



dcstm
Department:
Community Safety and Transport Management
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

LANDLINE TELEPHONE POLICY

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1. PREAMBLE

Landline Telephone system has certainly revolutionarized the mode of communication; hence it has become imperative that the Department should provide its employees with access to Departmental telephone system as a communication and working tool to enhance service delivery. This working tool should primarily be used in one's line of duty and not be construed as an entitlement.

2. LEGISLATIVE FRAMEWORK

It is within the spirit of the following legislative prescripts that this policy is formulated:

- Section 7 (3) (b) of the Public Service Act of 1994
- Section 38, 39, 44, 45 and 76 of Public Finance Management Act 1 of 1999 as amended.
- Chapter 8,9,10.11 and 12 of Treasury Regulations of 2000
- The White Paper of Public Service Delivery (Batho Pele Principles)
- Supply Chain Management Policy Framework
- Provincial Cost Containment Policy

3. PURPOSE

- 3.1 The purpose of the policy is to establish norms and, procedural measures and guidelines to regulate the usage of Departmental Landline Telephone system.
- 3.2 To further ensure compliance with the above mentioned legislative prescripts and other applicable regulations and legislation on the management of the Departmental assets.
- 3.3 This policy further set uniform standards and norms that are in the best interest of the Department and its employees for the purpose of facilitation and enhancement of service delivery.

4. DEFINITIONS

For purposes of this policy the words and expressions listed below shall, when used bear the meanings ascribed to them.

"Department" : Shall mean-the Department of Human Settlements, Public Safety & Liaison Branch

"MEC" : Shall mean the Member of Executive Committee of the Department

"HOD" : Shall mean the Head of Department

Unauthorized Persons: Any person who is not authorized to use the Departmental telephone landline system. Eg Visitors or members of the public who are not employees of the Department

Other Official- Level 1-5: Cleaners and Grounds men

5. POLICY STATEMENT

The Department of Community Safety & Transport Management is responsible to ensuring proper usage of Landline telephone system in an efficient and cost effective manner.

6. SCOPE OF POLICY

This policy is applicable to all employees, Traffic officials and contracted service providers of the Department.

7. CRITERIA FOR LANDLINE TELEPHONE ACCESS

All officials will be allocated with personal secrets pin codes for purpose of control. Once an official has reached the stipulated call limits, the system will automatically soft-locking from further usage of the telephone system.

8. CALL LIMITS

LEVEL / FUNCTIONS	OFFICE BOUND	FIELDWORK
MEC		
HOD		
Chief Directors	R500	-
Directors	R800	
Office Managers	R600	
PA's	R800	
Monitoring and Oversight		
Deputy Director	-	R400
Assistant Director	R500	R400
Call Centre Personnel	R200	
Level 5-8	R400	R400
HRM		
Recruitment staff (excluding Deputy Director)	R500	-
Deputy Director (with Cell-phone allowance)	R300	-
Deputy Director (without Cell-phone allowance)	R400	-
Assistant Director (with Cell-phone allowance)	R300	-
Assistant Director (without Cell-phone allowance)	R400	
Labour Relation Personnel with Cell-phone allowance	R350	
All other Lower levels without Cell-phone allowance	R200	
LEGAL SERVICES		
Deputy Director (with Cell-phone	R300	

allowance)		
Deputy Director (without Cell-phone allowance)	R400	
Assistant Director (with Cell-phone allowance)	R300	
Assistant Director (without Cell-phone allowance)	R400	
Lower levels without Cell-phone allowance	R200	
REVENUE		
Deputy Director (with Cell-phone allowance)	R300	
Deputy Director (without Cell-phone allowance)	R400	
Assistant Director (with Cell-phone allowance)	R300	
Assistant Director (without Cell-phone allowance)	R400	
Lower levels with Cell-phone allowance	R350	
Lower levels without Cell-phone allowance	R200	
STRATEGIC MONITORING AND EVALUATION		
Deputy Director (with Cell-phone allowance)	R300	
Deputy Director (without Cell-phone allowance)	R400	
Assistant Director (with Cell-phone allowance)	R300	
Assistant Director (without Cell-phone allowance)	R400	
Lower levels without Cell-phone allowance	R200	
FINANCE		
Deputy Director (with Cell-phone allowance)	R300	
Deputy Director (without Cell-phone allowance)	R400	
Assistant Director (with Cell-phone allowance)	R300	
Assistant Director (without Cell-phone allowance)	R300	
Salary and Payments staff	R500	
Lower levels without Cell-phone allowance	R200	
CRIME PREVENTION		
Deputy Director (with Cell-phone	-	R300

