

PORTFOLIO COMMITTEE :

MANAGEMENT SERVICES

Chairperson :

Cllr R de Coning

Committee Members :

**Ald M Sapepa, Cllrs J Kloppers-Lourens,
M Opperman & N Nqinata**

PORTEFEULJEKOMITEE :

BESTUURSDIENSTE

Voorsitter :

Rdl R de Coning

Komiteelede :

**Rdh M Sapepa, Rdle J Kloppers-Lourens,
M Opperman & N Nqinata**

MANAGEMENT SERVICES PORTFOLIO COMMITTEE

BESTUURSDIENSTE PORTEFEULJEKOMITEE

22 MAY 2017

I N D E X

ITEM

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APPLICATIONS FOR LEAVE OF ABSENCE

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**AGENDA of the
Portfolio Committee : Management Services
22 May 2017
(Also the agenda for the Mayoral Committee Meeting : 31 May 2017)**

**1.
TELEPHONE POLICY AMENDMENT**

2/B

**J van Asperen
22 March 2017**

(028) 313 8959

Corporate Head Office

1. Executive Summary

The purpose of this report is to recommend to Council the approval of the Amended Telephone Policy.

2. Service Delivery and Budget Implementation Plan - IGNITE

Directorate: Management Services
Department: Information and Communication Technology

3. Compliance with Strategic Priorities

Provision of democratic, accountable and ethical governance
Provision and maintenance of municipal services

4. Delegated Authority

None

5. Legal Requirements

Local Government: Municipal Systems Act, 2000 (Act 32 of 2000)
Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003)
[MFMA]

6. Background/Discussion

Background

To comply with the provision of democratic, accountable and ethical governance it is important to revise the Telephone (and cell phone) policy of the Municipality. The previous version of the policy was last approved on 30 June 2012 and it has become necessary to revise the policy to not only add on areas where we experience problems or receive feedback of problems but also to reiterate in bold areas in the policy that is of critical importance.

**AGENDA of the
Portfolio Committee : Management Services
22 May 2017
(Also the agenda for the Mayoral Committee Meeting : 31 May 2017)**

7. Financial Implications

None

8. Staff Implications

The policy notes the responsibility of all staff with regards to telephone and cell phone usage within the working environment. The revision of the telephone policy and minor changes should again serve as a reminder, warning and guidance as to what is expected in terms of democratic, accountable and ethical conduct in relation to telephone and cell phone usage.

Management in the different Directorates/Departments will have to take responsibility to manage the telephone, cell phone and data usage as well as general conduct of their respective employees in this regard actively.

9. Comments from other Departments, Divisions and Administrations

The policy was discussed at the local Human Resources Technical Working Group and the Local Labour Forum.

10. Annexures

Annexure A: Telephone Policy – Amendment 2

RECOMMENDATION TO THE COUNCIL:

that the amended Telephone Policy be **adopted**.

RESPONSIBLE OFFICIAL :

J VAN ASPEREN

TARGET DATE FOR IMPLEMENTATION :

MAY 2017

**AGENDA of the
Portfolio Committee : Management Services
22 May 2017
(Also the agenda for the Mayoral Committee Meeting : 31 May 2017)**

**1.
TELEPHONE POLICY AMENDMENT**

2/B

**J van Asperen
22 March 2017**

(028) 313 8959

Corporate Head Office

**THIS MATTER SERVED BEFORE THE JOINT PORTFOLIO COMMITTEE ON
22 MAY 2017, WHICH COMMITTEE RECOMMENDED AS FOLLOWS:**

RECOMMENDATION TO THE COUNCIL:

that the amended Telephone Policy **be adopted**.

RESPONSIBLE OFFICIAL :

J VAN ASPEREN

TARGET DATE FOR IMPLEMENTATION :

MAY 2017



OVERSTRAND MUNICIPALITY

TELEPHONE POLICY

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2. AMENDMENT [ONE] TWO TO TELEPHONE POLICY

The purpose of this Amendment [1] 2 to the Telephone Policy is to:

