

RICHTERSVELD MUNICIPALITY



17. TELEPHONE AND CELLPHONE USE

RICHTERSVELD MUNICIPALITY HUMAN RESOURCE POLICY
TELEPHONE AND CELLPHONE USAGE
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Approved Date: 30/06/2022	Council Resolution Nr: RVM007/06/2022
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1. INTRODUCTION

The Richtersveld Municipality intends to promote the proper usage of the telephones and cell phones in the municipality. This is mainly to provide roles and responsibilities to officials whose nature of work requires that they perform certain functions or duties. Telephones and cell phones are communication tools used to facilitate service delivery as well as to maintain a good relationship with internal and external stakeholders.

The policy addresses control measures in terms of the use of the office telephones and private cell phones for official purposes. It set out the criteria on how the Municipality shall regulate the usage that are confined to resources and determine compensation with regards to the use of private cell phones.

2. OBJECTIVES

- 2.1 To regulate the usage of office telephones and private cell phones for official purposes;
- 2.2 To promote an effective, efficient and accountable utilization of the phones;
- 2.3 To ensure efficient and accountable allocation of cell allowances;

3. REGULATORY FRAMEWORK

- 3.1 Public Finance Management Act (PFMA), Act No. 1 of 1999
- 3.2 Treasury Regulations, March 2005
- 3.3 Public Service Regulations, 2001
- 3.4 Departmental Policy on Procurement of Goods and Services

4. SCOPE OF APPLICABILITY

This policy shall be applicable to all officials of the Richtersveld Municipality

5. POLICY STATEMENT

Telephone (Landline)

5.1 Access to Telephone

5.1.1 All officials of the Municipality shall be provided with access to telephone facility for business purpose upon completion of the relevant application form.

5.1.2 Every official shall be allocated a dedicated PIN code to lock and unlock the telephone.

5.1.3 Any telephone call made from any extension by means of an official's dedicated PIN code shall be deemed to have been made by that particular official

5.1.4 It is the sole responsibility of every official to ensure that his/her PIN code is not abused.

5.1.5 Officials shall not disclose or avail their PIN codes to other officials for use.

Telephone Access Barring System

5.2.1 Telephone access shall be barred as per the following distinctions:

Unlimited Access:

5.1.2.1 The Mayor

5.1.2.2 The Municipal Manager

5.1.2.3 The CFO

5.1.2.4 The H.O.D's

National Access:

All Departmental officials not covered under the above-mentioned unlimited access.

5.1.2.2 Every official who is required to make an international business call for which he/she does not have access shall obtain approval from the HOD to make the said telephone call.

5.1.2.3 A telephone call referred to in paragraph 5.1.2.2 above, shall be arranged through the general manager - property and facilities.

5.1.2.4 Officials shall use telephones with description and restrict private telephone calls to the minimum to avoid misuse.

- 5.1.2.5 A soft locking system shall be implemented as a control measure to ensure proper management of telephones by all officials.
- 5.1.2.6 Officials sharing an extension shall be provided with different PIN codes to facilitate the identification of the person making a call from that extension.
- 5.1.2.7 Any call made through the official's PIN code, shall be deemed made by that particular official. It is therefore, the official's sole responsibility to ensure that his/her telephone PIN code is kept confidential.
- 5.1.2.8 An official who is on an approved official duty outside the borders of RSA shall upon return, claim a reimbursement for official international calls while on such duty.
- 5.1.2.9 No telephone calls shall be made from any fax machine within the department.
- 5.1.2.10 The Municipality shall use a call barring system as a means to control and limit access to the telephone and cell phone for official use.

5.1.3 Telephone Reports

- 5.1.3.1 The manager - facilities management shall retrieve the telephone printouts from the system as and when required, and distribute such printouts to the various responsibility managers within seven working days upon receipts.
- 5.1.3.2 Every official is required to account for any telephone call made by means of his/her PIN code whether official/private.

5.1.4 The voice mail system

- 5.1.4.1 All telephones shall be linked to a department voicemail system.
- 5.1.4.2 The voicemail system shall be activated at all time when an official is not available to take calls otherwise the call shall be diverted.
- 5.1.4.3 A voice message left on the official's voice mail shall be regarded as having reached its intended destination. It is the official's responsibility to ensure that the message reaches him/her and actions it accordingly.
- 5.1.4.4 A voice message left on the official's voice mail shall be regarded as official and shall be accessed by the department without seeking permission from the official concerned.
- 5.1.4.5 A maximum limit of 20 messages is allowed per voicemail at any given one time.
- 5.1.4.6 When this is deemed appropriate by the system administrator, when doing maintenance, the system administrator shall delete voice messages not complying with paragraph 5.1.4.5 above.
- 5.1.4.7 The departmental voicemail system has the capability to be accessed remotely. Officials shall be advised to use this facility when they are out of the office for a period exceeding 3 working days.
- 5.1.4.8 Voicemail messages are not backed up. Lost messages are not recoverable by any means.

