



Molemole Municipality

## **TELEPHONE USAGE POLICY**

## TABLE OF CONTENTS

---

<b>1. PREAMBLE .....</b>	<b>4</b>
<b>2. PURPOSE.....</b>	<b>5</b>
<b>3. OBJECTIVES.....</b>	<b>5</b>
<b>4. SCOPE.....</b>	<b>5</b>
<b>5. LEGAL FRAMEWORK .....</b>	<b>5</b>
<b>6. TIMEFRAMES.....</b>	<b>6</b>
<b>7. DEFINITIONS .....</b>	<b>6</b>
<b>8. PRINCIPLES.....</b>	<b>7</b>
<b>9. ROLES AND RESPONSIBILITIES .....</b>	<b>8</b>
<b>9.1 DEPARTMENT OF CORPORATE SERVICES.....</b>	<b>8</b>
<b>9.2 LINE MANAGERS.....</b>	<b>8</b>
<b>9.3 MUNICIPAL EMPLOYEES.....</b>	<b>8</b>
<b>9.4 CORPORATE SERVICES PORTFOLIO COMMITTEE .....</b>	<b>8</b>
<b>9.5 COUNCIL .....</b>	<b>9</b>
<b>10. POLICY DIRECTIVES AND PROCEDURES .....</b>	<b>9</b>
<b>10.1 PROVISION OF TELEPHONE SERVICE .....</b>	<b>9</b>
<b>10.2 TELEPHONE USAGE CONTROL MEASURES .....</b>	<b>9</b>
<b>10.3 CONTROL PROCEDURE.....</b>	<b>12</b>
<b>10.4 TELEPHONE ACCOUNTS .....</b>	<b>12</b>
<b>11. EVALUATION CRITERIA .....</b>	<b>12</b>
<b>12. ATTACHMENTS .....</b>	<b>Error! Bookmark not defined.</b>
<b>13. POLICIES REPEALED.....</b>	<b>13</b>
<b>14. Approval of the policy .....</b>	<b>14</b>



## **1. PREAMBLE**

---

- a) Molemole Local Municipality is a service orientated public entity whose legislated mandate is to in the main provide services to residents and in pursuit of the mandate make use of various communication methods and mechanisms including but not limited to systems, utensils, tools and equipments including communication tool such as telephones.
- b) Legislation prescribes that the municipality must establish controls and systems to regulate the appropriate and efficient use of municipal resources.
- c) The municipality is determined to ensure that telephone contact between staff and other organizations or members of the public is conducted in a professional and efficient manner.
- d) The telephone usage policy seeks to provide a framework aimed at ensuring that telephones as a working tool is used appropriately and that call charges are kept to a minimum.
- e) Informed by the above commitment the municipality herein lays down procedures for using the telephone and for making and receiving of calls.
- f) This policy provides set standards to be complied with by users of municipal telephones and applies equally to internal and external calls.

## **2. PURPOSE**

---

2.1 The purpose of this policy is:

- a) To ensure the effective and efficient use of municipal telephones;
- b) To implement mechanisms aimed at minimizing the impact of abuse of council resources;
  - i. To minimize telephone costs for the municipality;
  - ii. To prevent the use of municipal telephones by unauthorized persons;
  - iii. To outline expected recourse for misuse of telephones;
- c) To minimize lost time due to employees devoting council time in pursuit of personal or private interests;
- d) To regulate what is permissible when using council resources;

## **3. OBJECTIVES**

---

- a) The Telephone Policy seeks to regulate the usage of the Municipality's telephone to ensure that telephones are available and are used for the conduct of official municipal business, in the direct support of assigned duties and responsibilities of users, and the delivery of municipal services.

## **4. SCOPE**

---

- a) The policy applies to all Political Management Team members and permanent employees of the municipality, and is relevant only to the Municipality's office based land line telephones, excluding mobile phones.

## **5. LEGAL FRAMEWORK**

---

**5.1 Sections 62 and 78 of the Local Government: Municipal Finance Management**

Act (Act No. 56 of 2003) places an onus on municipal officials to take all reasonable steps to ensure that the resources of the municipality are used effectively, efficiently and economically.