1. Amend the existing cellular phone statements in the policy document, specifically to clarify this in more detail. [introduce an allowance based policy for employees as may be applicable in terms of their respective positions or conditions of work. In essence this revised cell phone policy entails the following:
 - a. Payment of cell phone allowances to all employees qualifying for a cellular phone facility instead of obligating the Municipality to provide cell phones to employees;
 - b. To discontinue/minimize the re-imbusement of air time for employees that make official calls and thereby reduce the administrative overhead of managing claims and payments related to air time usage by employees.
 - c. Make provision for Value Added Cellular Services as may be required from time to time.]
2. Make some general amendments to the Policy document to enhance the overall structure and format of the policy document without deterring from the initial intent of the Policy.
3. [Provide for two distinct and separate policy frameworks in this policy document; The Fixed Line Telephone Policy and the cell Phone Policy (Mobile Phones);]

3. PURPOSE OF POLICY

The purpose of this policy is to:

- (a) Regulate the use of telephone communication within the municipality;
- (b) Ensure the effective, efficient and accountable utilisation of telephone communication facilities belonging to the municipality;
- (c) Ensure the efficient and accountable allocation of cell phone allowances and cell phone expenditure within the municipality; and
- (d) Instill in the employees of the municipality a spirit of promoting cost effectiveness and accountability to the general public and other stakeholders of the municipality.[;]

3.1. Policy Structure

This telephone policy consists of two separate Policy Statements, namely;

- **Fixed Line Telephone Policy**
- **Cell Phone Policy (Mobile Phones)**

4. DEFINITIONS

In this policy, words used in the masculine gender include the feminine, the singular includes the plural and vice versa and unless the context otherwise indicates –

"Batho Pele" means the "people first" principle of the White Paper published in terms of Government Gazette No 1459 of 1997;

"Code of Conduct" means Schedule 2 of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000);

"Cell Phone Allowance" means an additional taxable monthly re-imbusement paid to employees as may be applicable in terms of their respective positions or conditions of work, as part of their salary, to cover the costs of:

- Cell phone calls made from their private cell phones for official purposes as per the guidelines provided for in this Telephone Policy;
- Additional use of a data card, as may be required for selected employees, for Internet access to the Overstrand Data Centre for official purposes only.

"Conditions of Service" means the terms and conditions of employment as concluded within the SALGBC;

"Constitution" means the Constitution of the Republic of South Africa, 1996 and any regulations promulgated in terms thereof;

"Council" means the Municipal Council referred to in terms of Section 157 of the Constitution;

"Councilor" means a full time councilor who has been elected or appointed to an office which has been designated as full-time in terms of Section 18 (4) of the Local Government : Municipal Structures Act, 1998 (Act No. 117 of 1998) and shall include a politically elected member of the municipal council for the municipality;

"Employee" means any person who:

- a. has been appointed by the municipality to a position of employment, either in a permanent or temporary capacity;
- b. receives or is entitled to receive remuneration therefore; and,
- c. in any manner assists in carrying out or conducting the functions and powers of the municipality, and "employed" and "employment" have corresponding meanings;

"Executive Mayor" means an executive mayor elected in terms of section 55 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998);

"Municipal Manager" means a person appointed by the municipality in terms of section 54A of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) and who is the head of administration and also the accounting officer for the municipality;

"Municipality" means the Overstrand Municipality, established in terms of Section 12 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998) and includes any political structure, political office bearer, councilor, duly authorized agent thereof or an employee thereof, acting in connection with this policy by virtue of a power vested in the municipality and delegated or sub-delegated to such political structure, political office bearer, councilor, agent or employee;

"PIN" means a Personal Identification Number or code, which is used to gain access to the municipality's telephone system;

"SALGBC" means the South African Local Government Bargaining Council;

"Section 56 employee" means a person appointed as a Director directly accountable to the Municipal Manager as contemplated in terms of Section 56 of the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000);

"Structures Act" means the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998) and any regulations promulgated in terms thereof; and

"Systems Act" means the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000) and any regulations promulgated in terms thereof.

5. LEGISLATIVE FRAMEWORK

1. **The Code of Conduct** for Staff Members regulates against the misuse of municipal property and assets by municipal employees.
2. **In terms of the Code of Conduct**, 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.
3. **Section 4(2) (a)** of the Systems Act places upon Council the duty to use the resources of the municipality in the best interests of the local community.
4. **The Batho Pele White Paper** places upon the municipality the responsibility and challenge of implementing policies which should have the desired effect of increasing efficiency, reducing wastage and increasing transparency and accountability within the municipality.