5.1.5 Increase of Telephone Limits

- 5.1.6.1 Where an official is of the view that the approved limit is not sufficient for him/her to perform his/her official work effectively and efficiently the following shall be done:
- 5.1.6.2 Apply for increase of limits through the responsibility manager;
- 5.1.6.3 Submit a signed application to the finance department for final approval or recommendation to the HOD depending on the delegations.
- 5.1.6.4 R100 will be the cap on calls and all employees is responsible to pay their private phonecalls.
- 5.1.6.5 Private calls should be limited for emergencies only.
- 5.1.6.6 Teamleaders and H.O.D's should monitor and evaluate the usage on a regular basis.

5.2 Cellphone (Including 3G) Allowance

5.2.1 Who qualifies for a cell phone allowance?

- 5.2.1.1 An official whose nature of work requires that he/she should be available at all times and be in constant contact with the Department (Office).
- 5.2.1.2 An official shall submit an application including a motivation why he/she should be provided with a cell phone to the finance committee via his/her supervisor for consideration.
- 5.2.1.3 Applications for cell phone allowances shall be recommended by both the responsibility of the manager and the relevant general manager.
- 5.2.1.4 The program/directorate/section shall have and adequate budget allocated for such purpose.

5.2.1.1 Cell phone Contracts

5.2.1.2 Departmental Mandatory Contracts

- 5.2.1.2.1 Supply chain management shall arrange cell phone contracts for the following:

- 5.2.2.1.1 Mayor
- 5.2.2.1.2 Municipal Manager
- 5.2.2.1.3 CFO
- 5.2.2.1.4 H.O.D's
- 5.2.2.1.5 Team leaders

- 5.2.1.2.2 In the event of resignation of an official, the official shall either settle the cell phone contract and keep the instrument or return the instrument including the simcard. In the event the official decides to keep the instrument, that contract shall be transferred to his/her name.

5.2.1.3 Duty Cell phone / Pool Phones Contracts

5.2.1.4 Under exceptional circumstances where the nature of an official's duties necessitates it and the official does not qualify to arrange own contract due to blacklisting, such an official shall be issued with a departmental cell phone.

5.2.1.5 Under this scheme/arrangement, the cell phone instrument belongs to the Municipality and not the official.

5.2.1.6 For an official to qualify for this contract, he/she shall submit an application including documentary proof for approval by the HOD through the finance committee.

5.2.3.4 At the end of each contract period, the relevant official shall return the cell phone instrument to supply chain management section, failing which the official shall be expected to pay for the instrument.

5.2.3.5 The Municipality shall not insure the cell phone instrument, and any lost instrument shall be replaced by the official at own cost.

5.2.4 Individual cell phone contracts

5.2.4.1 Officials who qualify for cell phone allowance shall arrange their own cell phone contracts with their preferred service providers in terms of the approved limits.

5.2.4.2 Every official shall be responsible for all payments due and that the applicable amount as per the limit shall be recovered back from the Municipality monthly.

5.2.4.3 Any amount in excess of the approved limit shall be the responsibility of the official concerned.

5.2.4.4 The actual cost incurred up to the approved maximum limit, shall be reimbursed on a monthly basis upon a submission of duly signed claim.

5.2.5 Increase of cell phone limits

5.2.5.1 Where an official is of the view that the approved limit is not sufficient for him/her to perform his/her official work effectively and efficiently the following shall be done:

5.2.5.1.1 Apply for increase of limits through the responsibility manager;

5.2.5.1.2 Submit a duly signed application to the finance department for final approval or recommendation to the Municipality depending on the delegations.

6 ROLES AND RESPONSIBILITIES

- 6.2 The Municipality is accountable for this policy and should adhere to it.
- 6.3 The Chief Financial Officer is accountable for the implementation and enforcement of the policy.
- 6.4 The Senior Manager: Supply Chain Management is responsible for the implementation and enforcement of the policy.
- 6.5 The facility management section shall manage the departmental telephone system.
- 6.6 All officials in the department shall be aware of this policy and properly execute their duties in line with the implementation of the policy.
- 6.7 All officials shall ensure that through the facility management they are capacitated to make maximum use of the telephone system in the Municipality to facilitate performance.

7 MONITORING AND EVALUATION

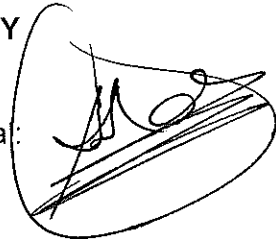
The supply chain management shall monitor and evaluate the implementation of the policy.

8 POLICY REVIEW

The policy shall be reviewed to factor in changes in legal frameworks, organisational development, political and economic trends, and envisaged outputs by the Medium Term Expenditure Framework as well as outcomes of monitoring and evaluation.

9 AUTHORITY

MM Approva:



Date: 30/06/2022