allowance)		
Assistant Director (with Cell-phone allowance)	-	R400
Lower levels without Cell-phone allowance	R300	
STRATEGIC SUPPORT		
Deputy Director (with Cell-phone allowance)	R300	
Deputy Director (without Cell-phone allowance)	R300	
Assistant Director (with Cell-phone allowance)	R300	
Assistant Director (without Cell-phone allowance)	R300	
Lower levels without Cell-phone allowance	R200	
ROAD SAFETY		
Deputy Director (with Cell-phone allowance)	R300	
Assistant Director (with Cell-phone allowance)	R300	
Lower levels with Cell-phone allowance	-	R350
Lower levels without Cell-phone allowance	R200	
SUPPLY CHAIN MANAGEMENT		
Deputy Director (with Cell-phone allowance)	R300	
Deputy Director (without Cell-phone allowance)	R400	
Assistant Director (with Cell-phone allowance)	R300	
Assistant Director (without Cell-phone allowance)	R400	
Lower levels with Cell-phone allowance	R350	
Lower levels without Cell-phone allowance	R400	
SCM Payments	R500	
Pro Quote Personnel	R1000	
SCM Order Personnel	R500	
RISK MANAGEMENT		
Deputy Director (with Cell-phone allowance)	R300	
Assistant Director (without Cell-phone allowance)	R300	
Lower levels without Cell-phone allowance	R200	

TRAFFIC MANAGEMENT		
District Manager	R300	
Station Manager	R300	
Control PI at District level	R300	
Control PI with cell-phones	R300	
Control PI without cell-phone	R400	
All other levels up to level 10	R200	R150
Clerical staff	R400	
Secretaries to station and district managers	R300	
TRAFFIC LAW ADM		
Deputy Director (with Cell-phone allowance)	R300	
Assistant Director (without Cell-phone allowance)	R300	
Lower levels without Cell-phone allowance (Who's functions allows them to utilise a phone)	R200	
LICENSING INSPECTORATE		
Deputy Director (with Cell-phone allowance)	R300	
Assistant Director (without Cell-phone allowance)	R300	
Lower levels without Cell-phone allowance	R200	
SECURITY		
Deputy Director (with Cell-phone allowance)	R300	
Assistant Director (with Cell-phone allowance)	R300	
Lower levels without Cell-phone allowance	R200	
MESSENGER-DRIVERS (for emergency only and to be approved by Supervisor)	R50	
CLEANERS (for emergency only and to be approved by Supervisor)	R50	

The systems will automatically soft-locked once call limits reached.

Any need for increase must be motivated and supported with evidence and shall be approved by Head of Department.

9. SECURITY MEASURES

Every employee will use a Personal Identification Numbers (PIN) when making a call.

These numbers will provide security to landline telephone users.

Each employee is responsible for ensuring the security of their own Pin number

10. DEVIATION FROM THE POLICY

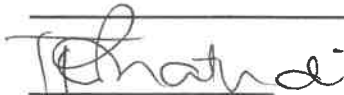
No deviation from this policy shall be allowed without prior written approval of the Accounting Officer or delegated official. The circumstances that necessitate deviation should be clearly defined in the request for deviation, as well as the implementation thereof.



**MR S. MADUMA
DIRECTOR SUPPLY CHAIN MANAGEMENT**

15/12/2020
DATE

SUPPORTED / NOT SUPPORTED



**MS K. PHATUDI
CHIEF FINANCIAL OFFICER**

21/12/2020
DATE

RECOMMENDED / ~~NOT RECOMMENDED~~

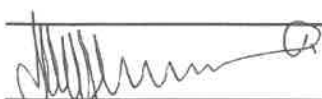
Author to ensure compliance to this policy
and all other applicable legislation.



**MS B. MOFOKENG
HEAD OF DEPARTMENT**

07/01/2021
DATE

APPROVED / NOT APPROVED



**MR M. MOKONYAMA
ADMINISTRATOR in terms of Section 100 (1) (b) Constitution of South Africa
Department of Community Safety and Transport Management**

01/01/2021
DATE