5.1. NON- COMPLIANCE TO POLICY

Any employee who does not comply with the provisions of this policy shall be guilty of a breach of the Code of Conduct for Municipal Staff.

6. FIXED LINE TELEPHONE POLICY

6.1. ACCESS TO TELEPHONE SYSTEM

- a) A PIN number is required in order to unlock the telephone and gain access to the use of the municipality's telephone facility. Due to telephone infrastructure capabilities there may be exceptions in some areas. This is mainly in the areas where an office is not directly linked to our PABX (telephone exchange) which offers the capability to put a PIN number on a telephone.
- b) Every employee will be allocated a dedicated (secret) PIN number as referred to in paragraph (a) above.
- c) Any telephone call made from any extension by means of an employee's dedicated PIN number will be deemed to have been made by that particular employee.
- d) It is the sole responsibility of the employee to ensure that his/her PIN number is not abused.
- e) Employees are not to disclose their PIN numbers to other employees or to avail their PIN numbers to other employees for use.

6.2. TELEPHONE ACCES BARRING

- a) Telephone access will be barred as per the following distinction:
 - (1) Unlimited access:
 - Executive Mayor and full-time councilors; and
 - Municipal Manager and Directors
 - (2) National access:
 - All employees not covered under (a) (1) above.
- b) Every employee who is required to make an international business telephone call for which he/she does not have access must apply to the Manager of his/her Department in writing to make the said telephone call.
- c) A telephone call referred to in paragraph (b) above must be arranged through the ICT helpdesk [Manager: Information Communication Technology].

6.3. PRIVATE CALLS

- a) Employees must use telephones with discretion and restrict private telephone calls to the minimum time.
- b) Employees are permitted to make private calls during office hours to a maximum of 1 hour per month and not longer than 5 minutes per call. Should an employee exceed the allowed call times for private calls it will be entirely at the discretion of the manager, in consultation with the employee to waive this. Disciplinary steps may be taken where necessary.
- c) The cost of all private telephone calls made shall be recoverable from the salary of the employee at the end of the following month during which the telephone call was made.

6.4. MONTHLY TELEPHONE STATEMENTS

- a) Every employee is required to account for any telephone call made by means of his/her PIN number, whether official or private.
- b) Private calls (dialed on the “*40” private call code), will be automatically deducted from employees’ salaries, based on the acknowledgement of dialing a private number with the use of such code.
- c) The Department: Information Communication Technology shall, notwithstanding paragraph (b), on a monthly basis, provide a statement of all telephone calls made under the relevant employee’s name of telephone calls made by each employee by means of his/her PIN number for the previous month.
- d) The statement referred to in paragraph (c) above will be distributed by no later than the 4th day of each calendar month, or the first working day thereafter, to all Managers of Departments for each employee who will, thereafter, identify all telephone calls made.
- e) Every employee shall verify the statement of all calls, and indicate all private calls made by means of his/her PIN number.
- f) After completion the telephone statements must be returned to the Managers of Departments.
- g) The Managers of Departments shall by no later than the 12th day of every calendar month, or the first working day thereafter, forward the updated telephone statements of every employee to the Section: Salaries and Wages in the Department: Expenditure and Assets in the Directorate; Finance to deduct the costs of any private telephone calls, not already deducted from the salary of the employee concerned. Failure to submit the statements by the set due date will result in the full amount be deducted from the employee’s salary.
- h) Subsequent queries and adjustments regarding private call deductions from salaries will only be addressed when requested in writing and authorised by the employee’s relevant Manager or Director, as the case may be.

6.5. RESIDENTIAL TELKOM FACILITIES

- a) The Municipal Manager and Director: Protection Services will be entitled to TELKOM connections at their respective residential addresses for purposes of inter alia their obligations in terms of the Disaster Management Act, 2002 (Act 57 of 2002), as amended from time to time.
- b) Any other residential TELKOM facilities will only be provided with the prior approval of the Municipal Manager. Such requests for approval must be submitted to the Municipal Manager by the relevant Director from whose office the initial request has originated.
- c) The municipality will bear the costs for all such installations, rental charges and other costs, if any, as provided for in the relevant employee's Contract of Employment.
- d) The budget for such costs must be provided for in contracted services and paid through each department's own budget.

