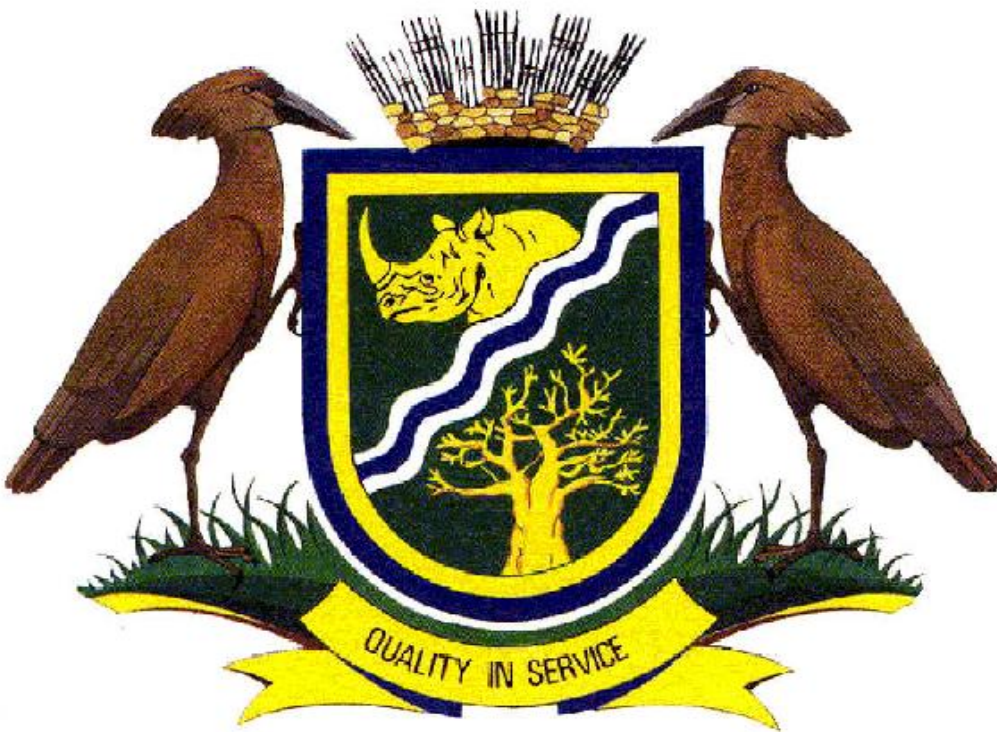


VHEMBE DISTRICT MUNICIPALITY



LANDLINE TELEPHONE USAGE POLICY

DEFINITIONS

VHEMBE DISTRICT MUNICIPALITY

Policy – means Telephone Usage Policy

Land Line Calls – means calls dialed from the fixed telephone lines.

Private Calls – means calls not related to business operations of council.

Low Productivity – means low working rate over time

Unauthorised Persons – means people not employees of council

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

Direct Dialing 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.

1. INTRODUCTION

Monthly reports of telephones have revealed that landline calls are the major expense of VHEMBE District Municipality. This is mainly due to high number of calls made, be they “private” or “official”. This is notwithstanding 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 telephones by employees of the Council;
- 2.3 To reduce telephone costs;
- 2.4 To prevent the use of municipal telephones by unauthorised 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 deductions from employees who exceeded their monthly allowance on landline telephones.

3. APPLICATION OF THE POLICY

The Executive Mayor will determine the conditions relating to the usage of landline telephones by Councillors and Councillors will therefore not be covered by this policy.

This Policy shall apply to all officials.

4. PROVISION OF TELEPHONE SERVICE

- 4.1 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;
- 4.2 The Council may centralize its telephone operating system and install one or more switchboards through which all outgoing and incoming calls shall be routed;
- 4.3 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 lockable device or devices, the keys of which shall be in the possession of the Switchboard Operator[s] appointed by the Council;
- 4.4 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

Heads of Departments are allowed to come up with other control measures which are in line with the Policy.

- 5.1 The Municipal Manager shall determine which Officials may have private lines to their offices for use in connection with the performance of their official duties;
- 5.2 Except in the case of employees provided with private telephone lines, all outgoing telephone calls shall be directed through the switchboard[s] of the Council;
- 5.3 It shall be the duty of the person making the call, before dialing the number required to indicate whether the call is official or private in nature;
- 5.4 Where an employee has a direct dialing facility, that employee shall be obliged to maintain the telephone log book and submit it to the respective authority at the end of the month;
- 5.5 The Council shall provide an electronic device for the monitoring of all outgoing telephone calls;
- 5.6 At the end of each month, the Switchboard Operator shall provide the Finance Department with a complete list of Officials who have made private telephone calls and cost thereof during the month in question, the destination of such call and its duration.
- 5.7 The Finance Department shall, on the basis of information supplied in respect of private calls made by an Official provide such Official with a detailed statement of the private calls made and the total cost thereof, including VAT.
- 5.8 The Finance Department shall supply the Human Resources Department with the list of deductions required for the month in question in respect of private calls made by the Officials if they exceed the stipulated monthly limit.
- 5.9 Officials shall only be entitled to make international calls with the specific approval of the Municipal Manager.
- 5.10 No Official shall make a call on behalf of or allow any unauthorized person to make a private telephone call from either a private telephone line or from the switchboard of the council.

6. BARRING OF TELEPHONES

The Municipal Manager shall have 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.

7. AVAILABILITY OF THIS POLICY

Every Official upon being appointed in the service of the Council 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 Official.

8. CONSEQUENCE OF NON-COMPLIANCE

A failure to comply with the Policy by Officials will be viewed as a serious disciplinary transgression and appropriate disciplinary action could result.

9. CONTROL PROCEDURES

Every Line Manager must personally examine telecommunication accounts relating to lines or extensions allocated to employees under his/her supervision. He or she shall make such 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.

10. TELEPHONE ACCOUNTS

10.1 The Finance Department will issue out monthly telephone statements of account for each Official.

10.2 Telephone statements will be delivered to the Managers, who will inspect such statements before distributing them to the respective employees.

10.3 The Human Resources Department will make payroll deductions from employees' salaries in respect of private calls made if the maximum monthly limit of is exceeded. Each staff member shall

sign an understanding that if they make private calls that exceed the stipulated limit, the cost thereof shall be deducted from salaries.

10.4 The maximum limit will be reviewed by the Municipal Manager.

The monthly limit shall not be accumulative.

11. 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.

12 PRIVATE LINES

12.1 The Executive Mayor and/or the Municipal Manager shall be provided with private lines over and above extension lines.

12.2 All other employees are prohibited the benefit of having private lines, except those referred to in clause 12.1 of this Policy.

13. MONTHLY TELEPHONE LIMIT PER CATEGORY

1. Municipal Manager	Unlimited
2. General Managers	R 1000.00
3. Managers	R 700.00
4. Technicians	R500
5. Secretaries	R400
6. All Other Employees	R300

RECORD OF PRIVATE TELEPHONE/CELLULAR CALLS

MONTH OF -----200.....

Monthly Statement Will be distributed to officials:

Signature of User:.....

(a) I certify that official calls made as indicated above was essential **YES NO**

(b) I am satisfied that the duration of each call was reasonable **YES NO**

REMARKS:.....

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SIGNATURE OF SUPERVISOR:.....

NAME OF SUPERVISOR:.....

DATE:.....