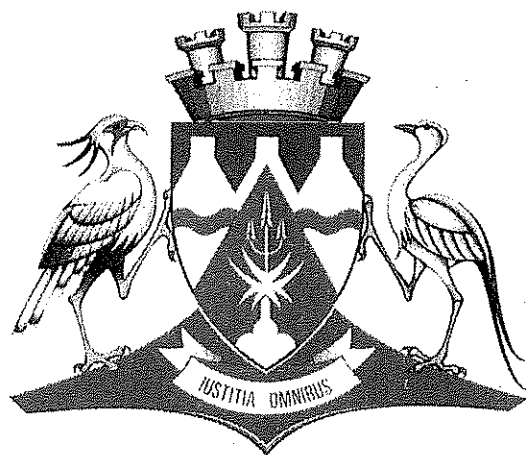


PIXLEY ka SEME DISTRICT MUNICIPALITY



TELEPHONE POLICY

1. INTRODUCTION

Monthly reports of telephones have revealed that landline calls are the major expense of Pixley ka Seme District Municipality. This is mainly due to high number of calls made, be they "private" or "official". This is not withstanding the fact that Council is re-establishing itself and as such populating its organogram with new appointments. Council will at all times strive to keep telephone expenditure within limits, as well as to reduce low productivity resulting from private calls to a minimum.

2. PURPOSE

The purpose of the policy shall be as follows:

- 2.1 To ensure the effective and efficient use of municipal telephones;
- 2.2 To curb the abuse of municipal telephones by employees of the Council;
- 2.3 To reduce telephone costs;
- 2.4 To prevent the use of municipal telephones by unauthorized persons.
- 2.5 To introduce corrective measures for officials who fail to observe the guidelines stipulated in the policy.
- 2.6 To standardize what may be allowed as being reasonable calls that may be made for private purposes.
- 2.7 To introduce salary deduction for employees who have exceeded their monthly allowance on landline telephones.

3. APPLICATION OF THE POLICY

The policy will apply to:

- 3.1 All employees of Council, regardless of their designation.

4. PROVISION OF TELEPHONE SERVICE

- 4.1 It shall be the responsibility of the Municipality to provide all municipal offices or a combination of municipal offices with a satisfactory and reliable telephone service;
- 4.2 The Municipality may centralize its telephone operating system and install one or more switchboards through which all outgoing and incoming calls shall be routed;
- 4.3 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;

5. TELEPHONE USAGE CONTROL MEASURES

- 5.1 The Municipality shall determine which employees may have direct telephone lines to their offices for use in connection with the performance of their official duties.
- 5.2 Senior Managers in consultation with their unit heads will decide on a monthly budget (for official calls) for each employee within their department.
- 5.3 Except in the case of employees provided with direct telephone lines, all outgoing telephone calls shall be directed through the switchboard of the Municipality;
- 5.4 It shall be the duty of the Switchboard Operator[s], before dialing the number required to enquire from the person wishing the call to be made whether the call is official or private in nature;
- 5.5 The Switchboard Operator[s] shall record the number dialed, the reason for the call as well as whether the call is private or official;
- 5.6 Where an employee has a direct dialing facility that employee shall be obliged to maintain a monthly telephone log. All calls shall be recorded – number dialed reason for call and indication whether it is a private or business call.
- 5.7 Logs for the month must be submitted to the office of the Senior Support Services Officer during the first week of the next month;
- 5.8 It shall be at the discretion of the Municipality to provide an electronic device for the monitoring of all outgoing telephone calls;
- 5.9 The Senior Support Services Officer will inform employee and respective senior manager when allocated budget is depleted in which case the employee must get written approval from his/her senior manager/supervisor for all official calls made after the budget has been depleted.
- 5.10 Overspending (without written approval) on monthly budget will be deducted from employee's salary
- 5.11 On the 15th of each month, the Senior Support Services Officer shall provide the Chief Financial Officer with a complete list of officials who have made private telephone calls during the month in question and the amount to be deducted from their salaries.
- 5.12 Staff members shall only be entitled to make international calls with the specific approval of the Municipal Manager.

- 5.13 No staff member shall make a call on behalf of or allow any unauthorized person to make a private telephone call from either a direct telephone line or from the switchboard of the Municipality.

6. **BARRING OF TELEPHONES**

The Municipality shall have the discretion to determine what staff members with direct dialing facilities shall be allowed to make international, national, provincial and local calls only and telephone lines shall be suitably barred on the basis of this classification.

7. **AVAILABILITY OF THIS POLICY**

Every staff member upon being appointed in the service of the Municipality shall be supplied with a copy of this policy and shall acknowledge receipt thereof by signing a duplicate copy thereof. The said duplicate copy shall be filed on the personal file of the staff member.

8. **CONSEQUENCE OF NON-COMPLIANCE**

A failure to comply with the policy will be viewed as a serious disciplinary transgression and appropriate disciplinary action could result from such action.

9. **PROTECTIVE MEASURES**

11.1 Employees will be provided with Personal Identification numbers.

11.2 These numbers will provide security to telephone users, especially those who are working in an open plan office arrangement/work stations as this will help in avoiding the use of telephones by employees at the expense of the fellow employees.

11.3 Individual employees will be provided with individual telephone lines

EXECUTIVE MAYOR :



DATE POLICY APPROVED : 24 MARCH 2004

DATE POLICY REVIEWED : 30 MAY 2017

COUNCIL RESOLUTION : R 2017 – 05 – 30 (9.11.24)