6.6. FAX MACHINE FACILITIES

- a) No telephone calls may be made from fax machines.
- b) No employee shall be entitled to make use of fax machines for **private faxes**, unless the fees as determined by Council from time to time are **first paid** at the Department: Income for faxes to be sent.
- c) An employee must provide a send receipt as proof of fax sent to the Department Income.

6.7. FIXED LINE TELEPHONE PROCEDURES**6.7.1. Switchboard Operations**

Switchboards will be operational from Monday to Friday, excluding public holidays, during normal office hours and switched to a night service after normal working hours. Calls on direct dial extension numbers will continue as is. Informal switchboards will not be allowed in any customer services or customer care departments.

6.7.2. Incoming Calls to Switchboards

- a) **All** calls **must** be **answered** within **six** times of ringing.
- b) Callers are entitled to a prompt, courteous response from switchboard operators who should answer the call by
 - identifying the municipality; and
 - greeting the caller in two of the three official languages of the Western Cape.
- c) Every effort should always be made to direct the caller to the correct extension: in any event an incoming call should not, where possible, be transferred internally more than once before speaking to someone who can be of direct assistance.

6.7.3. Incoming Calls to Direct Dial Extension Numbers

- a) Extensions must be answered within six times of ringing.
- b) Employees must answer all calls by clearly stating the name of his/her office/department/directorate and his/her personal name and surname.
- c) The "divert call" facility must be used when an employee's desk is left unattended. The attendee to the diverted call must be informed where the employee has gone and when he/she is expected back. See Annexure F for the divert call procedure.
- d) To ensure that messages are received, all messages where the employee is expected to return the call must be recorded on the GroupWise message facility [; or in instances where the GroupWise message facility is not available, must be recorded in a message book wherein a carbon copy is kept and the original message is placed on the appropriate employee's desk; and].
- e) Technical problems must be reported to the ICT Helpdesk [Complaints conveyed or problem areas reported must be recorded on the ICT Call Centre facility].

6.7.4. Incoming Calls on Emergency numbers

- a) All calls must be answered within three times of ringing.

6.8. SHORT NUMBERS

- a) Employees, who, in terms of their daily duties, are not office bound, may apply for a short number. If a short number is dialed from a fix line the call will go to the employee's cell phone. This can be done by submitting such a request via his or her manager to his or her Director for consideration and approval. This must subsequently be logged with the ICT helpdesk who set up the short number.
- b) Short numbers may also be set up to use as a speed dial for emergency services i.e. hospitals, police etc. This must be done by submitting such a request via your manager to his or her Director for consideration and approval. This must subsequently be submitted to the ICT helpdesk who will log a call for the short number to be set up.

7. CELLULAR PHONE POLICY (MOBILE PHONES)

7.1. PAYMENT OF ALLOWANCES

The municipality shall pay a fixed monthly cell phone allowance as follows:

- a) **Category 1 Cell Phone Users - Municipal Manager and Directors:** [Appointments before 1 October 2014: In addition to the annual total remuneration packages, a cell phone allowance equal to that of the Executive Mayor and/or full-time councilors as determined from time to time in terms of the Remuneration of Public Office Bearers Act, 1998 (Act 20 of 1998) or as determined by the Municipal Manager;] All Section 54A and Section 56 appointments will receive a cell phone allowance equal to that of the full-time councilors as determined from time to time in terms of the Remuneration of Public Office Bearers Act, 1998 (Act 20 of 1998).
- b) **Category 2 Cell Phone Users – Senior Managers, Managers and Project Managers:** Appointments before 1 October 2014: A cell phone allowance equal to that of part-time councilors as determined from time to time in terms of the Remuneration of Public Office Bearers Act, 1998 (Act 20 of 1998); Appointments from 1 October 2014: All Managers from Post Level 14 and up will receive an allowance equal to a maximum of 60% of the allowance payable to the Section 54A and Section 56 appointments, the allowance must be linked to the functions of the relevant post and must be motivated by the relevant Director to the Director: Management Services who will make a recommendation to the Municipal Manager for approval. Such allowances to be escalated annually at the same percentage increase of the allowances of part-time councilors.
- c) **Category 3 Cell Phone Users - Employees,** who, in terms of their daily duties, are not office bound, may also apply for a cell phone allowance by submitting such a request via his or her manager to his or her Director for consideration and approval. The cell phone allowance amounts below [The current Vodacom cell phone service offerings as at March 2012], serve as a guideline for cell phone allowances payable to Category 3 users. The amount of the allowance is entirely at the discretion of the manager, in consultation with the Director. The type of cell phone, the service provider and the type of contract an employee selects to procure, will be entirely at the discretion of the employee. The monthly allowance paid to the employee however, may vary depending on an employee's specific requirements for official cell phone usage:
 - **Cell Phone Allowance Type 3.1** - A monthly cell phone allowance of R430.00, [as for a TALK 240 any time minutes contract,] or;
 - **Cell Phone Allowance Type 3.2** - A monthly cell phone allowance of up to R189.00, [as for a TALK75S, 75 minutes (per second billing) contract,] or;
 - **Cell Phone Allowance Type 3.3** - If, for any reason, an employee requires a cell phone allowance more than the allowance types 3.1 and 3.2 above, then such requests must be submitted via the relevant Director to the Municipal Manager for his consideration and approval, plus;
 - **Data Allowance Type 3.4** – An additional monthly allowance for a data contract to enable only selected employees Internet access to the Overstrand Data Centre to work after hours from home, or when on business away from the office for official purposes. Due to ongoing price fluctuations for this type of technology, the employee allowance may not exceed R250.00 per month [at the discretion of the responsible Director].

