

# National Highway Authority



FRIENDLY HIGHWAYS  
Ministry of Communications

**Islamabad**

Administration Wing  
Establishment Directorate



STANDING OPERATING PROCEDURE

**For**

**PROVISION OF  
TELEPHONE FACILITY TO  
NHA OFFICIALS**

December, 2006

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**NATIONAL HIGHWAY AUTHORITY**  
**(Establishment Directorate)**

No. 41(1)-Admn/GA/NHA/2006

27-Mauve Area, G-9/1  
Islamabad, the 30<sup>th</sup> December, 2006

**STANDING OPERATING PROCEDURES FOR**  
**PROVISION OF TELEPHONE FACILITY TO NHA OFFICIALS**

1. **TITLE COMMENCEMENT AND APPLICATION**

This SOP shall be called “SOP for provision of Telephone Facility to NHA Officials 2006” and it shall come into force with effect from the date of approval). This SOP shall be applicable to all cases moved for provision of Official Telephones.

2. **ELIGIBILITY**

- (1) All BS-18 and above officers or an official irrespective of level / grade deployed as Security Officer or Protocol Officer shall be eligible for official telephone facility at their offices and residences. As soon as an official is removed from the assignment of Security or Protocol Officer, official telephone shall be closed.
- (2) Official telephone facility to BS-17 shall be provided in their offices only on case to case basis on the recommendations of Member concerned in the interest of public works.
- (3) AD (Admn), AD (LM&IS), AD (Legal) and AD (Accounts) in Regional / Projects offices, if Director/DD concerned are not posted there shall be eligible for office as well as residential official telephone in the capacity of full incharge officers of the respective sections. As soon as Director / DD is posted, their telephone facility shall be reviewed and fresh decision shall be taken.
- (4) Only those PS's/PA's who will perform duties with Chairman, Member, DG (Admn), Secretary and Regional/Projects GMs shall also be eligible to avail Residential Telephone Facility.
- (5) Officers Incharge of a project (PD / PC etc), Maintenance Units or any other fully separately established office units out of a main setup.

- (6) Specialists / Experts / Advisors / Consultants directly engaged by NHA in its officers shall avail facility of telephone as per terms and conditions of contracts.
- (7) Residential telephone facility already provided to BS-17 officers (other than eligible declared as above) prior to issue of this SOP, will be withdrawn within one month after issuance of this SOP.

3. **COMPETENT AUTHORITY**

- (1) **In NHA HQ.** DG (Admn) NHA will be “Competent Authority” to sanction / approve the Telephone Facility to eligible officials.
- (2) **In Regions / Projects / ProjectRegional / Project GMs** will be “Competent Authority” to sanction / approve the Telephone Facility to eligible officials working under their control.
- (3) Cases for office telephones to BS-17 officers (other than eligible) shall be submitted to the Chairman NHA for decision.

4. **PROCEDURE FOR SUBMISSION OF APPLICATION FOR PROVISION OF TELEPHONE FACILITY**

- (1) **In NHA HQ** Cases for telephone shall be submitted to Director (Establishment) as per Form **(Appendix-A)** through respective Members / GMs. Telephone Section, Establishment Directorate will process all cases.
- (2) **In Regions / Projects** Eligible officials will submit applications duly recommended by Officers Incharge to the respective GM for soliciting approval through Administration Section of the office concerned.
- (3) Applications for provision of Residential Telephone Facility will include attested photocopies of the documents mentioned below:-
  - (i) Appointment / Posting Order
  - (ii) Lease Agreement of hiring of house.
  - (iii) NOC from the owner of house for installation of telephone.

5. **DOCUMENTATION**

- (1) Record of all telephones including connections and payments etc shall be maintained by Telephone Section, Establishment Directorate for the offices at Islamabad and record of telephones of Regions and Projects shall be maintained by the Admn Offices of General Manager concerned.
- (2) Telephone Section, NHA HQ will issue a Departmental Telephone Directory on yearly basis by 15<sup>th</sup> January as per proforma **(Appendix-B)**. Changes or installation of new telephone numbers will be intimated to Directorate of Establishment NHA HQ for updating the record.

6. **CONVERSION OF PRIVATE RESIDENTIAL TELEPHONE CONNECTIONS INTO OFFICIAL TELEPHONE**

Telephone Number, which is already installed at the hired accommodation of an official, can be treated as official with the approval of DG (Admn) at NHA HQ and by respective GM in the Regions, w.e.f. signing of the lease agreement of the hired house.

