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**Department:**  
**Public Works; Roads and Transport**  
North West Provincial Government  
Republic of South Africa

## **SUPPLY CHAIN MANAGEMENT POLICY**

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**POLICY NO.: SCM2008/007**  
**NAME OF POLICY: ADMINISTRATION AND CONTROL OF LANDLINE TELEPHONES**

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## **PREAMBLE**

Effective internal and external communication is a fundamental component of organisational performance and service delivery. It is therefore imperative that the Department is equipped with suitable facilities to efficiently and effectively communicate with its external and internal stakeholders. In this regard, landline telephones still represent the most extensive and widely used form of communication. That fact, coupled with the geographic dispersion of offices and staff, requires rigorous control to ensure that the facilities are appropriately used to pursue departmental objectives and that costs are managed and, where necessary, recovered.

## **1. DEFINITIONS AND ABBREVIATIONS**

For the purposes of this policy, the following definitions apply:

<b>Private telephone calls:</b>	use of official, office-based telephones for private purposes.
<b>Private faxes:</b>	the use of official fax machines for private purposes.
<b>PERSAL:</b>	the personnel and salary system currently utilised by the Department.

## **2. PURPOSE AND OBJECTIVES**

The purpose of this policy is to articulate the departmental guidelines regarding the provisioning, maintenance and utilisation of the Department's telephone equipment and systems in a cost effective and productive way.

The policy further details the Department's stance regarding the management and recovery of private telephone call costs.

## **3. PRINCIPLES**

### **3.1 Legislated**

Section 45 (b) of the PFMA states that each official in the Department is responsible for the efficient, effective, economic and transparent utilisation of ALL the resources within his/her areas of responsibility.

Furthermore, Treasury Regulation 7.2.1 states that the Accounting Officer must manage revenue efficiently and effectively by developing and implementing appropriate processes that provide for the identification, collection, safeguarding, recording and reconciliation of information about revenue.

### **3.2 Budget Allocation**

The cost centre managers of the Department shall submit budget proposals to be approved by the Accounting Officer, on the recommendation of the Chief Financial Officer, to ensure that all expenses arising from official utilisation of telephone facilities are budgeted for through the medium term expenditure framework.

Utilisation of telephone facilities shall be affordable and remain within the relevant budgets.

### **3.3 Provisions and Profiles**

- (a) All fulltime employees in the Department whose duties require them to use telephone facilities shall be provided with landline telephone extensions. The extent of the telephonic access shall be assessed upon application and determined by business or job requirements. Extensions shall either be:
  - i. restricted to the building and other departmental offices (internal barring)
  - ii. restricted to the town/city in which the building is located (local barring)
  - iii. restricted to South Africa and cellular networks (national barring).
- (b) Opening a line for international calls shall be done only on the approval of the Head of Department.
- (c) Any requests for the temporary unbarring of an extension must be done in writing, by the Head of Department.
- (d) All officials assigned extensions shall be issued with monthly usage limits, as defined in 7.1. below and confirmed by the relevant cost centre managers.
- (e) All officials assigned extensions shall be assigned security pin codes. Employees shall receive pin codes in sealed envelopes to ensure that no one has access to them.
- (f) Where employees share an extension, each individual user shall be allocated his/her own PIN.
- (g) The PIN is the responsibility of the user and the user shall be held accountable for any unauthorised use thereof. It is thus important that employees do not share their PINs with other employees.
- (h) Each employee assigned a landline extension shall have a profile created for him/her. This profile must be transferred with the individual when he/she moves to another office within the Department.
- (i) If the deserted extension is likely to remain unassigned for any period of time, it shall be barred to the building.
- (j) Speed dial functionality and itemised billing shall be a prerequisite for the switchboard system utilised by the Department.

### **3.4 Prohibited Calls**

The following call types are prohibited:

- (a) Collect calls
- (b) Commercial sex / gambling / betting calls
- (c) International calls, unless appropriately authorised

## **4. LEGISLATIVE FRAMEWORK**

### **4.1 Legislation**

- (a) Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999)
- (b) Treasury Regulations (March 2005)

### **4.2 Departmental**

- (a) Financial Management Delegations of Authority

## 5. SCOPE OF APPLICATION

This policy applies to all departmental employees, learnership participants and interns who have access to or are provided with telephone equipment and specifically to switchboard operators in the head office or decentralised offices.

## 6. PROCEDURAL GUIDELINES

### 6.1 Usage Limits

The monthly usage limits are articulated in the schedule below. These limits are dependent on the nature of the job performed and the budgetary constraints.

RANK	LIMIT
MEC	Unlimited
Head of Department	Unlimited
Chief Directors	R1 000.00
Directors	R750.00
Deputy Directors	R500.00
Assistant Directors	R400.00
Others	R300.00

Unless an official can provide proof that all calls made IN EXCESS of the limits given above were official calls, any amount in excess of the limit shall be deemed to relate to private calls made, and the amount shall be deducted from the official's subsequent monthly salary.

Officials are required to use telephones with discretion and restrict all calls to the minimum time.

Officials can be required to account for any calls made whether official or private, of a duration exceeding 10 minutes.

Usage limits shall be reviewed on an annual or ad hoc basis and adjusted, where necessary, to ensure that service delivery is not negatively affected.

### 6.2 Distribution of Monthly Telephone Accounts

The telephone printout shall be distributed to all users within 5 days of the end of the relevant month. Applicable notations will then need to be made to indicate the nature of the calls that are in excess of the applicable usage limit.

