



**TELEPHONE MANAGEMENT POLICY
OF
LANGEBERG MUNICIPALITY
VERSION 01.00**

APPROVED BY: COUNCIL

DATE OF REVIEW: JULY 2024

OWNER OF POLICY: LANGEBERG MUNICIPALITY

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1. EXECUTIVE SUMMARY

A policy on TELEPHONE usage at the Municipality is essential as it assists to regulate the use of communication tools by staff of the Municipality. Due to the nature of their work, certain staff members need to be regularly contactable for bona fide business purposes and or to pursue Council business.

2. OBJECTIVES

- 2.1. To institute controls on the use of Langeberg Municipality resources and encourage the cost-effective use of telephones by the Officials.
- 2.2. To keep telephone expenditure within limits as well as reduce low productivity resulting from private calls.
- 2.3. To regulate telephone usage within the Municipality
- 2.4. To create an enabling environment for effective communication amongst the functionaries of the municipality and the outside world.
- 2.5. To ensure effective and efficient utilization of Councils resources.
- 2.6. To curb the abuse of Municipal telephones by employees of the Council.
- 2.7. To reduce telephone costs.
- 2.8. To prevent the use of Municipal telephones by unauthorized persons.
- 2.9. To introduce corrective measures for officials who fail to observe the guidelines stipulated in this policy.
- 2.10. To standardize what may be allowed as being reasonable calls that may be made for private purposes.
- 2.11. To give guidance to the procedures of granting users access to telephone system.

3. LEGAL REQUIREMENTS

- 3.1 Municipal Finance Management Act (56 of 2003).
- 3.2 Municipal Systems Act (32 of 2000).
- 3.3 Municipal Structures Act (117 of 1998).
- 3.4 Langeberg Municipality Cellular Phone Policy.
- 3.5 Remuneration of Public Office Bearers Act (Act 20 of 1998).

4. APPLICABILITY OF THE MUNICIPALITY

The policy will apply to all the following: -

- 4.1. Langeberg Municipality Officials and Councillors.

5. GENERAL PROVISIONS OF TELEPHONE SERVICE

- 5.1. It shall be the responsibility of the Council to provide all Municipal offices, or a combination of Municipal offices, with a satisfactory and reliable telephone service.
- 5.2. The Council may centralize its telephone management system and install one or more switchboards through which all incoming and outgoing calls shall be route.
- 5.3. Each new telephone user shall apply for access to the telephone system to aid in making outgoing calls during the execution of their duties.
- 5.4. The application shall be recommended by the Director concerned with the approval being granted by the Director: Economic, Social and Integrated Development Services or Manager: ICT after due consideration of all relevant factors.
- 5.5. Telephone access where applicable is provided for official Municipal communication purposes only.
- 5.6. Any use of the telephones for the conduct of any other business or for the financial gain of any other party is expressly prohibited.

- 5.7. The telephones are not to be used in any way that offends any person or is in breach of the law or as a device for delivery of offensive or objectionable communication.
- 5.8. International calls and private calls are not allowed unless under special circumstances. Telephone users requiring access to make international calls shall submit applications recommended by the Director concerned, for approval by the Director: Economic, Social and Integrated Development Services and the Director: Financial Services, after due consideration of all relevant factors.
- 5.9. Every employee is responsible for the usage of his or her own telephone extension and access credentials.
- 5.10. If the access credentials are shared in any manner, used by another person or misused, the original holder will be held responsible and liable for its use.
- 5.11. Direct Superiors **must** examine telecommunication accounts relating to lines or extensions allocated to employees under their supervision. They shall make relevant comments for attention or Information of the relevant person, his or her supervisor or any other official in the department, 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 by an employee.
- 5.12. The telephone management system will send an automated monthly call register to all telephone users or their supervisors via electronic mail. All telephone users are expected to peruse the call register and report any private calls that appear to their superiors.
- 5.13. Telephone calls made after normal office hours, weekends and public holidays will be subject to scrutiny and if abuse is proven the caller will be made to pay for all private calls made in that month.
- 5.14. The Economic, Social and Integrated Development Services Directorate (vis-à-vis the ICT Department) will be responsible for monitoring the telephone expenditure and will have to monitor such expenditure and, where abuse is detected, communicate such to the Director responsible for their decision.

6. TELEPHONE ACCOUNTS

- 6.1. All employees will be getting telephone allocation as determined by the Municipality in line with their job functions.
- 6.2. The telephone management system will send out monthly telephone statements for each employee via electronic mail.
- 6.3. Subject to section 5.14, each employee will identify private calls made and pay for them through a salary deduction. There will be a salary deduction applicable also for non-identified calls. In such cases, the Payroll Department will make payroll deductions from employees' salaries in respect of private calls made.

