


**World Food  
Programme**
**Mpango Wa  
Chakula Duniani**


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## STANDARD OPERATIONAL PROCEDURE

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Date: September 5, 2017

***SOP TAN/IT/2017/01***

### **Allocation of Communications Equipment, Services and Related Costs**

The aim of this Standard Operational Procedure (SOP) is to govern the issuance of communications equipment and services available to WFP operations in Tanzania Country Office. It also defines the procedures for recovering the cost incurred by the use of the mentioned services for personal purposes.

This SOP replaces SOP TAN/2012/01

### ***Background***

- 1.1 All communication equipment issued to staff is to be used for work related issues. It is acknowledged, however, that staff may use the facilities for personal use when alternative methods of communication are not readily available. In such cases, the staff will be held financially accountable for the costs incurred.
- 1.2 All staff are required to use telephone facilities in the most cost effective manner, i.e. using land-lines when calling fixed telephone numbers, or using mobile when calling mobile users. To further reduce communication cost, staff should use, whenever possible, WFP private satellite network (Foodsat or Skype for Business) when contacting offices/staff in the area and field/sub offices and other WFP offices around the world. Special attention has to be made to the use of mobile phones outside Country Office (roaming), as per HQ directives, staffs are obliged to select service provider partners to minimize costs, to limit internet browsing, to use WiFi networks when available, to limit the download of email attachments and to deactivate applications which are set up to update automatically.

## ***Equipment Allocation***

### **2.1 Landlines**

- 2.1.1 IT will endeavour to allocate a telephone extension to each staff member.
- 2.1.2 Direct dialling to both, international and long distance national, is only available to staff through the use of a Personal Identification Number (PIN) code. PIN code should be requested by Head of Unit to Admin Unit.
- 2.1.3 At the end of the month Administration Unit will provide the itemized telephone bills for the staff's confirmation of private / official calls.

### **2.2 Mobile phones**

- 2.2.1 WFP Mobile phones with post paid SIM card are issued to staff holding the following positions:
  - Country Director
  - Deputy Country Director
  - Heads of Units (Programme, Supply Chain, HR, Communications, Government Relations and Finance)
  - Head of Area office
- 2.2.2 WFP Mobile phones with pre-paid SIM card loaded with an amount to be determined on need basis and approved by the Country Director are issued to staff holding the following positions:
  - All Heads of Sub offices
  - All designated users by the Head of SO
  - All designated users by the HoU
  - All staff in Transport Unit

2.2.3 The amount to be loaded on SIM card (Airtime and data bundle) for staff at different categories will be reviewed every six months and approved by the Country Director (annex C).

2.2.4 Requests with reasonable justification for positions other than the above, will be treated on exceptional basis upon request from the Head of Unit and approved by the Head of Finance Unit. The allocated SIM card will be pre-paid with hybrid amount to be determined on need basis.

2.2.5 Only the Country Director, Deputy Country Director, heads of units (Programme, Supply Chain, HR, Communications, Government Relations and Finance) and heads of Area office will have roaming access by default.

### 2.3 Thuraya (or other type) Satellite Phones

2.3.1 Satellite phones will be allocated on permanent basis to Country Director, Deputy Country Director, TZCO Security Focal Point and Head of sub offices for emergency purposes or when travelling to areas where existing communication facilities are inexistent unreliable or where there is a prerequisite due to security situation in a particular location.

2.3.2 Satellite phones can also be temporarily allocated to staff travelling to areas where existing communication facilities are inexistent unreliable or where there is a prerequisite due to security situation in a particular location. For this purpose a pool of telephones will be available and assigned to the Head of IT.

2.3.3 Staff issued with Satellite phones should hand over the phone to alternate staff when they are not present at the duty station.

2.3.4 Staff issued with Satellite phones should ensure that the equipment works on a reliable manner, for that purpose a quarterly test call should be done to the staff designed by IT.

Mobile and thuraya phones should be requested using the form attached as Annex B.

