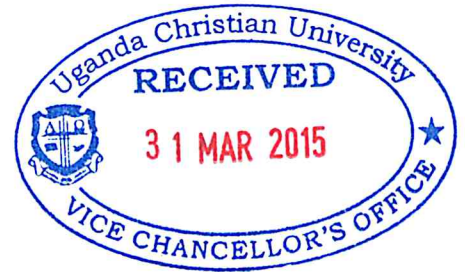



UGANDA CHRISTIAN UNIVERSITY

PHONE POLICY



A Centre of Excellence in the Heart of Africa

Schedule

Title	PHONE POLICY
Policy Lead Contact	DUIS & DHRA
Date of approval	30 th March 2015
Approving Body	Cabinet
This version No.	1
First Revision	
Second Revision	
Third Revision	
Forth Revision	
Policy Linkage	Accountability policy, Staff code of conduct
Review Interval	Three (3) years
Vice Chancellor's Signature	

Policy Statement

Uganda Christian University (UCU) recognises that to ensure the most effective running of services, communications and business activities, it is necessary for some staff to have access to a corporate mobile telephone and/or telephone call-out code. This policy and related procedures are intended to guide on allocation of corporate telephones and mobiles, their appropriate use and should be applied consistently to ensure the correct use of University funds in relation to the procurement, maintenance and payment for this facility.

Introduction

Mobile phones and intercom call-out codes are provided to staff to facilitate their work. They may be given on either a permanent basis for regular use in connection with their work or on an ad hoc basis as required from a 'pool' of phones/call-out codes.

Criteria for the Allocation of Mobile Phones and call out codes

- i. All staff from scale CU1 to CU5 that head a department or section will be eligible to receive a university mobile phone. These are VC, DVC's, Faculty Deans, Associate Deans, and Heads of departments and sections.
- ii. Any other position outside (i) above whose roles need corporate phones will also be determined by the DHRA and approved by Cabinet. Approval will be determined by the following:
 - a. If one is regularly out of the office either on campus or off-campus official University business and need to communicate to or on behalf of the university.
 - b. Staff called upon to provide service at short notice, such as those named officers listed in the University's Emergency/Business Continuity Plan. This is true for Medical Doctors, Chief Security Officer, Security foreman, Water technician, Electrician, Helpdesk Attendant.
 - c. All positions that require liaison with and attend to University boards and Council matters. This is true for VC's and DVC's Executive Assistants.
 - d. All positions that maintain a regular contact for external business. This is true for the Financial Aid officer, Legal Officer, Admissions officer, Career and Placement officer, Development Officer, Director Quality Assurance, Hospitality Officer and Manager, Procurement.
- iii. All positions required to make any follow-up or supervisions on phone but are required to do that while at the University will only be allocated a password/call out code to make external calls using the intercom. Such positions are Administrative Assistants, Course coordinators etc.
- iv. Any appeals will be sent in writing to the DVC F&A.
- v. A review of mobile phone and call-out code allocations together with the credit limits will be done every financial year, and approved by Cabinet.

All positions required to have corporate mobiles and telephone call codes will be determined by the Directorate of Human Resource and Administration and approved by Cabinet. Staff in these positions will be issued with the same once they are appointed.

Where there is any need for a staff member to make calls for a specified short-term activity, one may be issued a telephone call code for the duration of one's need (ad hoc use). Such activities could be graduations, fundraising drives, open days etc. Credit limits/allocations for

such needs will be approved by the line DVC, and in line with approved telephone budget lines.

The mobile phone set is the property of the University. If a staff member leaves the employment of UCU one must return the mobile phone to the Director, Human Resource and Administration as part of their handover, to be sent to UIS for safe keeping.

Etiquette, Code of conduct and Care of Mobile Phones

- i. Staff with University phones should take due care of them at all times so that they are kept in good working condition. Any damage or theft/loss of the phone should be reported immediately to the UIS Administrative Assistant. The user will be responsible for any cost of repair or replacement other than that which happens two (2) years after they are issued.
- ii. Staff should care to divert calls, leave handsets at their Assistant's or turn vibration on during meetings, lectures, seminars, training courses etc. except in very exceptional circumstances where it is vital to make or receive an urgent business call.
- iii. University phones should be used with due consideration to Staff Code of Conduct; for example, not to be used to harass or threaten anyone.
- iv. University phones should never be used to subscribe and indulge in any text based information solicitations like betting, dating services, SMS alerts or any other criminal activity.
- v. Ordinarily, University mobiles should never be used for personal businesses, and must not appear on personal business cards.
- vi. It is an offence to break the Law of Uganda while using mobile phones. For example, use of a mobile phone whilst driving or whilst the engine is turned on. The offender will be liable for prosecution as stipulated in the traffic rules and guidelines of the country from where a user will have committed the offence. And the University shall hold the user personally liable.
- vii. Unauthorised use of university phones by other persons or theft/eavesdropping of telephone codes by other staff is an offence. The offender will be dealt with as stipulated in the Staff code of conduct.
- viii. A University phone may not be lent out to another party to keep or for their personal use.
- ix. Any excess usage beyond mobile and telephone monthly allocations will be borne by the offending staff.
- x. Any staff making or receiving calls using university phones must at all times do so courteously, without appearing rude.
- xi. Call-out codes must never be shared, unless stipulated upon its issue.

Monitoring of Usage and Costs

The University reserves the right, from time to time to monitor mobile phones and call-out codes to identify any areas of potential misuse. Misuse may be intentional (where a mobile phone or call-out code is given out to other people for unofficial calls) or unintentional (where a mobile phone or call-out code is stolen and used for unofficial calls, and the official user does not report the loss).

If it is found that the mobile and/or call-outcode has been misused, disciplinary action will be taken as stipulated in the staff code of conduct.

Mobile Phone Use Abroad

All UCU mobile phone holders are advised to check the roaming tariffs with the service provider before activating it on their phones. No unauthorized extra credit will be given to staff for roaming.

It is particularly important for staff with Smartphones to ensure that “data roaming” is switched off for any times other than checking or conducting University online business. Data roaming charges outside Uganda can result in very high-level charges.

“Pool Phones/Call-out codes”

Certain phones are allocated to various officers in a given office rather than an individual user. In this situation it is ultimately the responsibility of the line Head of Department to ensure that all conditions and guidelines relating to the use of the phone and call-out codes are complied with. However, individual staff that use, or could use such phones and call codes must ensure they also comply with the conditions. Usage will be logged to show each individual person’s usage.