7. TELEPHONE USAGE CONTROL MEASURES

- 7.1. The Municipality has determined which employees may have direct telephone lines to their offices, for use in connection with the performance of their official duties. For any new requests, the Municipal Manager or his/her designee shall approve the allocation of a direct telephone line to an employee on the recommendation of the Director concerned supported by the Director: Economic, Social and Integrated Development Services or Manager: ICT.
- 7.2. Each telephone user shall be issued with access credentials to be used for making outgoing calls.
- 7.3. Each set of access credentials shall be allocated a budget limit to be utilized to make outgoing calls.
- 7.4. It shall be the responsibility of each user to safeguard his or her credentials against abuse by unauthorized persons.
- 7.5. In an instance that the user reaches his/her allocation, the user will be blocked from making outgoing calls.
- 7.6. It shall be at the **discretion** of the Council to monitor outgoing telephone calls.
- 7.7. Notwithstanding section 5.14, where a user has exceeded their monthly budget allowance in the telephone management system, the Director concerned may recommend the allocation of an agreed extended allowance through an approval process (supported by Director: Economic, Social and Integrated Development Services or Manager: ICT and

Director: Financial Services for the Municipal Manager's approval). This will only be done where a user demonstrates that there are exceptional circumstances which justify the budget allowance being exceeded.

- 7.8. Employees shall be expected to account to their respective superiors for excessive calls made, if so required.
- 7.9. Employees must ensure that telephone lines and instruments allocated to them are properly looked after and any noticeable fault must be reported to the ICT Department.
- 7.10. All employees when leaving an office may use the transfer facility on their telephones to re-direct incoming calls to a colleague in their cluster to answer if prior arrangements have been made.
- 7.11. All employees are expected to re-direct incoming calls incorrectly put through to them, to the relevant employee or department/section.
- 7.12. Managers shall be responsible for the implementation and management of this policy together with other related policies.
- 7.13. Monthly reports including misuse and over expenditure on telephone account by individual users, shall be submitted to the Director concerned.
- 7.14. The Municipal Manager shall request the respective Directors to account for telephone over-expenditure within their respective departments.
- 7.15. Users shall keep all calls to a minimum duration regardless of their nature (i.e. whether business or private calls).
- 7.16. In general, the duration of a single call should not be more than 5 minutes.
- 7.17. The telephone budget allocation will be provided as follows: -

Designation	Budget allowance
Full-time Councillors	R500.00
Municipal Manager	R 500.00
Directors	R 450.00
Senior Managers	R 350.00
Managers	R 350.00
Personal Assistants	Unlimited
Other Municipal Officials	R 150.00

- 7.18. If the nature of the work carried out by an official requires an increase in the allocation, the Director concerned will motivate for an increase and such request will be channeled to the Municipal Manager via the Director: Economic, Social and Integrated Development Services.

8. COMMENCEMENT

- 8.1. This Policy will come into effect on the date of adoption by Council and all the previous adopted policies in this regard shall be repealed.

9. INTERPRETATION OF THIS POLICY

- 9.1. All words contained in this policy shall have the ordinary meaning attached thereto, unless the definition or context indicates otherwise.
- 9.2. The dispute on interpretation of this policy shall be declared in writing by any party concerned.
- 9.3. The Office of the Municipal Manager shall give a final interpretation of this policy in case of written dispute.
- 9.4. If the party concerned is not satisfied with the interpretation, a dispute may then be pursued with the South African Local Government Bargaining Council.

10. PERMANENT/TEMPORARY WAIVER OR SUSPENSION OF THIS POLICY

- 10.1. This policy may be partly or wholly waived or suspended by the Municipal Council on temporary or permanent basis.
- 10.2. Notwithstanding section 12.1, the Municipal Manager may under circumstances of emergency temporarily waive this policy subject to reporting of such waiver or suspension to Council.

11. COMPLIANCE AND ENFORCEMENT

- 11.1. Violation of or non-compliance with this policy will give a just cause for disciplinary steps to be taken.
- 11.2. It will be the responsibility of the Municipal Administration to enforce compliance with this policy.

12. AMENDMENT AND/OR ABOLITION OF THIS POLICY

- 12.1. This policy may be amended or repealed by Council as it may deem necessary.

13. ENDORSEMENT

The Executive Mayor by virtue of his signature hereby APPROVES this policy.

Reviewed by:

MR B BAKACO

July 2024

Manager: ICT

DATE

DOCUMENT HISTORY

Revision History			
Revision	Date	Description of changes	Requested By