**5.2** The Act requires of the officials to take effective and appropriate steps to prevent, within their area of responsibility, any unauthorized, irregular, fruitless and wasteful expenditure and any under – collection of revenue due.

**5.3** The constitution of the Republic of South Africa further imposes a responsibility on the municipality to operate efficiently.

---

## **6. TIMEFRAMES**

---

**6.1** This Policy becomes effective from the date of approval by Council by way of Council resolution and after been signed off by the Mayor or hi/her designate;

**6.2** The Policy will be reviewed or reconfirmed as is every twelve months;

**6.3** The policy shall remain in force until it is appropriately repealed and replaced with another policy.

---

## **7. DEFINITIONS**

---

**7.1 Council** refers to the Council of Molemole Local Municipality

**7.2 Direct lines** means telephone lines not routed through the switchboard

**Employee or official** means a permanent, temporary or part – time or contract employee, in service trainee, learner participating in a learnership or intern but excluding a student and independent contractor

**7.3 Land Line Calls** means calls dialed from the fixed telephone lines

**Municipality** refers to Molemole Local Municipality as determined by the Municipal Structures Act

**7.4 Policy** means Telephone Usage Policy

**Private telephone call** refers to use of official telephones for personal or private benefit

**7.5 Unauthorized Persons** means people who are not employees of Council

## **8. PRINCIPLES**

---

This policy is underpinned by the principles of

- **Fairness**
- **Equity**
- **Honesty**
- **Accountability**
- **Transparency**
- **Openness**
- **Collective responsibility**

---

## **9. ROLES AND RESPONSIBILITIES**

---

---

### **9.1 DEPARTMENT OF CORPORATE SERVICES**

---

- a) The Department of Corporate Services, through the Manager: Administration Manager: Administration, shall be the implementing authority of this policy, and shall facilitate its annual revision.

---

### **9.2 LINE MANAGERS**

---

- a) Line managers have roles and responsibilities as outlined in paragraph 10.3 herein below and to manage telephone usage in their units as they do all other council resources. Line managers are further responsible for:
  - i) Making all employees aware of this policy;
  - ii) Ensuring employee compliance with the policy;
  - iii) Reviewing and evaluating needs and requests for telephone services

---

### **9.3 MUNICIPAL EMPLOYEES**

---

- a) All municipal employees are expected to familiarize themselves with the provisions of this policy and to comply with these provisions.

---

### **9.4 CORPORATE SERVICES PORTFOLIO COMMITTEE**

---

- a) The Corporate Services Portfolio Committee shall be responsible to monitor and play an oversight role regarding implementation of this policy and shall, for this purpose, receive monthly reports on an approved template highlighting successes, challenges and departmental interventions towards achieving policy targets.



---

**9.5 COUNCIL**

---

- a) Only the Council may approve this policy and any amendment thereafter through a decision of the majority of councilors in attendance of the meeting at which proposals in respect of this policy are considered.

---

**10. POLICY DIRECTIVES AND PROCEDURES**

---

---

**10.1 PROVISION OF TELEPHONE SERVICE**

---

- a) It shall be the responsibility of Council to provide all municipal offices or a combination of municipal offices with a reliable telephone service;
- b) Council may centralize its telephone operating system through which all outgoing and incoming calls shall be routed;
- c) The municipal switchboard(s) shall be housed in a safe and secure environment and the switchboard instrument as well as the office in which the switchboard is housed shall be provided with lockable device(s), the keys of which shall be in the possession of a person designated by the Accounting Officer.
- d) It shall be the responsibility of the switchboard operator to ensure that no unauthorized person obtains access to the switchboard(s) of the Council.

---

**10.2 TELEPHONE USAGE CONTROL MEASURES**

---

**10.2.1 Pin Codes**

- a) Each qualifying municipal official shall be allocated a secret telephone access pin code signed for and known to the employee who will be responsible for its protection at all times);
- b) The official in whose name the pin code is issued is responsible and liable for the usage of the pin code;
- c) Should an official suspect and have proof that his/her pin code may be used by another person he/she shall be expected to promptly report the matter to the Manager: Administration or a designated person who may upon consideration through a specified operating procedure issue or authorize the reissue of a new pin code;

- d) The owner of the pin code is still liable for any cost arising out of calls by someone who fraudulently obtained it;
- e) Reissuing of pin codes as contemplated under (c) above shall be limited to 2 occurrences per annum;
- f) Management through the Corporate Services Department may change pin codes frequently to mitigate fraud risks.

