



STANDARD POLICY FOR TELEPHONE MANAGEMENT AND RECOVERY OF PRIVATE CALL COSTS

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1. Introduction

The aim of the policy guidelines is to assist with the day to day telephone management and facilitate the reduction of telephone calls costs at the municipality

It is hereby acknowledged that the use of a telephone is not a privilege but a provision for communication to achieve municipal objectives. A telephone is thus viewed as a tool of trade to facilitate the achievement of municipal goals.

The management of escalating telephone calls costs has necessitated the formulation of these guidelines to enhance telephone calls management of the municipality.

In terms of the Municipal Finance Management Act, 2003 the municipality has the right to recover the costs of all private calls. Unauthorised private calls may be regarded as a breach of the MFMA, sec 32.

Telephone costs are currently not efficiently and effectively administered, and will in future be subjected to auditing.

2. Scope

This standard is applicable without exception to all employees and fulltime councillors at Senqu Municipality with immediate effect.

3. Purpose

The policy is to administer telephone usage and ensure effective cost management of telephone usage.

4. References

- Municipal Finance Management Act, 2003

5. Definitions

“Accounting Officer” means the Municipal manager of the Municipality.

“Director” means section 57 managers in terms of the Municipal Systems Act, 2000.

6. Responsibility

The Corporate Services Manager shall be responsible for ensuring that this standard is implemented.

7. Method and Ground Rules

7.1 All calls must be recorded and differentiated between private and work related calls.

7.2 Directors will motivate for access requirements for new users and send to the Corporate Services Department.

7.3 Directors will, on a monthly basis, review all telephone lists within their departments for the purposes of allocating private call costs and recovery. Directors must submit such lists to Corporate Services Department within 7 working days after receiving date.

7.4 All private call costs, national, local and cell-phone, will be recovered via the payroll system.

7.5 Habitual telephone abuse shall be treated as a disciplinary offence.

7.6 Corporate Service Department will bar access to all extensions for making international calls.

7.7 The Human Resources Officer will ensure that there is a standard clause in temporary fixed- term contracts.

7.8 Where relevant each employee must be in possession of own PIN number. Each employee is responsible for ensuring the security of their own Pin number.

7.9 All staff must ensure that no fax machine will be used as telephone. Failure to comply with this directive will result in disciplinary action being taken against such employee.

7.10 All floating access pin codes, if any, will be cancelled with immediate effect by the Corporate Services section.

7.11 Corporate Services section will ensure that telephone usage reports are printed monthly for management information and action.

7.12 All registers must be kept for a minimum of 3 months by the unit manager.

8. Recovery Procedure

8.1 Directors will receive telephone account on or before the 7th day of each month.

8.2 Directors will sign receipt of telephone account.

8.3 Directors will ensure that the telephone account is distributed in his/her section to all telephone users, to allocate private calls and approve payment for costs.

8.4 The register will be returned to the Corporate Services to deduct private calls costs on or before the date agreed to with payroll, otherwise no later than 20th of each month. Outstanding payments on termination of service must be deducted from the user's salaries or from other money's due to the employee.

8.5 All returned accounts will be signed off by the unit manager, who must take stock of all abnormal usage on each line extension. Directors must investigate such abnormal usage, and take necessary action.

9. Administrative Arrangements

9.1 All employees in possession of a municipal telephone landline phones must sign this policy. Original copies must be filed in private files by the HR Officer.

9.2 New employees must sign this policy during induction. No employee will have access to a landline or PIN number if this policy is not signed first.

9.3 On resignation, retirement, transfer to other section, the pin code must be blocked on the last day of service.

9.4 The Municipal manager, may amend this policy, if and when necessary, to ensure the effective use of the policy.

10. Compliance Arrangements

10.1 The Corporate Services manager must conduct a bi-monthly audit / checks at random with payroll and report the status of control per section/ unit.

10.2 When any indication of abuse is detected from such audits/ checks, the Corporate Service Manager or a person authorised by him/her, may at his/her discretion, investigate such instances of abuse.

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Name	Name of Councilor	Name	
Signature	Signature	Signature	

Annexure A

Telephone Private Usage Register of Cost Control

Department Name:..... Month:.....

Section Name	Total Costs	Private Calls Costs	Date to Payroll	Confirm Receipt date (Payroll)	Payroll Signature