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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/15/5A (2)

Ref. No.
and date

The Attorney General,
All Permanent Secretaries,
The Controller and Auditor – General,
The Private Secretary/Comptroller, State House,
The Secretary, Public Service Commission,
The Registrar, High Court of Kenya,
The Clerk, National Assembly,
The Chairman, Electoral Commission,
The Director – General, National Security Intelligence Service,
The Secretary, Teachers Service Commission.

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

Treasury Circular No.6/68 Ref. ES 51/03 dated 11th June, 1998 provided, inter-alia, guidelines on economic measures for effective utilization of telephone services in Government. The provisions of the Circular have been re-examined and it has been decided that with effect from the date of this Circular letter, the following guidelines be applied in the provision of telephone services/facilities.

a) Cost Control Measures

Tie Line

Tie Lines are in operation in some Ministries/Departments. Those Ministries/Departments without Tie Line Network System should contact the Ministry of Roads, Public Works and Housing immediately to be connected for the purpose of reducing costs and congestion of inter-ministerial telephone communication.

Wachira

① Circulate to all Hqs.

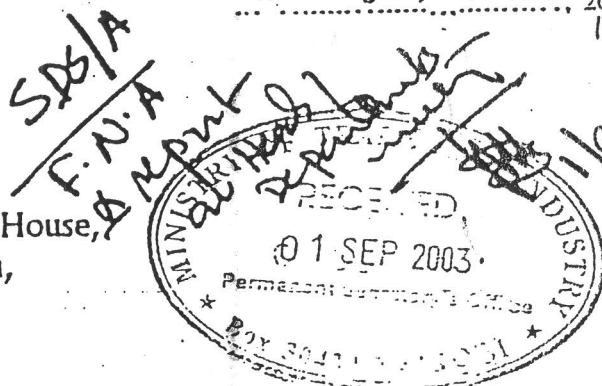
② Make 1 copy for telephone

P.O. Box 62345-00200

NAIROBI

26th August, 2003.

Hand out to the schools



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Officers' Entitlement

i) Ministers, Permanent Secretaries/Accounting Officers and Chief Executives of State Corporations may be provided with:

- Two (2) direct telephone lines whose expenditure ceiling should not exceed Kshs.10,000 per month;
- Both e-mail and fax lines in the office whose expenditure ceiling should not exceed Kshs.8,000 per month;
- Mobile phone airtime whose expenditure ceiling should not exceed Kshs.15,000 per month;
- Residential line whose expenditure ceiling should not exceed Kshs. 5,000 per month; and
- Both e-mail and fax lines at the residence whose expenditure ceiling should not exceed Kshs.4,000 per month.

ii) Assistant Ministers will be provided with one (1) direct telephone line, Fax line, e-mail, mobile phone airtime and a residential telephone line whose expenditure ceilings will be as hereunder:-

- Direct line should not exceed Kshs.6,000 per month;
- E-mail and fax line should not exceed Kshs.5,000 per month;
- Mobile phone airtime should not exceed Kshs.7,000 per month; and
- Residential line should not exceed Kshs.4,000 per month.

iii) Officers on Job Group 'R' and above will be provided with one (1) direct telephone line, fax line, e-mail, mobile phone airtime and a residential telephone line whose expenditure ceilings will be as hereunder:-

- Direct line should not exceed Kshs.6,000 per month;
- E-mail and fax line should not exceed Kshs.5,000 per month;
- Mobile phone airtime should not exceed Kshs.7,000 per month; and

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- Residential line should not exceed Kshs.4,000 per month.
- iv) Officers on Job Group 'Q' will be provided with one (1) direct telephone line, fax line, e-mail and mobile phone airtime whose expenditure ceilings will be as follows:-
 - Direct line should not exceed Kshs. 4,000 per month;
 - Mobile phone airtime should not exceed Kshs.4,000 per month; and
 - E-mail and fax line should not exceed Kshs.5,000 per month;

Note:

Provision of Residential Line for officers in Job Group 'Q' will be determined by the Permanent Secretaries/Accounting Officers on the basis of workload and nature of work. Where provided, it should not exceed Kshs.3,000 per month.

- v) Officers on Job Group 'N' and 'P' will be provided with one (1) direct telephone line and mobile phone airtime whose expenditure ceilings will be as follows:-
 - Direct line should not exceed Kshs. 4,000 per month;
 - Mobile phone airtime should not exceed Kshs.4,000 per month

Note:

Provision of Residential Line, e-mail and Fax Lines for officers in Job Group 'N' and 'P' will be determined by the Permanent Secretaries/Accounting Officers on the basis of workload and nature of work. Where provided, Residential Line should not exceed Kshs.3,000 per month; and both fax and e-mail combined should not exceed Kshs.3,000 per months.

- vi) Officers on Job Group 'L' and 'M' may be provided with level '9' facility on their telephone extensions on approval by the Permanent Secretaries/Accounting Officers depending on workload and nature of their work. Under special circumstances, the Permanent Secretaries/Accounting Officers, in consultation

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with the Permanent Secretary/Director of Personnel Management, may grant approval for:-

- Direct line to such officers whose expenditure ceiling should not exceed Kshs.3,000 per month;
- Mobile phone airtime whose expenditure should not exceed Kshs.2,500 per month.

vii) Secretaries and Drivers in Ministers and Permanent Secretaries'/Accounting Officers' offices will be provided with mobile phone airtime not exceeding Kshs.1,000 per month each.

Note:

- All other officers shall use the switchboard for the necessary telephone services.
- Expenses above the given ceilings shall be met by the officers concerned.
- Those Ministries/Departments which by nature of their work may exceed the set ceilings will be required to seek clearance from the Permanent Secretary, Secretary to the Cabinet and Head of Public Service.

b) Other Control Measures

In addition to the above, the following control measures should be instituted:-

- Allocation of level '9' facility should be based strictly on work demand for those officers without direct lines. Provision of this facility should be limited to 20% of the total switchboard extensions.
- The Telephone Exchanges should be provided with a list of officers authorized to make official calls to avoid misuse of the telephone services.
- International Subscriber Dialing (ISD) facility should be removed from Government telephone lines except for the Ministers and Permanent Secretaries/Accounting Officers and other special

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cases which will be approved by the Permanent Secretaries/Accounting Officers.

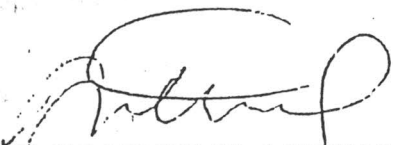
- Time limit on calls made through the switchboard lines should be standardized to a maximum of six (6) minutes duration.
- Telephone Management System (TMS) software should be installed in the electronic telephone exchange equipment, in consultation with the Ministry of Roads, Public Works and Housing for effective monitoring of telephone utilization.

c) Sustainability of Telephone Services

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

- Review Budgetary allocations for telephone expenses in line with the cost of utilization and maintenance of the service.
- Ensure telephone bills are thoroughly scrutinized for any irregularities before effecting payments.
- Ensure prompt payment of telephone bills and maintenance of equipment.
- Acquire switchboard lines at the ratio of ten (10) extensions to one (1) exchange line, sixty percent (60%) of which should be for incoming telephone traffic while forty percent (40%) should cater for outgoing calls.

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



**AMB. FRANCIS K. MUTHAURA, MBS.,
PERMANENT SECRETARY/SECRETARY TO THE
CABINET AND HEAD OF PUBLIC SERVICE**

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