



**treasury**

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## KZN PROVINCIAL TREASURY

<b>Policy</b>	<b>Use of official telephones</b>
<b>Applicability</b>	<b>All Departmental Employees</b>
<b>Latest date of approval</b>	<b>13/02/2020</b>
<b>Period of review</b>	<b>3 Years</b>

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## **1. INTRODUCTION**

### **This policy-**

- (a) has been developed with a view to ensuring uniformity within the Department in respect of the use of official telephones, including the recovery of monies for private calls; and
- (b) it is in accordance with the provisions of section 38 of the Public Finance Management Act, (Act No. 1 of 1999) and regulation 11.2.1 of the Treasury Regulations, enjoining the effective and appropriate steps that the Accounting Officer must take to timeously collect all monies due to the Department.
- (c) has been developed to ensure the telephone is a work facility allocated by the department to employees to easily perform duties.
- (d) is aimed in ensuring that the department is responsible for effective, efficient and economical use of telephone resources for the best interest of the state.
- (e) is aimed at providing clarify that telephone instruments and any other related software is the property of the department.
- (f) is also aimed to set standards on management of telephone and digital transmission of voicemail using telephone network in the department.

## **2. APPLICABILITY**

2.1. The provisions of this policy apply to all officials in the Department of KwaZulu-Natal Provincial Treasury, employed in terms of the Public Service Act, (No 104 of 1994), as amended, including contract appointments, consultants, interns, trainees, Auditor General employees and seconded employees to the department.

## **3. POLICY DETAILS**

- (1) Departmental telephones are issued for official purposes, and the use thereof for private purposes is a privilege that may not be abused, and is only for urgent and emergency calls. All private calls above stipulated allowance must be paid
- (2) An official may use an official telephone for private purposes, provided that-
  - (a) private calls up to R30-00 per calendar month would be free of charges by the department, per official staff member, all private calls and charges thereafter should be paid back to the Department;



- (b) all calls including private call must be limited in duration;
    - i) officials should endeavour to limit official calls to 15 minutes per call;
    - ii) all private calls should be strictly limited and not exceed 5 minutes;
  - (c) each responsibility manager must delegate an official who will be responsible for the receipt, distribution, monitoring and checking of each Directorate's telephone accounts in his or her Directorate;
  - (d) on or before the 7<sup>th</sup> working day of each calendar month each Responsibility Manager will receive a detailed telephone bill for staff members in that business unit for the previous calendar month,
  - (e) any calls not directly related to an official's work performance is classified as private, without exclusion;
  - (f) all private calls, irrespective of the duration, must be highlighted or underlined, identified in total monetary value, less stipulated monthly allowance per official in the department, and the net amount must be paid in at the Cashiers Office;
  - (g) the net amount is payable within 5 working days after the official's pay date;
  - (h) the amounts that are recovered must be allocated to the responsibility and objective codes where the expenditure was incurred,
  - (i) the Chief Financial Officer (CFO) is authorized to unilaterally implement in-service debts for the full amounts owing on each official's individual monthly telephone account, in the event that any official-
    - (a) refuses or neglects to identify and pay for his or her private calls; or
    - (b) pays for private calls without identifying such calls on the telephone bills issued to the official;
  - (j) the cost of all calls must be paid in full and part payments for the said amount will not be accepted;
- (3) Any non-compliance with the provisions of the above-mentioned clause, will, after consultation with the relevant Responsibility Manager, be referred to Labour Relations for disciplinary action to be taken, and an in-service debt will be implemented against the official's salary.
- (4) All Directorates must monitor and evaluate all telephone account payments to ensure that all private calls are paid for.

- (5) Procedures for changing, requesting new or barring extensions-
- (a) the individual requiring a new extension, or a change in extension must have a written e-mail sent to Facilities Management "Building Faults" and the request can only be submitted by the requesting official's Supervisor or Office Manager;
  - (b) as soon as the employment condition of the employees changes due to promotion outside the department or termination of service, the respective business unit is responsible to inform Auxiliary Services to immediately terminate the telephone pin code;
  - (c) a regular assessment must be performed as to who needs to make official calls, long distance calls and cellular calls. If it is found that an official does not need access to make any of the above calls, that official's phone must be barred to only receive incoming calls.
- (6) Auxiliary Services shall investigate the most appropriate and practical method of implementing call limits in the Department and seek for support by the Chief Financial Officer. Such limits will be fed into telephone management system so the affected can be barred automatically and the limits shall be reviewed annually.
- (7) No business unit is allowed to directly contact any telephone service provider to render any form of telephone management services except Auxiliary Services in the Department.
- (8) It is the prerogative of the department to acquire telephone management system for the cost effective management of such resource.
- (9) The department may introduce the barring of telephone access levels from time to time depending on the functions of the employees.

