



**UMZIMVUBU**  
— LOCAL MUNICIPALITY —

## CT TELEPHONE LANDLINE POLICY

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**1. PREAMBLE**

- 1.1 Umzimvubu 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 equipment including communication tool such as telephones.
- 1.2 Legislation prescribes that the municipality must establish controls and systems to regulate the appropriate and efficient use of municipal resources.
- 1.3 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.
- 1.4 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.
- 1.5 Informed by the above commitment the municipality herein lays down procedures for using the telephone and for making and receiving of calls.
- 1.6 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:
  - 2.1.1 To ensure the effective and efficient use of municipal telephones;
  - 2.1.2 To implement mechanisms aimed at minimizing the impact of abuse of council resources;
    - 2.1.2.1 To minimize telephone costs for the municipality;
    - 2.1.2.2 To prevent the use of municipal telephones by unauthorized persons;
    - 2.1.2.3 To outline expected recourse for misuse of telephones;
  - 2.1.3 To minimize lost time due to employees devoting council time in pursuit of personal or private interests;
  - 2.1.4 To regulate what is permissible when using council resources;

2.1.5 To ensure that employees borne the cost of using municipal telephone service for private purposes.

### **3. OBJECTIVES**

3.1) 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**

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

### **5. DEFINITIONS**

5.1 Council refers to the Council of Umzimvubu Local Municipality

5.2 Direct lines means telephone lines not routed through the switchboard

5.3 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

5.4 Land Line Calls means calls dialed from the fixed telephone line

5.5 Municipality refers to Umzimvubu Local Municipality as determined by the Municipal Structures Act

5.6 Policy means Telephone Usage Policy

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

5.8 Unauthorized Persons means people who are not employees of Council

## **6. ROLES AND RESPONSIBILITIES**

### **6.1 Department of corporate Services**

6.1.1 The Department of Corporate Services, through the Information Technology section, shall be the implementing authority of this policy, and shall facilitate its annual revision.

### **6.2 Head of Departments**

6.2.1 Head of departments have roles and responsibilities as outlined in paragraph 8.3 herein below and to manage telephone usage in their units as they do all other council resources. Head of departments are further responsible for:

6.2.1.1 Making all employees aware of this policy;

6.2.1.2.1.1 Ensuring employee compliance with the policy;

6.2.1.3 Reviewing and evaluating needs and requests for telephone services

### **6.3 Employees**

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

## **7. POLICY DIRECTIVES AND PROCEDURES**

### **7.1 Provision of Telephone**

7.1.1 It shall be the responsibility of Council to provide all municipal offices or a combination of municipal offices with a reliable telephone service;

7.1.2 Council may centralize its telephone operating system through which all outgoing and incoming calls shall be routed;

7.1.3 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 lockable device(s), the keys of which shall be in the possession of a person designated by the Accounting Officer.

7.1.4 It shall be the responsibility of the switchboard operator to ensure that no unauthorized person obtains access to the switchboard(s) of the Council.

## **7.2 TELEPHONE USAGE CONTROL MEASURES**

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### **7.2.1 Pin Codes**

- 7.2.1.1 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);
- 7.2.1.2 The official in whose name the pin code is issued is responsible and liable for the usage of the pin code;
- 7.2.1.3 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 Senior Admin Officer or a designated person who may upon consideration through a specified operating procedure issue or authorize the reissue of a new pin code;
- 7.2.1.4 The owner of the pin code is still liable for any cost arising out of calls by someone who fraudulently obtained it;
- 7.2.1.5 Reissuing of pin codes as contemplated under (c) above shall be limited to 2 occurrences per annum;
- 7.2.1.6 Management may change pin codes frequently to mitigate fraud risks.

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

- 7.2.2.1 The Accounting Officer shall determine which officials may have direct lines to their offices for use in connection with performance of their official duties;
- 7.2.2.2 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;
- 7.2.2.3 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;
- 7.2.2.4 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; or alternatively to receive an electronically maintained record for which he/she shall declare and distinguish between private and business calls;
- 7.2.2.4 The Council shall provide an electronic device for the monitoring of all outgoing telephone calls;
- 7.2.2.5 At the end of each month, ICT shall circulate a record of calls to officials bearing a pin code to declare private and business calls and provide the Finance Department with a complete list of officials who have made private telephone calls and cost thereof during the month in question;
- 7.2.2.6 The Finance Department shall, on the basis of information supplied in respect of private calls made by an official deduct from such an employee's salary the full cost of private calls made including VAT for the month;
- 7.2.2.7 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.