### 6.3 Account Payments and Expenditure Control

The component responsible for telephone equipment shall effect payment to Telkom within thirty days of the date of the invoice.

As indicated in 6.2 above, all officials using landline telephones shall be provided with telephone printouts to declare all private calls, and the updated statement should be returned to the Division: Utilities Management within 10 working days after receipt thereof.

### 6.4 Maintenance and Control

All repairs and upgrades for landline telephones shall be reported to the Directorate: Supply Chain Management, Division: Utilities Management, as soon as they are detected. The normal acquisition procedures shall be followed in order to address the specific requirements.

### 6.5 Requests to the Switchboard

The switchboard system can limit some extensions to only internal calls, some to local calls, some to calls anywhere in South Africa and some to allow international calls. All calls logged to an extension are presumed to be made by the person linked to that extension.

To bypass this link and the associated responsibility for the call, employees may ask the switchboard to dial the number on their behalf. In such instances, the following rules shall apply:

- (a) If the extension is barred from making certain calls, the employees at that extension may, on occasion, request the switchboard to dial a number that is outside their normal range. The switchboard shall record this request, which will then be included with the printout for that extension at the end of the month. If the number of requests from one extension steadily increases, the switchboard shall bring this to the notice of the employee's manager who shall then decide whether to lift the restriction or not.
- (b) If the extension is capable of dialling the requested number, i.e. the employee knows the number to dial and has the requisite access, the switchboard shall ask the employee to dial the number him/herself.
- (c) Any staff member with access to national or international call facilities found dialling from their extension on behalf of another staff member (i.e. dialling and putting the call through to a colleague) may face disciplinary action.

#### **6.6 Calls from the Extensions in the Reception Areas (Security Check Points)**

The telephones in the reception area are there for the convenience of visitors and security personnel who need to speak to departmental employees without having the employee physically go to the area. They can also be used by employees who are temporarily in the reception area and who need to speak briefly with other employees.

These telephones shall be barred for internal communication only and shall not be used for external communication.

#### **6.7 Access to Telephone Call Information**

The staff responsible for generating the telephone printouts shall ensure that the telephone call information that is required by cost centre managers and telephone users shall be made available.

#### **6.8 Review of Telephone Usage**

Departmental management is responsible for regularly reviewing monthly telephone statements and for investigating unusual calling patterns, unexpected charges or unusual call volumes. The Division: Utilities Management within the Directorate: Supply Chain Management shall provide advisory services upon request to assist in clarifying usage questions or in selecting optimal profiles based on business needs.

## 6.9 Cost of Private Telephone Calls and Faxes

The cost of all private telephone calls and faxes shall be borne by the employee who is entrusted with the use of an office-based telephone and/or fax machine.

### (a) Management Control

The Accounting Officer shall take effective and appropriate steps to collect all money due to the Department. It is therefore essential that the following instructions be adhered to in order to facilitate appropriate recovery actions.

The Division: Utilities Management within the Directorate: Supply Chain Management shall quantify the debts and the Division: Salary Administration within the Directorate: Financial Administration shall recover the amounts.

Where applicable, the cost centre managers shall ensure that:

- i. every employee has signed an acknowledgement form, in terms of this policy, certifying that he/she:
  - has received a copy of the policy
  - is aware of and understands the contents thereof
  - shall adhere thereto
  - is aware that the Department has the right to validate any calls made
  - shall pay all private telephone calls (whether they be national, international or calls to a cellular telephone)
  - shall be held accountable for any misrepresentation of private telephone calls made
  - is aware that should the cost of private telephone calls not be paid by the end of the relevant month, it shall automatically be recovered from his/her salary payable for the following month.
- ii. the cost of all private telephone calls are recovered from employees concerned either by cash, within ten days from date of account, or through PERSAL by means of a once-off deduction or monthly deductions (in accordance with the departmental debt management policy) from the employee's salary payment.
- iii. money recovered in respect of private telephone calls is receipted to the relevant expenditure account from which the telephone account was settled.
- iv. in the event of the termination of service of an employee, appropriate steps are taken to recover outstanding private telephone call costs from the employee concerned, failing which it must be recovered from the pension and/or other benefits due.
- v. all acknowledgements of debts and receipts are accounted for within 10 days from date of receiving the breakdown of call charges.
- vi. all private calls are clearly identified by the employees under his/her control. Any failure to adhere to the above will result in the full amount of the printout being regarded as private calls and deducted in a once-off payment from the relevant employee's salary inclusive of interest at the prevailing rate set by the Minister of Finance after publication thereof in the Government Gazette.
- vii. a register is kept by the employee in charge of a fax machine. The employee must exercise adequate control over the machine to ensure that all private faxes are recorded and the cost recovered from the relevant employee at the approved fee determined by the Department.
- viii. the relevant Head Office component monitors compliance at decentralised offices.



## **7. RESPONSIBILITIES AND OBLIGATIONS**

Overall responsibility for the implementation of this policy rests with the duly delegated Director: Supply Chain Management. Further responsibilities assigned to cost centre managers are outlined in Clause 6 above.

## **8. COMMENCEMENT OF THE POLICY**

This policy is effective from the signature date below.

**APPROVED**



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**P J N VAN STADEN**  
**DEPUTY DIRECTOR GENERAL**

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1 September 2009  
**Date**