#### **4. FINANCIAL IMPLICATIONS**

- (1) Auxiliary Services is obliged to pay for departmental telephone account and effect journal adjustment on expenditure against respective business units.
- (2) All respective business units are also obliged to ensure that their staff members identify and pay for their private calls less allowed deduction as indicated in paragraph 3(2)(a) above.



(3) All monies collected to pay for private telephone calls by individuals are to be allocated directly to their business unit's Vote where the expenditure was journalised.

(4) The relevant Responsibility, Objective and Item Code should be applicable.

## **5. TELEPHONE LINES AND HANDSETS ALLOCATION**

5.1. Due to the functionality of handsets and cost implication linked with types of handsets and telephone lines (analogue or ISDN), the allocation needs to be done in a cost effective way for the best interest of the state as follows:

5.1.1. Digital telephone handsets and lines must be allocated to the following categories of officials in line with their functions: Receptionists, Secretaries, Personal Assistants, Office Managers, and Members of the Senior Management.

5.1.2. Analogue telephone handsets and lines must be allocated to the following category of officials: All departmental employees not covered under paragraph 5.1.1 above.

5.2. Allocation of telephone lines and handsets must be done in a cost effective manner based on the practicality and the functions of officials. Sharing or not to share telephone handsets may be determined using the same factors (practicality & functions).

## **6. TELEPHONE ACCESS LEVELS AND CATEGORIES**

6.1. Access levels in the telephone management system may be categorised as follows:

<b>LEVEL</b>	<b>CATEGORY</b>
Local	Access only within the City where the office is located
Provincial	All Cities within the province
National	All Provinces within South Africa
International	Outside South Africa

6.2. External calls can be made from any handset utilising allocated telephone Personal Identification number (PIN code) in line with official's work functions.

6.3. Telephone personal identification number (telephone PIN code) allocated to each official should strictly not be shared with other officials.

## **7. MONITORING, EVALUATION AND REVIEW**

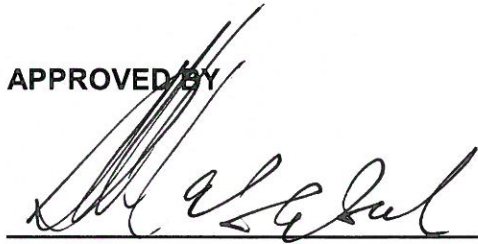
- i) The Directorate: AUXILIARY SERVICES must-
  - (a) Ensure implementation of the policy;
  - (b) Monitor, evaluate and report on the implementation, and compliance with, the policy;
  - (c) Communicating the provisions of the policy to all officials; and
  - (d) Placing the policy on the Intranet.
  - (e) Review the policy within prescribed period.
  - (f) Provide management report to the Accounting Officer on a status of a telephone management system in the department on or before the 7<sup>th</sup> day of the following calendar month.
- ii) Respective Responsibility Managers must –
  - (a) Ensure compliance to the provisions of the policy,
  - (b) Ensure that staff under his/her control pay for private calls,
  - (c) Submit proof of amount for private calls recovered from his/her business unit to the Auxiliary Services on or before the 7<sup>th</sup> day after the date of salary pay for affected officials using annexure "A" of this policy,

## **8. GENERAL**

The department may decide on implementing any cost effective telephone management system in the management of the departmental telephones. Depending

on the economic outlook, from time to time the department may introduce additional control measure on the use of telephones as resources for the best interest of the state. No misuse of telephone or telephone management system, since this may result in disciplinary action against offender. Any deviation from the provisions of this policy can only be done at the discretion of the Head of Department considering applicable legislation and/or prescripts.

APPROVED BY



MR L S MAGAGULA

HEAD OF DEPARTMENT



DATE