- d) **Category 4 Cell Phone Users - Personal Assistants of the Executive Mayor and Municipal Manager, Secretaries to the Directors and full-time councilors:** A cell phone allowance of R135, 00 per month to be escalated annually at the same percentage increase of the allowances of part-time councilors.
- e) Initial setup costs for new cell phone contracts, or additional accessories such as hands free car kits, will be for the employee's own account.
- f) RICA processes to enable the legitimate use of a cell phone will at all time be the responsibility of the employee.
- g) **[Should an employee receiving a cell phone allowance, be blacklisted or services being postponed for whatever reason, further payment of any allowances by the Municipality will be suspended till such time that the services are fully re-instated by the service provider.]**
- h) **[Any increases made to the aforementioned allowances shall be equal to the annual percentage increase agreed to during the normal salary negotiations in accordance with the relevant agreement reached at the SALGBC]**
- i) Approved requests for cell phone allowances must be submitted by the Manager to the Human Resources Department for further processing.
- j) Employees qualifying for a cell phone allowance, may contract with any service provider of their own choice for his or her cell phone requirements.
- k) Employees qualifying for a cell phone allowance must register their cell phone numbers at the Human Resource Department and via the ICT Department on the Official Municipal telephone directory
- l) No official is allowed to loan the cellular telephone for which he or her receives an allowance, to any other official or private person.
- m) Employees qualifying and receiving a cell phone allowance shall at all times, within the scope of the hours of work as per individual employment contract, be available to take work related calls on their cell phone.

7.2. MUNICIPAL CELL PHONE AND DATA CONTRACTS

- a) The Municipality will only obtain cell phone/data contracts for its own account where cell phone facilities are required to perform a **specific function** **[and the cell phone number is attached to the execution of a specific function or task, i.e. 24/7 standby functions.]** The cell phone number must be attached to the execution of a specific function or task – these are defined as for example:
 - 24/7 standby functions (standby cell phones may not be used during office hours);
 - Server room data cards;
 - Water meter reader phones;
 - Etc.
- b) All costs related to such Municipal cell phones contracts, will be for the account of the **relevant department** requiring such services.
- c) In departments where official standby phones are used, the official on standby must indicate acknowledgement of receipt of the phone in a register **(Annexure A)**. **This register must be kept for audit purposes.**
- d) Employees will **at all times remain liable** for the maintenance and/or replacement of their cell phones and data **[cards]**.
- e) The managers of the relevant departments using such services is responsible to ensure that the calls made and 'internet browsing' fees on municipal phones is monitored.