### **Billing of private calls**

- 3.1 For landline related calls Admin unit will, whenever possible, send email with the monthly call to the staff member by the 10<sup>th</sup> of each following month, for the confirmation and identification of all personal calls.
- 3.2 For Satellite phones IT unit will send an email with the monthly bill to each staff assigned a Satellite phone no later than 20<sup>th</sup> of each following month, for the identification of all personal calls (annex a). For mobile phones, please refer Annex C
- 3.3 The mentioned above list (paragraph 3.1) and memo (paragraph 3.2) should be returned to administration unit no later than 10 days after receiving it (except those staffs on leave or official travel).
- 3.4 Beyond the 10 days period all the calls will be deemed to be personal and will be billed accordingly.
- 3.5 Staff travelling out of duty station or staff on leave should ensure to advice their staff assistants, in that way the 10 day period referred above will start counting after their return to duty station.
- 3.6 It is responsibility of each staff to ensure that they have identified correctly all calls and are reminded that misidentification of calls amounts to fraud and is subject to disciplinary action.

## **Settlement of bills**

- 4.1 All telephone bills must be settled before the end of the following month by cash at the finance unit or with finance focal points at sub offices.
- 4.2 If no payment is received after the period mentioned above, Finance unit will automatically deduct any amount due from any staff member entitlement, including but not limited to: Salary, Travel expense claims, Security reimbursements, R&R payments and fuel for generators reimbursements.
- 4.3 Staff can also select to have payable amounts deducted from any entitlement. For this purpose staff should write an email to Finance Unit requesting it. The request will remain in place until a new request is submitted by the staff member.
- 4.4 Off net PIN codes requested by International staff under HQ policies and procedures, will be billed on a monthly basis based on the report received from HQ. Amounts due will be immediately deducted from any staff entitlement.

## **Responsibilities**

- 5.1 It is responsibility of each staff to ensure that they have identified correctly all calls and are reminded that misidentification of calls amounts to fraud and is subject to disciplinary action.
- 5.2 IT Unit will be the responsible for the procurement and delivery of all equipment listed on this SOP and to include the same in the IT budget.
- 5.3 IT Unit will be responsible to install a software capable to monitor the land line calls.


- 5.4 Administration Unit will be responsible to submit a monthly report to each staff member based on the personal PIN.
- 5.5 IT should initiate payments for Thuraya/Satellite phones and Administration Unit should initiate payments for Mobile and Landline services.
- 5.6 Administration unit should be responsible to allocate the communications equipment to all staff as per the SOP, as well as to maintain responsibility letters signed by each staff member. Due to, when there is no equipment available Admin should inform IT about the equipment needs in order to be procured.
- 5.7 IT unit will be responsible to submit a monthly email to staff in possession of satellite phones, including their bills before the 20<sup>th</sup> of each following month. It will also be responsible to monitor that all staff return the same with their private calls identified before the end of the month.
- 5.8 Administration unit should submit a list before the end of each following month to Finance unit in order to properly record the outstanding amounts on each staff member index.
- 5.9 Finance unit will be responsible to receive any cash payments and to deduct any outstanding amount from staff members.
- 5.10 Staff members are responsible to handle the equipment with care and keeping it safe.
- 5.11 Staff members are responsible to identify their private calls within the limits established on the SOP.

### **Loss or theft of WFP-issued mobile phones**

- 6.1** In the case of loss or theft of WFP issued mobile phones, administration unit must be informed immediately, in order to communicate to the service provider and block the line accordingly. Failure to do so could lead to the phone's illegal use, in which case, the user may be required to cover the entire cost of illegal calls.
- 6.2** A detailed report, including police report, should be submitted in case of loss or theft should be submitted within 15 days. Administration unit will present the case to the Local Property Survey Board who will decide about staff responsibility in terms of calls made and equipment.

The present SOP will be effective from September 1, 2017.

All current mobile phones and thuraya (satellite) phones users should be reviewed as per the present SOP.



