



TELEPHONE POLICY

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1. PURPOSE OF POLICY

The purpose of this policy is to:

- (a) Regulate the use of telephone communication within the municipality;
- (b) Ensure the effective, efficient and accountable utilization of telephone communication facilities belonging to the municipality;
- (c) Ensure the efficient and accountable allocation of cell phone allowances within the municipality; and
- (d) Instill in the employees of the municipality a spirit of promoting cost effectiveness and accountability to the general public and other stakeholders of the municipality;

1.1 Policy Structure

This telephone policy consists of two separate Policy Statements, namely;

- **Fixed Line Telephone Policy**
- **Cell Phone / Data Policy (Mobile Phones)**

2. DEFINITIONS

In this policy, words used in the masculine gender include the feminine, the singular includes the plural and vice versa and unless the context otherwise indicates:

"Batho Pele" means the "people first" principle of the White Paper published in terms of Government Gazette No 1459 of 1997;

"Code of Conduct" means Schedule 2 of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000);

"Cell Phone Allowance" means an additional taxable monthly re-imbursement paid to employees as may be applicable in terms of their respective positions or conditions of work, as part of their salary, to cover the costs of:

- Cell phone calls made from their private cell phones for official purposes as per the guidelines provided for in this Telephone Policy;
- Additional use of a data card, as may be required for selected employees, for Internet access to the Kai !Garib Data Centre for official purposes only.

"Conditions of Service" means the terms and conditions of employment as concluded within the SALGBC;

"Constitution" means the Constitution of the Republic of South Africa, 1996 and any regulations promulgated in terms thereof;

"Council" means the Municipal Council referred to in terms of Section 157 of the Constitution;

"Councilor" means a full time councilor who has been elected or appointed to an office which has been designated as full-time in terms of Section 18 (4) of the Local Government : Municipal

Structures Act, 1998 (Act No. 117 of 1998) and shall include a politically elected member of the municipal council for the municipality;

"Employee" means any person who:

- a)** has been appointed by the municipality to a position of employment, either in a permanent or temporary capacity;
- b)** receives or is entitled to receive remuneration therefore; and,
- c)** in any manner assists in carrying out or conducting the functions and powers of the municipality, and "employed" and "employment" have corresponding meanings;

"Executive Mayor" means an executive mayor elected in terms of section 55 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998);

"Municipal Manager" means a person appointed by the municipality in terms of section 54A of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) and who is the head of administration and also the accounting officer for the municipality;

"Municipality" means the Kai !Garib Municipality, established in terms of Section 12 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998) and includes any political structure, political office bearer, councilor, duly authorized agent thereof or an employee thereof, acting in connection with this policy by virtue of a power vested in the municipality and delegated or sub-delegated to such political structure, political office bearer, councilor, agent or employee;

"PIN" means a Personal Identification Number or code, which is used to gain access to the municipality's telephone system;

"SALGBC" means the South African Local Government Bargaining Council; and

"Section 56 employee" means a person appointed as a Director directly accountable to the Municipal Manager as contemplated in terms of Section 56 of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000);

"Structures Act" means the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998) and any regulations promulgated in terms thereof; and

"Systems Act" means the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) and any regulations promulgated in terms thereof.

3. LEGAL FRAMEWORK

1. **The Code of Conduct** for Staff Members regulates against the misuse of municipal property and assets by municipal employees.

2. **In terms of the Code of Conduct**, employees are required to perform their functions in good faith, honestly and in a transparent manner and in such a way that the credibility and integrity of the municipality are not compromised.

3. **Section 4(2) (a)** of the Systems Act places upon Council the duty to use the resources of the municipality in the best interests of the local community.

4. The Batho Pele White Paper places upon the municipality the responsibility and challenge of implementing policies which should have the desired effect of increasing efficiency, reducing wastage and increasing transparency and accountability within the municipality.

3.1 NON- COMPLIANCE TO POLICY

Any employee who does not comply with the provisions of this policy shall be guilty of a breach of the Code of Conduct for Municipal Staff.

