

MOPANI DISTRICT MUNICIPALITY



LANDLINE TELEPHONE POLICY

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1. PREAMBLE

- I. Telephones are an effective and efficient means of communication and can be used as a tool to enable officials to perform their duties effectively from the office.
- II. It has been revealed that telephone calls are one of the major expenses of Mopani District Municipality and this is mainly due to high number of calls made either "private or official".
- III. This policy is applicable to the employees of Mopani District Municipality, and relates to the use and control of the landline telephones in carrying out their official duties and responsibilities.
- IV. Council, at all times, strives to keep telephone expenditure within limits, as well as to reduce low productivity resulting from the use of private calls to a minimum.

2. DEFINITIONS

Policy – means Telephone Usage Policy

Land Line Calls – means calls dialled from a fixed telephone line.

Private Calls – means calls not related to business operations to Council.

Low Productivity – means low working rate over period of time.

Unauthorized Persons – means people who are not employees of MDM.

Line Manager – means managers reporting directly to Senior Managers or where there is no senior manager reporting directly to the Municipal Manager contemplated in section 56 of the Municipal System Act

Private Lines – means telephone lines not linked to the Telephone System (Switchboard)

Direct Dialling Facility – means telephone lines not routed through the telephone system (Switchboard).

International Calls – means telephone calls destined to outside the geographic boundaries of South Africa.

Accumulative – means not carried over to the next month.

3. THE OBJECTIVES OF THE POLICY

The objectives of the policy are as follows:

- 3.1 To ensure the effective and efficient use of municipal telephones;
- 3.2 To curb the abuse of telephones by employees of Council;
- 3.3 To reduce telephone costs;
- 3.4 To introduce corrective measures for officials who fail to observe the guidelines stipulated in the policy;
- 3.5 To standardise what may be allowed as being reasonable amount for calls that may be for private purposes;
- 3.6 To prevent the use of municipal telephones by un-authorised persons;
- 3.7 To introduce salary deductions from employees who do not identify private calls, and the procedure where employees exceed the monthly allocated call limit.

4. LEGAL MANDATE

The guiding principles used in developing the Mopani District Municipality Landline Policy were sourced from the following legislation and policies:

- I. *Basic Condition of employment Act, No 75 Of 1997*
- II. *Municipal Finance Management Act, No 56 of 2003*
- III. *Protection of Personal Information Act, No 4 of 2013*

5. PROVISION OF TELEPHONE SERVICE

5.1. ELIGIBILITY AND APPLICABILITY OF THE POLICY

- I. An employee shall be provided with a telephone or access to a telephone for accessibility at all reasonable time as required by the job.
- II. The Landline Telephone Policy applies to all employees of council, and does not apply to Councillor.

- III. The Accounting Officer shall determine which officials may have private lines to their offices for use in connection with the performance of their official duties.
- IV. It will be the discretion of the Accounting Officer to determine which officials shall be allowed to make international calls.

5.2 RESPONSIBILITIES OF COUNCIL

- I. It shall be the responsibility of Council to provide all municipal offices or a combination of municipal offices with a satisfactory and reliable telephone service;
- II. The Council may centralise its telephone operating system and install one or more switchboards through which outgoing and incoming calls may be routed;
- III. 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 a security device or devices, the keys of which shall be in the possession of the Switchboard Operator(s) appointed by Council;
- IV. It shall be the responsibility of the Switchboard Operator(s) to ensure that no unauthorized person obtains access to the switchboard(s) of the Council.
- V. The switchboard must always be manned by a receptionist who must always report faulty telephone faults.

5.3. CONTROL PROCEDURES

- I. Line Managers must personally examine telecommunication accounts relating to lines or extensions allocated to employees under their supervision.
- II. They shall make such relevant comments for attention or information of the relevant persons, their supervisors, or any other official in the department.
- III. This shall where necessary be used as evidence of that employees conduct in the use of the landline telephone.
- IV. The administration unit in Corporate Services may, as a control measure change and reallocate new pin codes to all employees.