### **7.2.3 Call Restrictions**

- 7.2.3.1 Officials shall only be entitled to make international calls with the specific approval of the Municipal Manager;
- 7.2.3.2 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;
- 7.2.3.3 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.

### **7.2.4 Private Calls**

- 7.2.4.1 The Municipality recognizes that there may be some occasions normally due to circumstances or an emergency where it is necessary for members of staff to make private calls.
- 7.2.4.2 Staff should be aware, however, that the making of or receiving private telephone calls is by local arrangement only and is, therefore, a privilege and not an automatic right. The Municipality is therefore not obliged to provide allowance for private calls by officials.
- 7.2.4.2 When making or receiving private telephone calls staff should take account of the following regulations:
  - 7.2.4.2.1 The making/receiving of private telephone calls should be kept to a minimum and be of short duration;
  - 7.2.4.2.2 Private telephone calls should be timed whenever possible to ensure minimum disruption both to the work of the individual and to the workload of colleagues;
  - 7.2.4.2.3 It is not acceptable for staff to conduct regular, private business or administration using the Municipality's telephone network. Any such abuse of the telephone system could result in the instances being considered to be of fraudulent nature, which may lead to disciplinary or criminal action against an official.
  - 7.2.4.2.4 Such abuse could also result in the withdrawal of the facility to make private telephone calls.
- 7.2.4.3 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.

## **8. CONTROL PROCEDURES**

- 8.1 The Corporate Services Department through ICT is responsible for monitoring the implementation to ensure that it functions as it is supposed.
- 8.2 Heads of Departments are responsible for monitoring the conduct of their subordinates to ensure that they use the system for their official duties.
- 8.3 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

## Telephone Landline Policy

of the system by an employee.

- 8.4 The Budget & Treasury Department shall issue out monthly telephone statements of account for each official.
- 8.5 Telephone statements shall be delivered to the managers, who will inspect such statements before distributing them to the respective employees.

### **9. COMMENCEMENT OF THE POLICY**

1. The policy will come into effect on the date signed by ICT Governance Champion

### **INTERPRETATION OF THE POLICY**

1. All words contained in this policy shall have the ordinary meaning attached thereto, unless the definition or context indicates otherwise
2. Any dispute on interpretation of this policy shall be declared in writing by any party concerned.
3. The Municipal Manager shall give a final interpretation of this policy in case of written dispute.
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.

### **PERMANENT/TEMPORAL WAIVER OR SUSPENSION OF THE POLICY**

1. This policy may be partly or wholly waived or suspended by the ICT Governance Champion on temporary or permanent basis however the Municipal Manager/Council may under circumstances of emergency temporarily waive this policy subject to reporting of such waiver or suspension to Council.

### **COMPLIANCE**

1. Senior management is required to ensure that internal audit mechanisms exist to monitor and measure compliance with this policy.
2. Failure to comply with this policy may result in disciplinary action, which may include termination of employment.
3. Any conduct that interferes with the normal and proper operation of the municipality's IT systems, which adversely affects the ability of other users to use those IT systems, or which is harmful or offensive to other users, shall constitute violation of approved IT policies.
4. The municipality management reserves the right to revoke the privileges of any user at any time



**AMENDMENT AND/OR ABOLITION OF THIS POLICY**

- a) This policy may be amended or repealed by ICT Governance Champion/ Council as it may deem necessary.

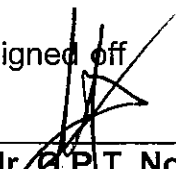
**APPROVAL OF THE POLICY**

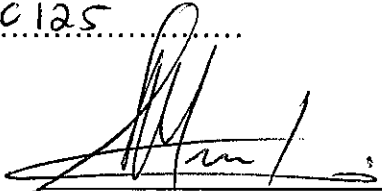
The Municipal Council has approved this policy and amendments thereof.

**AUTHENTICATION**

The amendments of the policy and or the new policy was adopted by the Council on the ...25/01/2019.....

As per Council Resolution number ...WLMC125.....

Signed off  
  
\_\_\_\_\_  
Mr. G.P.T. Nota  
Municipal Manager

  
\_\_\_\_\_  
Cllr. S.K Mnu kwa  
Chairperson of the Council