7. **TELEPHONE CEILING**

- (1) Following Telephone Ceilings will be admissible to eligible official:-

Sr No	Designation	Telephone Ceiling For		
		Office (Total Ceiling including Cellular phone(s))	Cellular / Mobile Phone	Residence
(a)	Chairman	No limit	7,000/-	No limit
(b)	Member / Secretary / DG (Admn) (BS-20/21)	15,000/-	5,000/-	4,620/-
(c)	Regional / Project GMs (BS-20)	12,000/-	4,000/-	3696/-
(d)	Other (BS-20) and equivalent	10,000/-	3,000/-	3696/-
(e)	Director (BS-19) and equivalent	8,000/-	<b>Within the prescribed ceiling for office.</b>	2079/-
(f)	Other eligible officers / officials	6,000/-	-	1848/-

- (2) Except the Chairman NHA, Members, Secretary and DG (Admn) Overseas calls shall be permissible within official telephone bills subject to really justified reasons in detail for the official purposes only.
- (3) During holding acting or temporary charge of a higher post, ceiling of higher post shall be allowed. However, in case of additional charge of equivalent status of present post, 10% amount of ceiling in addition to admissible ceiling shall be payable.

8. **PROVISION OF RESIDENTIAL TELEPHONE FACILITY AT THE PLACE OTHER THAN THE PLACE OF POSTING**

- (1) If any eligible request for provision of residential telephone at a station other than place of posting, such facility shall be allowed within the prescribed ceiling and no amount over and above the ceiling shall be relaxed and the amount shall be paid by the officer concerned.
- (2) On transfer from one station to the other, if an official telephone is provided at previous station residence, the telephone shall be allowed for three months at that station or installation of residential telephone at new place of posting whichever is earlier.

9. **CONVERSION OF OFFICIAL RESIDENTIAL TELEPHONE FROM NHA / OFFICIAL ACCOUNT OF PRIVATE / PERSONAL ACCOUNT**

- (1) Official proceeding on retirement may be permitted for conversion of telephone from official to private/personal account. However, conversion charges and shifting charges (if any) to be claimed by telephone department will be paid by the beneficiary officer.
- (2) Armed Forces Officers re-employed in NHA shall be allowed this conversion facility, provided they have not availed it from the armed forces on retirement.
- (3) Officials employed on contract for less than three years shall not be entitled to this conversion facility.

- (4) Officials on their posting / transfer from one station to another shall not be allowed this conversion facility. However, one repatriation of a deputationist officer, he shall be eligible for this facility after completion of tenure of deputation. Premature repatriation shall not make eligible to a deputationist for this facility.

10. **SHIFTING OF OFFICIAL RESIDENTIAL TELEPHONE DUE TO HIRING OF ANOTHER ACCOMMODATION**

Shifting of official residential telephone from one residence to another due to shifting / change of official residence will be permitted with the approval of Director (Establishment) in HQ and concerned GMs in Regional/Project Offices.

11. **PROVISION / INSTALLATION OF FAX CONNECTION**

- (1) Fax Connections shall be provided / installed in the offices of the officers at the level of Directors and above and the offices of Public Relations Section and Protocol Section in the interest of public work with the approval of DG (Admn).
- (2) Every possible effort shall be made to keep the FAX bill to the barest minimum. A complete record of the fax messages sent to various locations should be kept in register, to be maintained by the personal staff of the officer concerned, containing fax number of designation, particular of Addressee, Number and date of letter, its pages, with the name of Section sending the Fax message.
- (3) The bills on account of Fax shall be verified by the officer under whose control the Fax is placed.
- (4) For the time being monthly ceiling of Fax Connections shall be as under or as and when revised by the Chairman NHA:-

<b>Sr No</b>	<b>Designation</b>	<b>Fax Ceiling</b>
a.	Chairman NHA	No limit
b.	Members / Secretary / DG (Admn) Regional / Projects GMs	15,000/-
c.	Other GMs and equivalent	10,000/-
d.	Director and equivalent or others	7,000/-

12. **PROVISION OF MOBILE PHONE FACILITY TO NHA OFFICERS**

Mobile Phone Facility shall be permissible to NHA's officer as per decision of 96<sup>th</sup>& 112<sup>th</sup> NHA Executive Board meeting dated 25-06-2001 and 02-09-2003 (Minutes attached as **Appendix-F**) with the approval of Chairman NHA.

