

# TELEPHONE MANAGEMENT POLICY

2025-2026



APPROVED BY:

MR M NAKO

MUNICIPAL MANAGER

DATE: 19/06/25

APPROVED BY:

CLLR S JANDA

EXECUTIVE MAYOR

DATE: 19/06/2025

## **1. POLICY BACKGROUND**

- Telephone Management System is to establish the appropriate use of Municipal Telephones, aiming to optimize communication with stakeholders.

## **2. POLICY PURPOSE**

- 2.1 To ensure the effective and efficient use of municipal telephones;
- 2.2 To curb the abuse of telephones by employees of 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 prohibit dialling of international calls by staff below the level of the Accounting Officer; unless prior permission is obtained;
- 2.7 To provide Heads of Departments with power to block outgoing calls for employees who consistently abuse telephone lines;
- 2.8 To ensure that employees and councillors bear the cost of using municipal telephone service for private calls;
- 2.9 To provide for protective measures to staff by allocating Pin codes that are concealed to others.
- 2.10 To restrict allocation of Pin codes to all municipal officials and determine who is entitled to be provided municipal telephone Pin.

## **3. DEFINITIONS**

**PIN:** Personal Identification Number

**Code:** unique number of identity

**ICT:** Information Communication Technology

## **4. APPLICATION AND SCOPE**

Mbhashe Local Municipality seeks to adhere to the basic values and principles governing public administration as stipulated in section 195(b) of the Constitution of the Republic of South Africa Act 108 of 1996.

Monthly telephone expenditure reports have revealed that landline calls are the major expense of Mbhashe Local Municipality. This is mainly due to higher 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 excessive use of telephones.

The accounting officer of the municipality is enjoined by section 62 of the MFMA to ensure cost efficient use of municipal resources and financial administration of the municipality.

## **5. LEGISLATIVE FRAMEWORK**

### **5.1 Constitution of the Republic of South Africa Act 108 of 1996, Section 195 (1)**

*“Public Administration must be governed by the democratic values and principles enshrined in the Constitution, including the following principles:*

*(a) A high standard of professional ethics must be promoted and maintained.*

*(b) Efficient, economic and effective use of resources must be promoted”*

## **5.2 Municipal Finance Management Act 56 of 2003, section 78**

*“Senior managers and other officials of municipalities - (1) Each senior manager of a municipality and each official of a municipality exercising financial management responsibilities must take all reasonable steps within their respective areas of responsibility to ensure—*

*(a) That the system of financial management and internal control established for the municipality is carried out diligently,*

*(b) That the financial and other resources of the municipality are utilised effectively, efficiently, economically and transparently.”*

## **6. POLICY PROCEDURE**

### **6.1 Application of this policy**

This policy shall apply to employees of the municipality.

#### **6.1.1 Amount allocation to Municipal Officials**

- Officials without cell phones allocation must be – R500
- Officials with Cell phones allocation must be R50.00
- Once the allocated amount is depleted, the municipality is not entitled to top up budget allocation and therefore each user needs to use the amount Allocated to them effectively.

#### **6.1.2 Request procedure**

All officials are granted telephone PIN codes.

#### **6.1.3 For other office based employees:**

Internal memorandum must be motivated by the requester / supervisor, recommended by the Senior Manager of the department, and approved by Senior Manager Corporate Services.

Implementation is processed by ICT unit.

## **6.2 GENERAL POLICY PROVISIONS**

### **6.2.1 ROLE PLAYERS AND RESPONSIBILITIES**

#### **6.2.1.1 Municipal Manager**

The Municipal Manager shall monitor implementation of this policy through Senior Manager Corporate Services.

#### **6.2.1.2 Senior Manager Corporate Services**

The Senior Manager Corporate Services shall make all employees aware of this policy and ensure adherence thereof.

The Senior Manager Corporate Services will analyse monthly statements and include findings in all reports. The reports will be issued to respective departmental heads, which will be expected to account for any over expenditure or misuse.

#### **6.2.1.3 Municipal employees**

All municipal employee are expected to adhere to the provisions of this policy.

## **6.3 TELEPHONE USAGE CONTROL MEASURES**

6.3.1 Municipal office based employees shall be allocated with a secret telephone access PIN code, by Information Communication Technology unit and each official PIN code shall be allocated a specific amount to be utilized for calls depending on nature of work.

6.3.2 The employee in whose name the PIN code is issued is responsible and liable for the protection and usage of the PIN code.

6.3.3 The owner of the PIN code is still liable for any cost arising out of calls by someone who fraudulently obtained it.

6.3.4 In an event of an employee terminates his or her services with the municipality, his/her pin code will be de-activated.

6.3.5 The telephone system currently used will be monitored constantly to control over expenditure on telephone usage.

6.3.6 In the event of user who need to change PIN code, the user must follow formal process as stipulated at 6.1.3

## **6.4 PROCEDURES FOR IMPLEMENTING POLICY**

### **6.4.1 Direct and switchboards lines**

The municipality must have a hosted telephone management system for the monitoring of all outgoing telephone calls.

The municipality shall centralize its telephone operating system through which all outgoing and incoming calls shall be routed and recorded.  
Every employee is required to account for any telephone call made from his or her PIN code, whether official or private.  
No employee shall make a call on behalf of or allow any unauthorised person to make a private call.

#### **6.4.2 Call restrictions**

Employees shall only be entitled to make international calls pending on approval of the Municipal Manager.

The Municipality recognises that there may be occasions, normally due to special circumstances or an emergency where it is necessary for employees to make private calls, however all calls must be recorded.

All calls made are restricted to certain amount per month and for additional funds on the users PIN, a deviation in writing must be approved by Senior Manager for top up.

#### **6.4.3 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 an acceptance form. The said duplicate copy shall be filed on the personal file of the Official.

#### **6.4.4 Consequences for non-compliance**

In the case of employees, failure to comply with the policy will be viewed as a serious transgression and appropriate disciplinary action will be taken.

#### **6.4.5 Review of the policy**

This policy will be reviewed when a need arises.

#### **6.5 Approval of the policy**

The Municipal Council must approve this policy and any amendment thereof.

### **7. IMPLEMENTATION**

2025/2026

### **8. REVIEWAL**

Annually