



POLICY AND PROCEDURE
FOR THE USE OF NCDP TELEPHONE
SYSTEM AND TELPHONE



មជ្ឈមណ្ឌលជាតិនៃជនពិការ

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NCDP Policy and Procedures for the use of NCDP Telephone System and Telephones

Use of landline telephone

1. NCDP's Telephone System

NCDP has installed and operates the telephone system, 'Panasonic Advanced Hybrid System KX-TA 616.

The New system was introduced and started working from the beginning of May 2001.

In addition to this system, some NCDP managers have been allocated mobile telephones to use for their work.

2. How the System Operates:

Incoming call:

NCDP has an official incoming call line number is 023 210140. This line number can receive all incoming call through this number. All the staffs can provide this number to public.

All incoming calls are received by NCDP Administration office. The Administration staff answers the calls and calls will be transferred to the appropriate program, project or department. If a call cannot be transferred then NCDP administration staff is responsible for taking a written message, which will be passed on to the appropriate program, project or department.

Out going:

Each program, project and department has separate outgoing call main line number (Admin 023 210140, IRS 023 213876, CBR 023 214076 and Retail 023 213734). Each of this number NCDP do not allow telling to public, except Admin Line number. Each program, project and department can access for telephone use, E-mail or other equipment (e.g. Visa machine) through extension line in each office.

Note: All extension line in each office cannot operate the same time between telephone use and E-mail or other equipment.

All programs, projects, departments can make outgoing calls by their main line. For starting outgoing call need to dialing code number 9 and the telephone number.

NCDP has a separate line for the fax machine number 023 213876 (this number just for receiving local and international fax, but send out use Administration line), which is located in the Administration Office. If staff needs to send a fax they should give the information to NCDP administration staff that are responsible for operating the fax machine.

Note: For international can be made fax and phone from Administration main line number only.

NCDP staff and managers can make internal telephone calls to other programs, projects or departments by dialing the appropriate extension number. NCDP Administration is responsible for circulating an up to date list of internal extension numbers.

3. Authority and responsibility for telephone use

NCDP's Administration Manager manages the telephone system.

Individual programme, project and department managers are responsible for monitoring the use of telephones by themselves and their staff. They are also responsible for ensuring that the cost of telephone use is reasonable and not over their budget.

Managers must ensure that they are aware of any specific requirements or restrictions of their particular donor in relation to providing funds for telephone costs, which may affect the use of telephones.

If a manager has any problems or questions about the system and / or telephone use, these should be discussed with the Administration Manager.

Note: NCDP managers and staff must not sell NCDP's telephone service to other customers. Managers and staff should not allow the use of NCDP telephones by anyone other than NCDP staff. If visitors and customers request to use NCDP telephones they should be directed to the nearest public telephone.

4. Procedure for payment of the bill.

NCDP's telephone system provides an automatic print out of the details of all telephone calls made using NCDP telephones. This information includes for example: line extension number, number called, duration of the call. Information about details of all calls made will be held in NCDP Administration office.

Each of program, project and department is responsible for payment of separate telephone main line number that the bill provided by MPTC (Ministry of Post and Tele-Communication). When the telephone bill is received, administration department will copy as file and circulate to program, project and department for verifying to make sure that the information and price whether reasonable. After that bill will be passed to Finance Department for payment.

Note: Administration Manager is responsible to identify international use by Program, Project and Department and then send to NCDP Finance department will then arrange for each program / project to make a payment to reimburse NCDP Administration Budget for the cost of international telephone use or fax.

If managers / supervisors have any queries about the bill they receive of international use they should first contact NCDP's Administration Manager.

5. Staff use of telephones for personal calls using NCDP telephone system.

NCDP does not encourage staff to make personal calls using NCDP telephones. However it necessary to do this should ask permission from their line manager.

If staff do need to make a personal telephone call, then they are only permitted only to make a local call. They are not permitted to make calls to other internationally.

Any member of staff who needs to make a personal call should ask for permission from their line manager. Line managers are responsible for monitoring their own personal use of NCDP telephones.

All personal calls must be recorded on a standard form provided by NCDP administration office (copy attached with policy). The purpose of this form is to enable managers and NCDP administration department to monitor the use of telephones for personal calls.

At the end of each month this form should be signed as approved by the manager and submitted to NCDP Administration office who will store this information.

NCDP will not bill staff for personal telephone calls. It is the responsibility of the program, project and department managers to assess whether a member of staff needs to make a telephone call and to be aware that the cost will be met from their program, project or department budget.

Use of mobile telephones

Program, Project and Department manager is responsible to identify of their staffs who is priority needed to use mobile telephone and telephone cards, that purchase by Program, Project and Department.

Mobile Telephone:

Member of staffs that have been issued with NCDP's mobile telephones must sign a contract. The contract includes details staff's responsibilities of accessory and other information. (See attached format of the contract).

Each of Program, Project and Department that need Mobile Telephone must completed purchase request form and attach with specification (accessory model, equipment support, and service fee), the procedures for purchasing according to Finance policy.

The Mobile telephone use by the office located in the provinces will allow up to maximum cost of 100\$ telephone card. The line manager is responsible for making sure this Mobile telephone is used for official purpose and keeps in the office and in good condition (location, safety, easy receive service....).

Note: Member of staff is used NCDP's mobile telephone must be responsible to maintain and repair by themselves. In this case staff will responsible to cover the expenditure by their own money. The mobile telephone that NCDP's program project and department use will responsible to pay by the program, project and department budget.

Card service:

There are 3 types of telephone card used in Cambodia, Cell card for Mobitle Company, Hello card for Samart Company and E-card for Shinarwatra Company. There are price of telephone cards 5\$, 10\$, 20\$, 50\$ and 100\$.

Each Program, Project and Department provides Mobile Telephone Card to staff, must make clear authorization memo and send to Admin Manager. Logistic Assistant is responsible for purchasing telephone cards and distributes to a member of staff who has been authorized at every beginning of the month.

In six months period, Program, Project and Department manager must review the cost of Mobile telephone card which use by their staff with Admin Manager to make sure if there is any reason for change or keep the same.

Note: Program, project and department manager are responsible for checking and make sure there is enough budget for this line item.

Policy Review

This policy will be reviewed annually. This policy will affective from the date Signature of the Executive Director.


Yi Veasna
Executive Director
Date: 15-09-02