13. **BILLING OF TELEPHONE CONNECTIONS**

- (1) All telephone bills shall be verified by the officers concerned and PSs in case of Chairman and Member / Secretary / DG (Admn).
- (2) Sanction Memos shall be issued by Administration Section concerned after scrutiny. Amount over and above the prescribed ceiling or on account of overseas calls (other than Chairman and Members / Secretary / DG (Admn) shall be deducted from the salary of officer concerned. However, if an officer other than above has made overseas calls in connection with official business, he he shall move separate note while sending telephone bill to administration with full details/purpose of overseas call(s) to not deduct amount.
- (3) Deductions shall be made by the Accounts Section concerned.
- (4) All officials having official telephones facility shall ensure that use of telephones be kept economical and its misuse by controlled through sincere efforts to save the public exchequer from undue expenditures. Ceiling should not be treated as a matter of right but as an "AMAANAT" for fair and honest utilization for service of the nation and country.
- (5) Bill amounts over and above the prescribed ceiling may be condoned if justified appropriately in the interest of public works on the recommendations of Member concerned and concurrence of Member (Finance) with the approval of Chairman NHA. However, condonation shall not be given in more than three bills in a calendar year and up to maximum 25% of the ceiling in each bill.



- (6) No condonation shall be allowed in case of residential telephone at two places as per clause 8(1).

14. **FACILITY OF OFFICIAL TELEPHONE DURING LEAVE AT RESIDENCE**

Official telephone facility shall be admissible during leave as under:-

- |      |             |             |
|------|-------------|-------------|
| i)   | Full Pay    | Six months  |
| ii)  | Half pay    | Four months |
| iii) | Without pay | One month   |

15. **DISQUALIFICATION FOR OFFICIAL TELEPHONE**

- (1) An officer shall not allowed use of office telephone if:-
- Placed under suspension.
  - Sent on forced leave.
  - Holding no official portfolio position.
- (2) An officer awaiting posting or placed at the disposal of an officer / office shall not be eligible for office telephone till his porting against a specific portfolio position is ordered and he join the same.
- (3) An officer arrested by police and placed under suspension shall also cease the facility of official telephone at office as well as residence till he is released and reports in office. However, in case he is honorably acquitted from the case, bills of residential telephone, if paid and claimed shall be reimbursed to him.

16. **TELEPHONE EXCHANGE**

- (1) Telephone Exchange shall be installed at NHA HQ, Regional and Project Offices with the approval of Chairman NHA. Intercom Telephone facility through exchange shall be provided to each sectional head of the level of BS-11 and above or otherwise as deemed justified by Director (Establishment) at HQ and General Manager at Regional / Project offices on the recommendations of officer incharge concerned but not less than a Director.
- (2) An appropriate telephone staff shall be posted in telephone exchange for operation and maintenance properly.

- (3) Telephone connections of telephone exchange shall not be allowed for direct use in the telephone exchange to any official except through intercom telephone.
- (4) Record of outstation outgoing calls shall be maintained in a register /computerized by Telephone Exchange staff as per proforma **(Appendix-C)**.
- (5) Telephone Exchange bills shall be verified by DD / AD (Admn) concerned through above mentioned register / computerized record.

17. **DISQUALIFICATION FOR OFFICIAL TELEPHONE**

An officer / official shall be disqualified for retention of official telephone in office as well as residence if:-

- a) Misuse of official Telephone is proved. Disqualification for three months.
- b) Allegations of obnoxious call from his official telephone proved. Disqualification for six months.
- c) "MISUSE" means use of telephone in the manners resulting loss or in violation of specific instructions/SOPs.

18. **PERIODIC RETURNS**

- (1) All Regional / Projects Offices shall forward a quarterly return of telephone bills to Director (Establishment), NHA HQ by 5<sup>th</sup> April, July-September and December as per proforma **(Appendix-D)**.
- (2) All Regional / Project GMs will forward quarterly return of new telephone connections provided during the quarter as per Form **(Appendix-E)** to Director (Establishment), NHA HQ by 10<sup>th</sup> of each quarterly month. Nil report shall be forwarded if no connection is installed during the month.

- (3) The DD / Supdt (Admn) of respective Regional / Project office will be responsible to convey the periodic returns. The return shall be submitted to the Chairman NHA/DG (Admn) for information and orders, if any.

19. **APPLICATION OF FEDERAL GOVERNMENT INSTRUCTIONS IN NHA**

Where these SOPs are silent or specifically directed for Autonomous Bodies, instructions of the Federal Government on the subject matter shall also be applicable.