5.4. TELEPHONE USAGE CONTROL MEASURES

5.4.1. ALLOCATION OF PIN CODES AND CALL LIMITS

- I. All officials who are allocated a phone in terms of this policy shall have access to a telephone for official purposes and will be allocated a universal pin code which will allow them to make calls in all MDM facilities.
- II. Maximum monthly limits shall be allocated to employees by the Accounting Officer to make officials calls.
- III. The allocated limits will be carried over to the following month on an incremental basis.
- IV. The maximum limit will be reviewed annually and approved by the Accounting Officer.
- V. The Accounting Officer must procure a telephone management system with the capability to set the limits allocated to each telephone line in terms of clause 5.4.1.2 above
- VI. Call Centre employees shall use duty rosters to monitor all outgoing calls to curb the abuse of the telephone by employees. The monitoring roster may be introduced to all other employees of council.
- VII. The system should ensure that calls made from the institutions telephones show identity instead of private/unidentified calls.
- VIII. Senior Managers shall determine which officials in the directorate should be allocated phones or access to a phone, and therefore a pin code.
- IX. The Deputy Manager Administration shall responsible for allocation pin codes.
- X. All officials who are allocated telephones or have access to a telephone will be liable for telephone calls exceeding R30 per month.

5.4.1. MONITORING OF THE SYSTEM:

- I. The particulars of employees should be inter-connected with the system to ensure constant monitoring and control of telephone usage, and automatic suspension of phone calls upon exhaustion of allocated limits.
- II. All personal calls made from the Municipal landline shall be paid by the responsible employee, and be deducted from their salary.
- III. Deputy Manager Admin to monitor usage of the telephone, separate private from official calls, and shall submit to the Budget and Treasury Department for further management and accountability.
- IV. Officials shall only be entitled to make international calls with the specific approval of the Accounting Officer.
- V. No official shall make a call on behalf of or allow any unauthorized person to make a private telephone call from a municipal telephone.
- VI. Departmental Heads will remain accountable officials for the proper management and usage of telephones allocated to their departments.
- VII. Monthly statements from the landline telephone statements to be submitted to the Governance Portfolio Committee on monthly basis.

5.4.1. Resignation of Employees:

- I. The pin code of the employees who resigns will be cancelled immediately upon their resignation.

6. COMMENCEMENT OF THIS POLICY

- I. This policy will come into effect on the date of adoption by Council.

7. DISPUTE

- I. All words contained in this policy shall have an ordinary meaning attached thereto, unless the definition or context indicates otherwise.
- II. Any dispute on interpretation of this policy shall be declared in writing by any party concerned.
- III. The Local Labour Forum shall give a final interpretation of this policy in case of a written dispute.

- IV. If the party concerned is not satisfied with the interpretation, a dispute may then be pursued with the South African Local Government Bargaining Council/ or Arbitration.

8. DEFAULT

Disciplinary action shall be taken against any official who fails to comply with this policy.

9. REPEAL

- 9.1 The policy shall repeal all previous policies formulated before its approval.

10. REVIEW OF THE POLICY

- 10.1 The policy shall be reviewed annually or when a need arise.

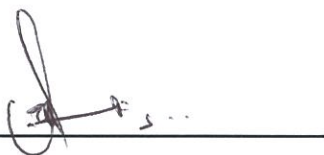
11. STAKEHOLDER'S CONSULTATION

All Stakeholder's were consulted on the 22-25 April 2024.

12. ADOPTION BY COUNCIL

Resolution NO: SCD/16/2024	Approved Date:16 May 2024
Effective Date: 01 July 2024	Review Date: ANNUALLY

13.AUTHORITY



MUNICIPAL MANAGER

MR T.J MOGANO



COUNCIL SPEAKER

CLLR N.M MASWANGANYI