#### **10.2.2 Direct and Switchboard(s) Lines**

- a) The Accounting Officer shall determine which officials may have direct lines to their offices for use in connection with performance of their official duties;
- b) Except in the case of employees provided with private telephone lines, all outgoing telephones calls shall be directed through the switchboard(s) of the Council;
- c) In no way must the switchboard line be used to make calls to private persons. Official calls made from the switchboard must be made as short as possible.
- d) The Council shall provide an electronic device for the monitoring of all outgoing telephone calls;
- e) No official shall make a call on behalf of or allow any unauthorized person to make a private call from either a direct telephone line or from the switchboard of the Council.

#### **10.2.3 Call Restrictions**

- (a) Officials shall only be entitled to make international calls with the specific approval of the Municipal Manager;
- (b) The Municipal Manager shall have the discretion to determine which officials with direct dialing facilities shall be allowed to make international, national, provincial and local calls only and telephones lines shall be suitably barred on the basis of this classification;
- (c) Each official (pin code) shall be restricted to make calls to a specific amount per month and shall be automatically deactivated upon reaching the limit.
- (d) If an employee has reached his/her budget limit he has to consult the Head of Department who must motivate through a memo to the Corporate Services Department for approval.

#### **10.2.4 Private Calls**

- (a) Staff should be aware, however, that the making of or receiving private telephone calls is not allowed and is, therefore not an automatic right. The Municipality is therefore not obliged to provide allowance for private calls by officials.
- (ii) It is not acceptable for staff to make private calls using the Municipality's telephone network. Any such abuse of the telephone system could result in disciplinary or criminal action against an official.
  - (iii) Such abuse could also result in the withdrawal of the facility to make private telephone calls.
- (b) The telephone system is an organizational resource and use of the telephone can and may be monitored and an itemized listing of telephone numbers for a period will be produced.

---

**10.3 CONTROL PROCEDURE**

---

- (a) The Corporate Services Department through the Manager: Administration is responsible for monitoring the implementation to ensure that it functions as it is supposed.
- (b) Line Managers are responsible for monitoring the conduct of their subordinations to ensure that they use the system for their official duties only.
- (c) S/he shall make such relevant comments for attention or information relating to his/her subordinates; which shall, where necessary, be used as evidence should a disciplinary hearing or such appropriate actions be necessary to be taken due to persistent abuse of the system by an employee.

---

**10.4 TELEPHONE ACCOUNTS**

---

- a) Telephone statements shall be delivered to the departmental managers, who will inspect such statements before distributing them to the respective employees. It is the responsibility of each Head of Department to monitor telephone usage of their respective subordinates

---

**11. EVALUATION CRITERIA**

---

- a) This policy will be evaluated every year to cater for legislative changes and in response to operating changes.

## **POLICIES REPEALED**

---

- a) Any prior existing policy or practice that regulated telephone usage to the extent that it refers to Molemole Municipality's telephone usage or any of its provisions.

## 14. APPROVAL OF THE POLICY

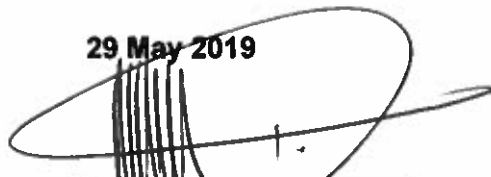
---

Version	Date Approved	Details
01	30 MAY 2009	1 <sup>st</sup> Amendment
02	28 May 2018	2 <sup>nd</sup> Amendment
03	29 May 2019	3 <sup>rd</sup> Amendment

a) Date of Approval by Council

29 May 2019

b) Signed on Behalf of the Council



Hon. Mayor: Chr. M.E. Paya