4. FIXED LINE TELEPHONE POLICY

4.1 ACCESS TO TELEPHONE SYSTEM

a) A PIN number is required in order to unlock the telephone and gain access to the use of the municipality's telephone facility.

b) Every employee will be allocated a dedicated (secret) PIN number as referred to in paragraph (a) above.

c) Any telephone call made from any extension by means of an employee's dedicated PIN number will be deemed to have been made by that particular employee.

d) It is the sole responsibility of the employee to ensure that his/her PIN number is not abused.

e) Employees are not to disclose their PIN numbers to other employees or to avail their PIN numbers to other employees for use.

f) All incoming and outgoing calls are recorded for quality and security purposes.

4.2 TELEPHONE ACCESS BARRING

(a) Telephone access will be barred as per the following distinction:

(1) Unlimited access:

- Executive Mayor and full-time councilors; and
- Municipal Manager and Directors

(2) National access:

- All employees not covered under (a) (1) above.

(b) Every employee who is required to make an international business telephone call for which he/she does not have access must apply to the Manager of his/her Department to make the said telephone call.

(c) A telephone call referred to in paragraph (b) above must be arranged through the Manager: Information Communication Technology.

4.3 PRIVATE CALLS

(a) Employees must use telephones with discretion and restrict private telephone calls to the minimum time.

(b) The cost of all private telephone calls made shall be recoverable from the salary of the employee at the end of the following month during which the telephone call was made.

4.4 MONTHLY TELEPHONE STATEMENTS

(a) Every employee is required to account for any telephone call made by means of his/her PIN number, whether official or private.

(b) Private calls, will be automatically deducted from employees' salaries, based on the acknowledgement of dialing a private number with the use of such code.

(c) The Department: Information Communication Technology shall, notwithstanding paragraph (b), on a monthly basis, provide a statement of all telephone calls made under the relevant employee's name of telephone calls made by each employee by means of his/her PIN number for the previous month.

(d) The statement referred to in paragraph (c) above will be distributed by no later than the 4th day of each calendar month, or the first working day thereafter, to all Managers of Departments for each employee who will, thereafter, identify all telephone calls made.

(e) Every employee shall verify the statement of all calls and indicate all private calls made by means of his/her PIN number.

(f) After completion the telephone statements must be returned to the Managers of Departments.

(g) The Managers of Departments shall by no later than the 12th day of every calendar month, or the first working day thereafter, forward the updated telephone statements of every employee to the Section: Salaries and Wages in the Department: Expenditure and Assets in the Directorate; Finance to deduct the costs of any private telephone calls, not already deducted from the salary of the employee concerned.

(h) Subsequent queries and adjustments regarding private call deductions from salaries will only be addressed when requested in writing and authorized by the employee's relevant Manager or Director, as the case may be.

4.5 FAX MACHINE FACILITIES

a) No telephone calls are to be made from fax machines.

b) No employee shall be entitled to make use of fax machines for private faxes, unless the fees as determined by Council from time to time are first paid at the Department: Income for faxes to be sent.

4.6 FIXED LINE TELEPHONE PROCEDURES

4.6.1 Switchboard Operations

Switchboards will be operational from Monday to Friday, excluding public holidays, during normal office hours and switched to a night service after normal working hours. Calls on direct dial extension numbers will continue as is.

4.6.2 Incoming Calls to Switchboards

- a)** All calls must be answered within six times of ringing.
- b)** Callers are entitled to a prompt, courteous response from switchboard operators who should answer the call by
 - identifying the municipality; and
 - greeting the caller in two of the three official languages of the Northern Cape.
- c)** Every effort should always be made to direct the caller to the correct extension: in any event an incoming call should not, where possible, be transferred internally more than once before speaking to someone who can be of direct assistance.

