



**NKOMAZI LOCAL MUNICIPALITY
MP324**

TELEPHONE AND FAX POLICY

VISION

A leading Local Municipality that empowers its Communities through excellent service delivery.

MISSION

To enhance the quality of life of all people in the Nkomazi Local Municipality through a sustainable developmental system of Local Government and rendering of efficient, effective and affordable services.

MUNICIPALITY'S CORE VALUES

The Nkomazi Local Municipality subscribes to the following core values:

- Accountability;
- Good Governance;
- Transparency;
- Integrity; and
- Responsiveness.

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1. BACKGROUND

Telephones and fax machines are critical to effective and efficient service delivery. However, these resources are easily misused and it is necessary to take steps to ensure that they are used in a cost-effective and accountable manner.

2. LEGAL FRAMEWORK

The applicable legal framework includes the following:

The Code of Conduct for Staff Members regulates against the misuse of municipal property and assets by councillors and municipal employees.

In terms of the Code of Conduct, councillors and employees are required to perform their functions in good faith, honestly and in a transparent manner and in such a way that the credibility and integrity of the municipality are not compromised.

Section 4 (2) (a) of the Municipal Systems Act 32 of 2000 places upon council the duty to use the resources of the municipality in the best interests of the local community.

3. OBJECTIVES

The objective of this Telephone Policy is to regulate the use of the Municipality's telephones and fax machines.

4. APPLICATION

This Policy applies to **all** employees and councillors of the Municipality.

This Policy does not apply to cell phones and cell phone allowances. See the Cell Phone & 3G Card Policy in this regard.

5. LONG DISTANCE CALLS

5.1 INTERNATIONAL CALLS

Only the Executive Mayor and Municipal Manager will have direct access to international calls. All other employees and councillors must book international calls through the switchboard. Employees other than Heads of Department must provide authority from a Head of Department to place an international call.

5.2 NATIONAL CALLS

Only the following persons will have direct access to national calls:

- The Speaker;
- Mayoral committee members;
- Heads of Department; and
- Approved staff members whose duties require them to make national calls.

All other employees and councillors must book national calls through the switchboard.

6 PRIVATE CALLS

6.1 NUMBER AND DURATION OF CALLS

Employees and councillors must use telephones with discretion and restrict private telephone calls to a minimum. As a guideline, employees should make no more than two private calls per day. These calls should not exceed five minutes in duration.

6.2 CALL REGISTER

Employees must enter every call, whether private or business, in his or her Call Register.

6.3 RECOVERY OF COSTS

The cost of all private telephone calls beyond those allowed under paragraph 6.1 shall be recoverable from the employee's salary at the end of the month during which the telephone call was made.

7 TELEPHONE PRINT OUTS

The switchboard operator shall, on monthly bases, make printouts of telephone calls made from each telephone extension for the previous month.

The telephone printouts must be distributed to all Heads of Departments, who will then require each employee to indicate which calls were private and which calls were businesses. The completed telephone printouts must be returned to the Heads of Departments.

The Heads of Departments shall, on or before the 21st day of every month, forward the telephone printouts of every telephone extension to the Salaries department in order for the salaries department to deduct the costs of any private

telephone calls in excess of the allowed telephone calls from the salary of the employee concerned.

8 FAX MACHINES

No telephone calls are to be made from the fax machine.

No employee may use a fax machine for private faxes, unless prior approval has been obtained from the Head of Department.

A detailed printout of all faxes sent must be kept for each fax machine.

The fax printout must be reconciled with the detailed monthly account received from Telkom by the Head of the Department in which all fax machines are kept.

9 NON-COMPLIANCE

Disciplinary action will be taken against any employee who fails to comply with this Policy.

10 IMPLEMENTATION

The Manager: Human Resources and the Heads of Department share responsibility for ensuring compliance with this Policy.
