



dlg&hs

Department:
Local Government & Human Settlements
North West Provincial Government
REPUBLIC OF SOUTH AFRICA



3366 Besemmer str Telkom building
Industrial site Mafikeng, 2745
NWDC cnr. . University Drive
Private Bag X 2145, Mmabatho, 2735
Tel: +27 (18) 388 4800 / 388 2461
Fax: +27 (18) 3810352

SUPPLY CHAIN MANAGEMENT

2nd Floor West Wing, University Drive,
Garona Building
Private Bag X2099, Mmabatho 2735
Tel: 018 388 2892

LANDLINE TELEPHONE POLICY

DEPARTMENT OF LOCAL GOVERNMENT AND HUMAN SETTLEMENTS

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1. DEFINATIONS / ABBREVIATIONS

VOIP – Voice over Internet Protocol (Technology that makes it possible to have a telephone conversation over the internet)

Unauthorized Persons – Any Person who is not authorized to use the telephone landline

Other Official – levels 1 – 4, Cleaners and Grounds man

2. INTRODUCTION

The purpose of the landline telephone policy is to:

- Ensure the effective and efficient use of Departmental landline telephones;
- Curb the abuse of landline telephones by employees of the Department;
- Reduce landline telephone costs;
- Prevent the use of Departmental landline telephones by unauthorized persons;
- Introduce corrective measures for Officials who fail to observe the guidelines stipulated in this Policy;
- Prohibit dialling of international calls by staff below the level of the Accounting Officer; unless prior permission is obtained;
- Provide for protective measures to staff by allocating Personal Identification codes that are concealed to others.
- Formalise the management, facilitate the effective and efficient use of landline telephones in the Department.
- Acknowledge that the use of a landline telephone is not a privilege but a tool for communication to achieve Departmental goals and objectives.
- Set out internal guidelines covering use of Departmental landline telephones and VOIP.

3. SCOPE OF APPLICATION

The policy is applicable to all employees of the Department of Local Government and Human Settlements.

4. LEGISLATIVE FRAMEWORK

- Public Finance Management Act of 1999 (Act 1 of 1999)
- Provincial Treasury Regulations
- Provincial Cost Containment Policy

5. CRITERIA FOR LANDLINE TELEPHONE ACCESS

All Departmental employees will have access to landline facilities with the limits indicated below. The landline telephone extensions of individuals will be automatically barred for outgoing calls as soon as the pre-determined limit is reached.

6. CALL LIMITS

LEVEL / FUNCTION	LANDLINE TELEPHONE LINE LIMIT PER MONTH
MEC	No limit
HOD	No limit
CHIEF DIRECTORS	R 1000.00
DIRECTORS	R 800.00

DEPUTY DIRECTORS	R 600.00
ASSISTANT DIRECTORS	R 600.00
LEVEL 5 - 8	R 400.00
OTHER OFFICIALS	R 200.00

In the event a specific Programme Manager decide that a certain employee/s should not be Soft – locked he / she should seek approval from the Accounting Officer. Limits cannot be carried over to the following month.

7. SECURITY MEASURES

- Every employee must 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.
- All floating access pin codes, if any, will be cancelled with immediate effect.

8. 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.

9. APPROVALS

Recommended by:



Ms. J. SCHOLTZ
DIRECTOR: SUPPLY CHAIN MANAGEMENT

2015/01/26
DATE

Supported by:



Mr. JK MASHIGO
CHAIRPERSON: DCC

28/01/2015
DATE

Approved by:



Mr. MI KGANTSI
ACTING HEAD OF DEPARTMENT

28/01/2015
DATE