



**social development**

Department:  
Social Development  
PROVINCE OF KWAZULU-NATAL

## **POLICY ON TELEPHONE LANDLINE USAGE**

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## 1. INTRODUCTION

This Policy is part of the overall strategic asset management framework of the Department. It provides for the continued monitoring of telephone landline usage.

This Policy aims to give effect to the Accounting Officer's responsibilities and obligations to ensure effective, economic and transparent use (including general management) of assets of the Department as contemplated in section 38(1)(b), (c) of the Public Finance Management Act, 1999 (Act No. 1 of 1999, read with the provisions of item 10.1. of the Treasury Regulations of 15 March 2005. These responsibilities and obligations include (without limitation) and in no particular order)-

- To safeguard and ensure maintenance of departmental assets;
- To take effective and appropriate steps to collect all monies due to the Department;
- To prevent unauthorised, irregular and fruitless expenditure and related liabilities or costs.

Item 10.1 of the Treasury Regulation requires the Accounting Officer to ensure that processes and procedures are put in place for the effective, efficient, economical and transparent use of the departmental assets. It places the full responsibility on the Accounting Officer to ensure that control systems are put in place to prevent wastage and misuse of departmental assets.

This Policy must be read in conjunction with applicable Legislation, Policy Directives, practice manuals and other guiding frameworks provided as part of the overall strategic asset management framework.

## 2. LEGISLATIVE FRAMEWORK

This Policy is subject to the provisions of the following statutes, legislation, Policy Directives and practice

- Asset Management Framework of April 2004;
- Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996);
- Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000);
- Promotion of Access to Information Act, 2000 (Act No.2 of 2000);
- Public Finance Management Act, 1999 (Act No. 1 of 1999);
- Public Service Act, 1994 (Proclamation No. 103 of 1994).
- Public Service Commission Bargaining Council Resolution 2 of 1999
- Public Service Commission Bargaining Council 1 of 2003.

- Regulation of interception of Communications and Provisions of Communication related Information Act, 2008 (Act No. 48 of 2008);
- Treasury Regulations for Departments, Constitutional Institutions and Public Entities promulgated under the Public Finance Management Act, 1999 in the Government Gazette on 15 March 2005 (Gazette No. 27388, Regulation Gazette No. 8189 of March 15 2005);
- SMS Handbook for Senior Managers, 2003 edition

### 3. SCOPE OF APPLICATION

- 3.1 This Policy applies to, and binds all employees of the Department, including, without limitation:-
- a) permanent, temporary or casual employees of the Department; and
  - b) other Departmental stakeholders.

### 4. INTERPRETATION, DEFINITIONS AND ABBREVIATION

- 4.1 In this Policy, unless the context indicates otherwise, an expression that denotes-
- (a) a natural person includes a juristic person and vice versa;
  - (b) a singular includes the plural and vice versa;
  - (c) any one gender includes the other genders;
- 4.2 a word, phrase and expression that is defined, which is also defined or used in any prescribed statute that applies to the subject matter of this Policy, must be interpreted in accordance with the applicable statute, and the following expressions bear the meanings assigned to them, and cognate expressions bear corresponding meanings-
- (a) “**Accounting Officer** ” means the incumbent of the post of the head of department in the Department, and the accounting officer as defined in section 1, read with the provisions of section 38 of the Act;
  - (b) “**Act**” means the Public Finance Management Act, 1999 (Act No. 1 of 1999);
  - (c) “**Applicable law**” means-Any legislation, statute, regulation, proclamation, practice note, procedure manual or guide that applies to the subject matter of this Policy or any judicial precedent, judgment, order or ruling that applies to the subject matter of this Policy;
  - (d) “**Business day**” means any day other than a Saturday, Sunday or public holiday;
  - (e) “**Department**” means the KwaZulu-Natal Department of Social Development;

- (f) **“Employee”** means an employee as defined in terms of the Public Service Act, 1994.
- (g) **“Telephones Landline”** means the office phone of the user
- (h) **“Province”** means the Province of KwaZulu-Natal;
- (i) **“Official Calls”** means telephone calls made using any telephone or facsimile machine for Department’s account where such calls are directly linked to the performance of Department’s business” that relate to the official duties of the Department;
- (j) **“Official Duties”** means activities that are related to the execution of duties on behalf of the Department;
- (k) **“Private Calls”** means telephone calls made using any telephone for Department’s account where such calls are not directly linked to the performance of Department’s business. Such telephone calls are deemed to be in respect of the private business of the employee concerned”
- (l) **“VAT”** means any value- added tax or any similar tax which may be imposed in place of or in addition to such tax.

