



social development

Department:
Social Development
PROVINCE OF KWAZULU-NATAL

STANDARD OPERATING PROCEDURE ON TELEPHONE LANDLINES USAGE

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1. INTRODUCTION

This document covers the use of telephones in the Department. The main purpose is to create clarity regarding the use of telephone as a communication tool in the workplace, focusing on efficiency as well as its relevance in the entire Department.

It is meant as an addition to the existing rules stipulated in the Telephone Landline Usage Policy.

This is a manual to assist and help all officials to prevent wastage and misuse of telephone landlines in the workplace.

2. PURPOSE

To make users of telephone landlines more effective and efficient in managing telephones as a communication tool.

3. GENERAL TELEPHONE RULES

3.1 Principles for Personal and Private Calls

3.1.1 **"Official calls"** means telephones 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.

3.1.2 **"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.

3.2 Procedure for the control of telephone usage

3.2.1 Allocation of Pin Number

3.2.1.1 Allocation of pin codes is the sole responsibility of Auxiliary Services;

3.2.1.2 Each employee will be given a five (5) digit number as a pin code, no sharing of pin numbers whatsoever;

3.2.1.3 Pin codes have been provided to each employee for use in gaining access to a telephone and facsimile line. This will further facilitate the identification of a person making a call;

3.2.1.4 A pin code should be kept as a secret by an official. Under no circumstances should a pin code be disclosed or availed to other employee/s for use;

3.2.1.5 All officials permanently employed in the department shall be allocated pin numbers;

3.2.1.6 Officials employed as contract workers shall be allocated pin numbers;

3.2.1.7 Interns and in-service students shall not be issued pin numbers unless a motivation is approved by Chief Financial Officer; and

3.2.1.8 Should a need arise of allocating a pin number to an intern or in-service learner, the Senior Manager responsible should make a submission for approval by the Chief Financial Officer, the limit will only be one hundred rands (R100-00) per month for that prescribed period.

3.2.2 Use of Telephone

3.2.2.1 Any telephone call made using a pin code would be deemed to have been made by that particular employee, it is therefore the employees' sole responsibility to ensure that the telephone is not abused; and

3.2.2.2 Officials sharing an extension shall be issued an individual pin codes to facilitate the identification of the person making the call from that extension.

3.2.3. PRESCRIBED TELEPHONE LIMITS

3.2.3.1. Monthly official calls

3.2.3.1.1. The telephone systems shall allow for monthly officials calls and limits for each extension are as follows in order to exercise strict control over telephone and facsimile expenditure:

LEVELS	MONTHLY LIMITS
MEC	(Unlimited)
16	(Unlimited)
15	(four hundred rands only) R 400
14	(four hundred rands only) R 400
13	(four hundred rands only) R 400
11-12	(four hundred rands only) R 400
9-10	(four hundred rands only) R 400
8	(four hundred rands only) R 400
7	(four hundred rands only) R 400
4-5	(two hundred and fifty rands only) R 250

3.2.3.1.2 Changes on the prescribed limits will only be made by the Head of Department

3.2.3.2. MONTHLY FAX LIMITS

3.2.3.2.1. All facsimile shall have a monthly limit of R600-00

3.2.3.2.2. Fax lines shall be limited to a Directorate, Cluster office, District Office, only.

3.2.3.3. Monthly private calls

3.2.3.1.1. Monthly private calls limit for all employees is twenty rand (R20-00) as per treasury regulations on cost cutting measures; and

3.2.3.1.2. In cases where the total amount of the private calls exceeds the twenty rand (R20-00) the official concerned must make a payment at cashier's office.

4. MANAGEMENT OF TELEPHONE MONTHLY PRINTOUTS

4.1. Auxiliary Services is responsible for:-

4.1.1 retrieving the telephone printouts from the system on or before the third working day of each calendar month;

4.1.2 distributing telephone print outs to various Senior Managers on or before the 7th working day of every calendar month.

4.1.3 forwarding the telephone printouts to Senior Manager Financial Administration on or before 15th of every calendar month;

4.2. Supervisors are responsible for:-

4.2.1. receiving printouts of calls made and received by the employees under their control;

4.2.2. forwarding telephone printouts to each employees who should thereafter, identify private telephone calls made;

4.2.3. confirming with each employee, that calls reflected on the printout were for official purposes. If private calls were made during the period reflected on the printout;

4.2.4. ensuring that all amounts due are paid within the prescribed period, as per paragraph 6.3 of the Policy on Telephone Landline Usage;

4.2.5. ensuring that private calls are paid and proof of payment is sent to Auxiliary Services;

4.2.6. forwarding printouts marked private calls to Auxiliary Services on or before the 10th of every calendar month;

4.2.7. returning printouts marked nil to Auxiliary Services if there is no private calls;

4.2.8. ensuring that printouts are returned to Auxiliary Services irrespective of whether or not the value of private calls exceeds twenty rand (R20-00); and

4.2.9. keeping the records of such payments made.

4.3. Employees are responsible for:-

- 4.3.1. ensuring that all private calls are paid for;
- 4.3.2. indicating all private made using their pin codes; and
- 4.3.3. producing receipt as proof of payment to their supervisors.

5. BARRING FACILITY

- 5.1. Barring facility shall be activated on each employee's extension when the telephone or facsimile costs for the month reaches the monthly limits as indicated above. Such an employee will therefore, only receive incoming calls and facsimile for the remaining duration of the month. The barring facility will only be de-activated on the first working day of the following month;
- 5.2. Barring facility will not prevent an employee from executing official duties. When an employee responsible requires utilization of a telephone beyond the approved limit, a request for an increase of the monthly increase should be granted by the Chief Financial Officer in writing.

6. TECHNICAL FAULTS

All employees will report all telephone technical faults, repairs and maintenance to Auxiliary Services in writing or email.

7. TERMINATION OF SERVICE

- 7.1 When the service of an employee has been terminated for whatever reason, the following procedure must be applied:
 - (a) The supervisor must advise Auxiliary Services in writing or email of the date of termination;
 - (b) Auxiliary Services must close the extension and ensure that the handset is returned and stored for re-allocation.
- 7.2 Auxiliary services will update telephone directory.

8. RELOCATION OF PIN NUMBERS

- 8.1. When an official employee is transferred internally within the institution or building, he/she:
- 8.2 Must advice Auxiliary Services of his/her relocation; and
- 8.3 Auxiliary Services will issue the employee with an appropriate pin code as well as extension number.

9. EFFECTIVE DATE

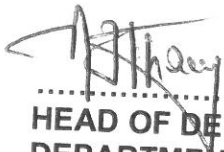
This SOP is to be effective immediately on the date of approval.

10. TITLE OF THE SOP

This SOP shall be called the SOP on Telephone Landline Usage.

11. POLICY APPROVAL

This SOP is approved with effect from the 06th day of May in the year 2015



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HEAD OF DEPARTMENT
DEPARTMENT OF SOCIAL DEVELOPMENT