4.6.3 Incoming Calls to Direct Dial Extension Numbers

- a)** Extensions must be answered within six times of ringing.
- b)** Employees must answer all calls by clearly stating the name of his/her office/department/directorate and his/her personal name and surname.
- c)** The “divert call” facility must be used when an employee’s desk is left unattended. The attendee to the diverted call must be informed where the employee has gone and when he/she is expected back.
- d)** To ensure that messages are received, all messages where the employee is expected to return the call:
 - must be recorded on the GroupWise message facility; or
 - in instances where the GroupWise message facility is not available, must be recorded in a message book wherein a carbon copy is kept and the original message is placed on the appropriate employee’s desk; and
- e)** Complaints conveyed or problem areas reported must be recorded on the ICT Call Centre facility.

5. CELLULAR PHONE POLICY

5.1 PAYMENT OF ALLOWANCES

The municipality shall pay a fixed monthly cell phone allowance as follows:

- a) Category 1 Cell Phone Users** - Municipal Manager and Directors: In addition to the annual total remuneration packages, will receive a cell phone allowance of R1 650 together with a data contract with a maximum of 5 gig.
- b) Category 2 Cell Phone Users** - Managers and Project Managers: A cell phone allowance equal to two thirds of that of Category 1, together with a data contract with a maximum of 5 gig.
- c) Category 3 Cell Phone Users** - Employees, who, in terms of their daily duties, are not office bound, may also apply for a cell phone allowance by submitting such a request via his or her manager to his or her Director for consideration and approval to the maximum of R450 of airtime and 2 gig of data.
The type of cell phone, the service provider and the type of contract an employee selects to procure, will be entirely at the discretion of the employee.
- d) Category 4 Cell Phone Users** - Personal Assistants of the Executive Mayor and Municipal Manager, Secretaries to the Directors and supervisors, superintendents and special works men will qualify for a maximum of R500 of airtime and 2 gig of data
- e)** Initial setup costs for new cell phone contracts, or additional accessories such as hands free car kits, will be for the employee's own account.
- f)** RICA processes to enable the legitimate use of a cell phone will at all times be the responsibility of the employee.
- g)** Should an employee receiving a cell phone allowance, be blacklisted or services being postponed for whatever reason, further payment of any allowances by the Municipality will be suspended till such time that the services are fully re-instated by the service provider.
- h)** Any increases made to the aforementioned allowances shall be equal to the annual percentage increase agreed to during the normal salary negotiations in accordance with the relevant agreement reached at the SALGBC.
- i)** Approved requests for cell phone allowances must be submitted by the Manager to the CFO for further processing.
- j)** Employees qualifying for a cell phone allowance, may contract with any service provider of their own choice for his or her cell phone requirements.
- k)** Employees qualifying for a cell phone allowance must register their cell phone numbers at the Human Resource Department and via the ICT Department on the Official Municipal telephone directory
- l)** No official is allowed to loan the cellular telephone for which he or her receives an allowance, to any other official or private person

5.2 MUNICIPAL CELL PHONE CONTRACTS

a) The Municipality will only obtain cell phone contracts for its own account where cell phone facilities are required to perform a specific function and the cell phone number is attached to the execution of a specific function or task, i.e. 24/7 standby functions .

b) All costs related to such Municipal cell phones contracts, will be for the account of the relevant department requiring such services.

c) In departments where official standby phones are used, the official on standby must indicate acknowledgement of receipt of the phone in a register

*** (Annexure A) This register must be kept for audit purposes.**

d) Employees will at all times remain liable for the maintenance and/or replacement of their cell phones and data cards.

5.3 RE-IMBURSEMENTS

a) Where an employee does not receive a fixed monthly cell phone allowance, but has to make official telephone calls from his or her private cell phone on an add hoc basis, the employee concerned must submit a claim for reimbursement.

b) A claim for reimbursement will not be considered unless the relevant claim form, as per Annexure B hereto or any amendment thereof from time to time, is completed. Valid documentation (invoices, etc.) to proof expenditure must be attached to the claim form.

c) The claim form must be submitted to the relevant Manager of the Department for approval before being submitted to the Manager: Expenditure and Assets for reimbursement.