## 5. OBJECTIVES AND PURPOSE OF POLICY

The main purpose and objectives of this Policy on Telephone Landline Usage are:-

- 5.1. to set norms and establish guidelines that will ensure parity in respect of telephone usage throughout the Department;
- 5.2 to address all aspects of telephone usage in respect of the allocation, levels of access and private usage of telephones within the Department, including the recovery of monies for private telephone calls exceeding the maximum monthly allowance,
- 5.3 to generally set out and provide a comprehensive framework to prevent wastage and misuse of telephone landlines;
- 5.4 to provide an effective and efficient official communication tool in the workplace;
- 5.5 to streamline the system of allocation of telephone landlines; and
- 5.6 to provide for matters incidental there to.

## 6. ALLOCATION OF PIN CODES

- 6.1 An employee 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.
- 6.2 No sharing of pin numbers whatsoever that shall be allowed.
- 6.3 The employee in whose name the pin code is issued is responsible and liable for the usage of the pin code.

6.4 The employees sharing an extension shall be provided with an individual pin code to Facilitate the unique identification of the person making a call from that extension.

6.5 If an employee suspects and has proof that his or her pin code is/may be used by another person he or she shall be expected to promptly report the matter to the Auxiliary Services directorate who may upon consideration through a specified operating procedure issue or authorise the re-issue of a new pin code.

6.6 Re- issuing of pin code does not mean that the officer is not liable for any cost arising out of calls by someone who fraudulently obtained it.

6.7 Re- issuing of pin codes as contemplated in 2.1.5 shall be limited to 2 (two).

## 7. OFFICIAL CALLS

In order to ensure that the utilization of telephones is both effective and efficient the following procedure must be adhered to:-

7.1 requests for the provision of telephone services and facsimile lines must be authorised by the Head of that Business Unit.

7.2 the level of access to make calls must be indicated on the application form;

7.3 full motivation must be provided for any access other than local calls. When requesting the level of access the job description, duties and the level of the individual must be taken into consideration;

7.4 in respect of accessing National and International telephone calls the following will apply:

(i) National calls to be approved by Senior Manager in charge of the Chief Directorate, Directorate, Service Office Manager, Unit or the Head of the Institution.

(ii) International calls to be approved by the Accounting Officer or his/her designee.

## 8. PRIVATE CALLS

8.1 The Department recognises that there may be some occasions normally due to circumstances or an emergency where it is necessary for the employee to make private calls,

8.2 Emergency calls include, by way of example:-

(a) Family Responsibility calls; and

(b) Calls dealing with medical matters, legal issues and financial Matters

8.3 The following categories of calls are not to be made from official telephones:-  
(a) social chats with family and friends;

(b) calls made for personal pecuniary gain, alternative income; and  
(c) Telephone voting and competition lines.

8.4 All calls which cannot be justified as being official will be deemed to be private.

8.5 The private use of official telephones must be for essential purposes only and limited in duration.

## 9. PAYMENT PROCEDURE

9.1 The cost of all private calls made that exceed the pre-determined amount shall be paid by the 15<sup>th</sup> day of the following month.

9.2 If the employee fail to pay his or her private calls within the prescribed period, the amount will be deducted from the employee's salary and the relevant policies pertaining to the institution of the debt and the recovery of monies will apply.

9.3 The cost of private calls made up to and including the 15<sup>th</sup> day of the month of resignation by the employee must be deducted from the last month's salary.

