. 3/2006 Ref. ES 1/03 of 19th May, 2006 provided *inter-alia* that all direct lines be put under prepaid tariff from 1st June, 2006.
- (ii) The Circular further required that measures be put in place to ensure that expenditures on telephone through the general switchboard lines in Ministries/Departments are contained. The following measures should therefore be instituted:
 - Allocation of 'level 9' facility to only those officers without direct lines and strictly on work demand basis to avoid duplication and wastage. These should constitute not more than 20% of the telephone exchange lines.

- Telephone Supervisors should scrutinize and reconcile telephone utility bills for maintenance of accurate record before they are forwarded for payment.
- International Subscriber Dialing (ISD) facility should be removed from government telephone lines except for Ministers, Assistant Ministers, Permanent Secretaries/Accounting Officers, and Chief Executives of State Corporations.
- Telephone Management Software (TMS) should be installed in all telephone exchanges in Ministries/Departments to facilitate monitoring traffic in the telephone exchange and usage of 'level 9' facility.
- All outgoing calls should be limited to six (6) minutes to reduce cost and congestion in the usage of telephone exchange lines.
- Ministries/Departments should install a number of GSM and CDMA lines in their telephone exchanges to enhance connectivity for clients in the country who are in possession of mobile phones.
- Ministries/Departments to embrace approved emerging telecommunication technologies.

c) Sustainability of Telephone Services

In order to ensure the sustainability of the delivery of efficient and quality telephone services, Ministries/Departments should:-

- (i) Adhere to the set guidelines in the provision of telephone services/facilities to officers.
- (ii) Ensure that telephone service functions report directly to the Authorized/Accounting Officer through the head of administration.
- (iii) Ensure that telecommunication equipment are maintained in proper serviceable condition through the telephone supervisor in charge.
- (iv) Undertake structured cabling to minimize faults on internal telecommunication networks.
- (v) Embrace other emerging telecommunication technologies for efficient service delivery in the Public Service.

The above guidelines aim at minimizing telephone expenditure and improving the quality of telephone service delivery in the Public Service.



Amb. Francis K. Muthaura, EGH
PERMANENT SECRETARY, SECRETARY TO THE
CABINET AND HEAD OF THE PUBLIC SERVICE

CC: Mr. Titus M. Ndambuki, CBS
Permanent Secretary,
Ministry of State for Public Service,
Office of the Prime Minister,
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