2. This issues with the approval of the Chairman NHA.



**(ALI AKBAR MEMON)**  
Director (Establishment)

Distribution:-

- Members, NHA (All)
  - Secretary, NHA
  - DG (Admn), NHA
  - General Managers, NHA (HQ/Regions/Projects) (All)
  - Directors, NHA: Personnel, Coordination, Inspection, Legal, PR, MIS & MPO.
  - Deputy Directors (Admn), NHA, Lahore  
Multan, Abbottabad & Peshawar.
  - ADs (Admn), NHA, Karachi & Quetta
- } **They are required to circulate the SOP to all offices / Projects / Maintenance Units for respective region.**
- PS to Chairman NHA
  - Telephone Exchange, NHA HQ

**NATIONAL HIGHWAY AUTHORITY**

**Application for Installation / Provision of Official Telephone / Cellular Connection**

1. Name of Employee: \_\_\_\_\_
2. Post / Designation & BS: \_\_\_\_\_
3. Place of Posting: \_\_\_\_\_
4. Nature of appointment: Regular / Deputation / Contract
5. Status of Post held: Regular / Deputation / Contract
6. Telephone Connection required for: Office / Residence
7. Place / full address where telephone is required:  
\_\_\_\_\_  
\_\_\_\_\_
8. Documentation to be attached with the application form:-
  - a) Appointment / Posting Order
  - b) Lease Agreement of hiring of house
  - c) NOC from the owner of house for installation of telephone
  - d) Copy of Nadra NIC.
9. Type of Telephone needed: NTC line / Wireless / Mobile / Fax

(Signature of the Official)

**Recommendation of the Office Incharge**

\_\_\_\_\_

**NOTE:-** In case of telephone for other than eligible officials in BS-17 and below, a full job description and a completely justified recommendations should be given by respective Incharge officer through Member concerned.

**NATIONAL HIGHWAY AUTHORITY  
Admn Wing (Establishment Directorate)**

**Telephone Directory for the Year :** \_\_\_\_\_

**Name of Region / Wing / Office :** \_\_\_\_\_

**PABX No. :** \_\_\_\_\_

S #	Name of Officer	Post Held	Telephone			
			Office	Residence	Mobile	Fax

**NATIONAL HIGHWAY AUTHORITY**  
Admn Wing (Establishment Directorate)

**Out Going Out Station Telephones Calls Register**

**Telephone Exchange NHA:** \_\_\_\_\_

<b>Date</b>	<b>Call Booked by</b>	<b>Call Station</b>	<b>Telephone Number</b>	<b>Amount Charged I the Bill</b>	<b>Remarks (if any)</b>

**Appendix-D**

**NATIONAL HIGHWAY AUTHORITY**  
Admn Wing (Establishment Directorate)

**Quarterly Statement of Telephone bills/expenditure for the Quarter ending**

\_\_\_\_\_

**Office of the :** \_\_\_\_\_

<b>Sr. No.</b>	<b>Name &amp; Designation</b>	<b>Billing Month</b>	<b>Office</b>	<b>Residence</b>	<b>Fax</b>	<b>Mobile</b>	<b>Total</b>
<b>Grand Total:</b>							

**Appendix-E**

**NATIONAL HIGHWAY AUTHORITY**

Admn Wing (Establishment Directorate)

**Quarterly Return of New Telephone Connections during the Quarter ending**

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<b>Sr. No.</b>	<b>Name &amp; Designation</b>	<b>Office Station</b>	<b>Office</b>	<b>Residence</b>	<b>Fax</b>	<b>Mobile</b>	<b>Intercom</b>

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**Signature**  
**DD/AD/Supdt. (Admn)**

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**Executive Board's Confirmed Minutes**

16 **Agenda Item No. 14**

**Authorization of Mobile Telephone Facility Director (Coordination) NHA**

16.1 Secretary NHA introduced the proposal

16.2 The Board Members unanimously cleared the proposal. They felt that mobile phone is gradually becoming an inescapable necessity and, therefore, Chairman NHA need to be given autonomy in deciding authorization of mobile phones to bhe NHA functionaries in the best operational interest/efficiency of the Authority.

**Decisions**

16.3 The NHA's Executive Board **approved** authorization of a mobile telephone facility fro Director (Coordination) of the Authority. This would be subject to the condition that the combined monthly expenditure on the oficer's mobile/office telephones would not exceed the prescribed montly landline entitlement.

16.4 The Board also **accorded** Chairman NHA global powers forauthorization of mobile telephones to NHA functionaries keeping in view athe operational and administrative needs of the Authority subject to the conditions as enumerated in Para 16.3 above.