9.4 The Chief Financial Officer must make arrangements with such employees for the outstanding balance, if any.

9.5 Line Managers must take cognisance of private calls made during the remaining period of service and must make every effort to prevent abuse of telephone.

9.6 In order to meet all salary- related deadlines, discrepancies that result in a refund or an additional deduction will be dealt with only on the salary date after the date on which the original deduction was made.

## 10. ABUSE OF TELEPHONES

10.1 If the employee persists in abusing of the official telephones then that employees' phone will be barred.

10.2 This means that all calls will have to be placed through a telecom operator. The Head of Business Unit will have to authorize such calls.

## 11. PROCEDURE FOR THE CONTROL OF TELEPHONE USAGE

11.1 All private calls must be paid for in full.

- 11.2 Auxiliary Services Directorate shall retrieve telephone printouts from the system on or before the 3<sup>rd</sup> day of each calendar month.
- 11.3 On or before the 4<sup>th</sup> working day of every month the head of Business Units will receive printouts of calls made and received by all the employees under their control.
- 11.4 On receipt of the monthly printouts, each Head of Business Unit shall forward telephone print outs to each employee who should thereafter, identify private calls made.
- 11.5 The telephone printouts marked private calls must be forwarded to Auxiliary Services directorate on or before the 15<sup>th</sup> day of each calendar month.
- 11.6 The Heads of the Business Unit who fails to submit his/her Directorate monthly telephone accounts shall have his/her telephone including that of Personal Assistant, barred from making calls. They shall only receive calls until the printouts have been submitted.
- 11.7 Telephone printouts shall be returned to Auxiliary Services irrespective of whether or not the values of private calls exceed the pre-determined amount or whether or not there are any private calls identified.
- 11.8 All private calls should be paid in full on or before the 15<sup>th</sup> day of the following month.
  - 11.8.1 All employees shall pay for their private calls to Finance Section.
- 11.9 It is the responsibility of the Head of Business Unit to confirm with each employee, that calls reflected on the printout were for official purposes.
  - 11.9.1 If private calls were made during the period reflected on the printout, the Head of Business Unit must ensure that all amounts due are paid within the prescribed period, as contemplated in clause 9.1 of this policy.
- 11.10 In order to ensure that all private calls are paid for, employees are required to indicate all private calls on their printouts and to produce a receipt as proof of payment. The Head of Business Units are required to keep a record of such payments made.
  - 11.10.1 Only cash payment shall be allowed when paying for private calls.
  - 11.10.2 Proof of payment for private calls together with the telephone printout should be submitted to Auxiliary Services. (Refer to 11.5)
- 11.11 The Auxiliary Services directorate shall on or before the 3<sup>rd</sup> day of each calendar month forward telephone printouts together with the schedule showing the amount owed by each employee per Business Unit to the Head of that Unit.

## 12. MONTHLY LIMITS

- 12.1 All officials have a private call limit of R50.00 (fifty Rands and nil cents) per month.
- 12.2 Barring facility shall be activated on each employees extension when the telephone costs for the month reach the prescribed limits.
- 12.3 The employees who have been barred will only receive incoming calls for the duration of the month
- 12.4 The barring facility will only be de-activated on the first working day of the following month;
- 12.5 The barring facility shall not prevent an employee from executing official duties.
- 12.6 When an employee's responsibilities require utilization of a telephone beyond the approved limit, a request for a review of the monthly increase shall be granted by the Chief Financial Officer or his/her designee.

## 13. TERMINATION OF SERVICE

- 13.1 When the service of the employee has been terminated for whatever reason, the following procedure must be applied:
- (a) The Head of the Business Unit must advise the Auxiliary Service directorate of the date of termination.
  - (b) The Auxiliary Services directorate through Telecom must deactivate the pin code.

13.2 The telephone directory must be updated.

## 14. RELOCATION OF NUMBERS

When the employee is transferred internally within the institution or building, he or she may be allowed to retain his or her telephone or extension number.

## 15. ACT OF MISCONDUCT

Any employee who knowingly or negligently contravenes any of the provisions of this Policy shall be guilty of an act of misconduct.