5.4 VALUE ADDED CELLULAR SERVICES

It is acknowledged that the changing nature of cell phone technologies may provide additional functionalities than might be of benefit to the Municipality or a specific Department in the Municipality. Should such opportunities be identified, the following process must be followed:

a) A business motivation, accompanied by a cost benefit analysis, must be compiled by the manager of the relevant Department and submitted to its Director for approval;

b) Where it is required that such additional cellular functionalities interface with any ICT Business Application or ICT Infrastructure Services, the business motivation and cost benefit analysis must be done in collaboration with a person from the ICT Department, nominated by the Chairperson of the ICT Steering Committee.

c) Where such additional cellular services impact on the existing cell phone allowance/s paid to employees, this must then also be reflected in the cost benefit analysis.

d) All such business motivations and cost benefit analysis must be submitted to the ICT Steering Committee for their consideration and final approval.

5.5 IMPLEMENTATION OF CELL PHONE ALLOWANCE BASED POLICY

a) The ICT Department must facilitate the implementation process for all Departments to convert from the existing “*cell phone call management system*” to the “*allowance based system*”;

b) The ICT Department must liaise with all relevant cell phone service providers to ensure that the transition of services from a company owned cell phone to a privately owned cell phone is well co-ordinated;

c) The ICT Department must work closely with the Department Human Resources and the Payroll Section of the Department of Expenditure and Assets to ensure the internal transition processes are also well coordinated.

5.6 BUDGETARY REQUIREMENTS

Each Directorate/Department must make provision in its Operational Budget for the payment of cell phone allowances.

5.7 Cost Containment

a) Cost Containment Measures as contained in the Government Gazette No 42514 must be considered to save on telephone costs.

b) An Official cannot receive a cellphone allowance and a cellphone contract.

6. SHORT TITLE

This is the Telephone Policy of Kai !Garib Local Municipality.

DOCUMENT APPROVAL				
Policy Review Date	Council Resolution No	Date	Effective Date	Chairman signature

ANNEXURE A: STANDBY PHONE CONTROL SHEET

Stand by cell phone: (Department)

Cell number: _____

Make and model:

Cell phone Issued			Cell phone Received		
Date	Official	Signature	Date	Manager	Signature

ANNEXURE B: RE-IMBURSEMENT FOR ADDITIONAL CELL PHONES EXPENSES

APPLICATION FOR RE-IMBURSEMENT OF CELLPHONE CALL COSTS BY EMPLOYEE NOT RECEIVING A CELLPHONE ALLOWANCE

1. Surname: _____

2. First Name: _____

3. Department: _____

4. Employee Number: _____

5. Please list all official calls made in respect of which you are claiming

DATE	TEL. NUMBER	REASON FOR CALL	COST
		<u>Sub total</u>	
		VAT	
		Total (Vat incl)	

6. Please provide a motivation for why you should be reimbursed:

7. SIGNATURE (Claimant) _____

DATE: _____

8. Re-imbursement Approved/ Not Approved (Delete the inapplicable)

SIGNATURE (Manager of Department) _____

DATE: _____

Annexure C – KAI !GARIB CELL PHONE REQUEST FORM

NOTES

- All approved requests must be submitted to the Human Resources Department to update the employee details and to register the cell phone number on the official municipal telephone directory.
- The Human Resources Department must submit a copy of the cell phone request to the Payroll Section in the Directorate; Finance to capture the employee payment details of the cell phone allowance on the Payroll System.

EMPLOYEE DETAILS			
Surname		Employee Number	
First Name/s		Title	
Department			
Vote Number		Tel. Ext	
Employee Cell	Phone Number		

MOTIVATION	
Motivation to be provided by employee	
I hereby accept the terms and conditions as stated in the Kai !Garib Cell Phone policy	
Employee Signature	Date

Approvals / Rejections				
Designated Official	Request Approved	Request Denied	State reason if request is Denied	Signature and Date
Line Manager				
Director				
Director – Contract Type				
Municipal Manager				