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**MAKANA MUNICIPALITY**

**TELEPHONE USE POLICY**



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| **FUNDING AND GRANTS POLICY** |
| **Policy Number** | **O** |
| **Policy Name** | **Telephone Use Policy** |
| **Policy Status**  | **Draft** |
| **Version**  | **No.1** |
| **Date of Approval** |  |
| **Date of First Implementation** |  |
| **Date Last Amended** | **New** |
| **Date of Next Review** |  |
| **Purpose** | **See Policy** |
| **Aims and Objectives**  | **See Policy** |
| **Policy Custodian** |  **Director Corporate and Shared Services**  |
| **Related Policies and Legislation** |  |
| **Approving Authority** | **Council** |
| **Applicability** |  |
| **Policy Benchmark and References**  |  |
| **Stakeholders Consulted**  |  |

**TELEPHONE USAGE POLICY**

**1. INTRODUCTION**

Monthly reports have revealed that telephone usage is the major expense of Makana Municipality. This is mainly due to high number of calls made, be they “private” or “officials”. Makana Municipality will at all times strive to keep telephone costs or expenditure within limits as well as to reduce low productivity resulting from private calls to a minimum.

**2. PURPOSE**

2.1 To ensure efficient and effective use of the Municipality’s telephones;

2.2 To reduce escalating costs of Makana Municipality’s telephones, which results from the abuse by employees.

2.3 To reduce time spent by officials making private calls versus business orientated calls.

2.4 To prevent the use of Municipal telephones by unauthorized persons.

2.5 To introduce corrective action measures for officials who fail to observe the guidelines stipulated in the policy.

2.6 To further investigate cases of fraudulent reporting on calls claiming to be non-private and reprimand employees in terms of Municipality’s code of conduct.

2.7 To standardize what may be allowed as being reasonable calls that may be made for private purpose.

2.8 To enforce salary deductions for Council officials for making private calls exceeding R 2.00

2.9 To curb, regulate and if necessary instruct the barring of calls to cellular phones, after hours, during weekends and on public holidays.

**3. APPLICATIONS OF THE POLICY**

 The policy shall apply to all Makana Municipal employees regardless of their designation.

**4. PROVISION OF TELEPHONES SERVICE**

4.1 It shall be the responsibility of the Makana Municipality to provide all municipal Offices with a satisfactory and reliable telephone service.

4.2 Makana Municipality has a centralized telephone operating system which may regulate incoming and outgoing calls with a feature that sends and accepts telephone transmissions directly to Council Officials

4.3 It shall be the responsibility of an individual official to assume all responsibilities of his / her telephone handset and the line that transmits all communications related to his / her function.

**5. TELEPHONE USAGE CONTROL MEASURES**

Makana Municipality determines that all employees who require the use of a telephone for the execution of their official duties have direct telephone lines, all outgoing and incoming for use in connection with the performance of their officials duties.

Makana Municipality’s switchboard operation is fitted with a system that records incoming and outgoing calls for each extension or direct lines, which makes it possible to generate monthly reports.

Staff members are only allowed to make calls within the Municipality’s area of jurisdiction and where applicable regionally and nationally in connection with the performance of their official duties.

No staff member shall make international calls except with the specific approval of the Municipal Manager.

No staff member shall make a call on behalf of or allow unauthorized person to make a telephone call from either a private line or from the switchboard of the Council.

At the end of each month, the Telephonist prints out a telephone report which reflects: Time of calls, duration and the destination.

All employees shall mark all private made calls, add them together, sign and submit the report to the Head of Department who will inspect such statements for verification and signature.

The unsigned printouts must be returned to the Finance Department before the 10th of each month to effect deductions for the next payroll run.

**6. AVAILABILITY OF THIS POLICY**

Each staff members upon appointment and those in the employment of the Council shall be supplied with a copy of this policy and shall acknowledge receipt thereof by signing a duplicate copy thereof. The said duplicate copy shall be filed on the personal file of the staff members.

**7. CONSEQUENCE OF NON – COMPLIANCE**

Failure to comply with the policy will be viewed as a serious disciplinary transgression and appropriate disciplinary action including dismissal could result therefrom. Transgression includes but is not limited to:

* + Fraudulent altering of figures in a telephone statement.
	+ Not correctly of honestly marking private calls.
	+ Not submitting the monthly statements on deadline
	+ Not making arrangements for Finance to effect deduction, etc.

The Council shall have the discretion to determine where officials who fail to comply with the policy, shall be prevented for making any private calls except for official calls.

This means phoning only for local numbers and the area of jurisdiction as determined by duties and where provincial, national and cellular phone calls is required, request from switchboard must be sought, or introduce a speed dial business calls.

**8. CONTROL PROCEDURES**

Every Head of Department must personally examine telecommunication accounts relating to lines and extensions allocated to employees under his / her supervision as provided by the Corporate Services Directorate before forwarding same to individual employees.

He / she shall make such relevant comments for attention or information of the relevant employee, or any other employee in the department, which shall where necessary be used as evidence should a disciplinary hearing or such appropriate action need to be taken due to persistent abuse by an employee.

**9. REVIEW OF THE POLICY**

This policy will be reviewed as and when it is required that the policy be reviewed.

Date adopted by Council: …………………………

Signed by:

Municipal Manager: ………………………………...

Director: Corporate Services: ……………………..

Department Head: ………………………………….