Michael DUNFORD  
Country Director

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Annex A

MEMORANDUM

Date:

To : \_\_\_\_\_

From : Carolyn WASLEY

**Administration Officer**

Subject : Reimbursement for Private Use of WFP Mobile Phone – Date

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Dear Staff Member,

(I) Please note that bills related to private & official use of WFP mobile phone for the month of: ----  
----- is attached here below. You are requested to:

1. Identify personal calls and enter the total amount in TZS in the space provided below
2. Obtain endorsement from Unit/Section Head or CD/ /DCD if bill(s) refers to Unit Head
3. Return the verified and signed memo to Administration Section **within 10 days** of issuance of this memo. For memos not received on time the **total amount** of the telephone bill will be recovered from your salary or other claims.
4. Late return of signed memo after **10 days but not exceeding 3 months** to be cleared/endorsed by Country Director with giving justification

Total personal calls, TSZ \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

(II) Heads of Units/Sections to note and refer to the attached printouts of calls made during the above period and endorse below the submission by the staff member.

*Verified by: Unit/Section Head (CD/DCD) as applicable*

Name: \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Regards,

XAH



### Annex B

Name: \_\_\_\_\_ Job Title: \_\_\_\_\_ CO Unit/SO: \_\_\_\_\_

Contract Term: ☐ Fixed-Term ☐ SSA ☐ Consultant ☐ TDY ☐ Other

Approval for:

☐ Thuraya (satellite) ☐ Mobile Phone with: ☐ Post-paid SIM ☐ Pre-paid SIM

If Prepaid, please indicate: ☐ TSZ20,000/month ☐ TSZ40,000/month ☐ TSZ10,000/week

Please give a brief justification for the staff member's need for:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: ..... Date: .....

Cleared by: Unit/Section/SO Head signature: ..... Date: .....

Approved by \_\_\_\_\_  
Representative & Country Director Date

### Loan of WFP Mobile Phone or Thuraya (satellite) phone

1. Description:  
Make/Model: ..... Serial No.: ..... Inventory Number: .....
2. General conditions:
  1. The mobile phone, Thuraya, is issued for official purposes and any use other than official, will be charged.
  2. Monthly bills for post-paid SIM holders will be communicated by Administration through a memo (attaching bills from Airtel) and private calls are charged to staff based on clearance by respective Unit/Section Head.
3. I understand my responsibilities in the use of this equipment, for the cost of any private calls made with it and the reporting of loss or damage to any part of the kit I have been issued. I have received the above noted equipment in good working order.

Staff Member's Signature \_\_\_\_\_ Date \_\_\_\_\_ [Call billing will start from this date]

Returned on .....

Received by .....

[Call billing for present user stops at this date]

Remarks: \_\_\_\_\_  
\_\_\_\_\_

### Annex C

Memorandum for allocation of Airtime and data Bundle to staff with Official WFP mobile phone number.

Post-paid SIM cards loaded with 10GB data bundle are issued to staff holding the positions mentioned below. Anything above the specified Airtime amount assigned to the respective position will be considered private calls. Staff members with **no limit** assigned to their categories are required to identify all personal International calls.

- Country Director – **No Limit**
- Deputy Country Director – **No Limit**
- Heads of Units (Programme, Supply Chain, Human Resources, Communications, Government Relations and Finance) – **TZS 100,000**
- Head of Area office – **TZS 100,000**

Pre-paid SIM card loaded with TZS 80,000.00 Hybrid Airtime and 5GB data bundle are issued to staff holding the following positions:

- All Heads of Sub offices
- Designated staff by Head of Units

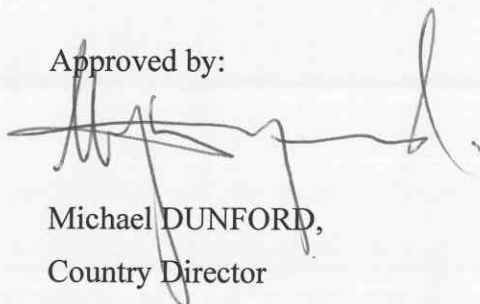
Pre-paid SIM card loaded with TZS 40,000.00 hybrid Airtime are issued to staff holding the following positions:

- Designated staff by Head of Sub offices
- Fleet Manager

Pre-paid SIM card loaded with TZS 20,000.00 hybrid Airtime are issued to staff holding the following positions:

- All staff in Transport Unit

Approved by:



Michael DUNFORD,  
Country Director