7.3. REIMBURSEMENTS

- a) Where an employee **does not receive a fixed monthly cell phone allowance**, but has to make official telephone calls from his or her private cell phone on an ad hoc basis, the employee concerned must submit a claim for reimbursement. An example is an employee who is acting in a vacant position on a temporary basis.
- b) A claim for reimbursement will not be considered unless the relevant claim form, as per Annexure B hereto or any amendment thereof from time to time, is completed. Valid documentation (invoices, etcetera) to proof expenditure must be attached to the claim form.
- c) The claim form must be submitted to the relevant Manager of the Department for approval **[before being submitted to the Manager: Expenditure and Assets for reimbursement.] and must be paid from the department's own budget.**

7.4. VALUE ADDED CELLULAR SERVICES

It is acknowledged that the changing nature of cell phone technologies may provide additional functionalities than might be of benefit to the Municipality or a specific Department in the Municipality. Should such opportunities be identified, the following process must be followed:

- a) A **business motivation**, accompanied by a **cost benefit analysis**, must be compiled by the manager of the relevant Department and submitted to its Director for approval;
- b) Where it is required that such additional cellular functionalities interface with any ICT Business Application or ICT Infrastructure Services, the business motivation and cost benefit analysis must be done in collaboration with a person from the ICT Department, nominated by the Chairperson of the ICT Steering Committee.
- c) Where such **additional cellular services impact on the existing cell phone allowance/s paid to employees**, this must then also be reflected in the cost benefit analysis.
- d) All such business motivations and cost benefit analysis must be submitted to the ICT Steering Committee for their consideration and final approval.

7.5. [IMPLEMENTATION OF CELL PHONE ALLOWANCE BASED POLICY

- a) The ICT Department must facilitate the implementation process for all Departments to convert from the existing "cell phone call management system" to the " allowance based system";
- b) The ICT Department must liaise with all relevant cell phone service providers to ensure that the transition of services from a company owned cell phone to a privately owned cell phone is well co-ordinated;
- c) The ICT Department must work closely with the Department Human Resources and the Payroll Section of the Department of Expenditure and Assets to ensure the internal transition processes are also well coordinated.]

7.6. BUDGETARY REQUIREMENTS

Each Directorate/Department must make provision in its Operational Budget for the payment of cell phone allowances and costs.

7.7. CELL PHONE/DATA USAGE

- a) **An employee may not abuse cell phone usage during official working hours, either by making private calls, by texting or using the Internet and other Social media. If the usage is abused and affects the employee's work performance disciplinary steps may be taken.**
- b) **An employee may not use a municipal cellphone or data contract for personal use.**

POLICY SECTION	Information Communication Technology
CURRENT UPDATE	26 April 2017
PREVIOUS REVIEW	26 March 2012
APPROVAL BY COUNCIL	

ANNEXURE B: REIMBURSEMENT FOR ADDITIONAL CELL PHONE EXPENSES**APPLICATION FOR RE-IMBURSEMENT OF CELPHONE CALL COSTS BY EMPLOYEE NOT RECEIVING A CELL PHONE ALLOWANCE**

1. Surname _____
2. First name _____
3. Department _____
4. Employee number _____

5. **[Please list all official calls made in respect of which you are claiming]**

DATE	TEL NUMBER	REASON FOR CALL	COST
		Sub Total	
		VAT	
		Total (VAT Inc)	

6. Please attach a copy of your detailed cell phone bill and highlight all official calls made in respect of which you are claiming. Complete the total amount to be reimbursed down here:

<u>Total amount of reimbursement</u>	<u>R</u>
---	-----------------

7. Please provide a motivation as to why a reimbursement is required:

8. Signature (claimant) _____
- Date _____

9. Re-imbusement Approved / Not Approved (delete the inapplicable)

10. Signature (Manager of Department) _____
- Date _____

ANNEXURE C: OVERSTRAND CELL PHONE REQUEST FORM

NOTES

- All approved cell phone request forms must be submitted to the ICT Department to update the employee cell phone details and to register the cell phone number on the official municipal telephone directory.
- ICT will submit a copy of the cell phone request form to the Human Resources Department to update the relevant details on the employee database.
- The Human Resources Department will submit a copy of the cell phone request form to the Payroll Section in the Directorate; Finance to capture the employee payment details of the cell phone allowance on the Payroll System.

EMPLOYEE DETAILS			
<u>Surname</u>		<u>Employee number</u>	
<u>First name/s</u>		<u>Title</u>	
<u>Telephone extension</u>		<u>Cell phone number</u>	

DEPARTMENT DETAILS			
<u>Department</u>		<u>SCOA Description</u>	
		<u>SCOA Cost Account</u>	
		<u>SCOA Unique Key</u>	

MOTIVATION BY EMPLOYEE	
<u>I hereby accept the terms and conditions as stated in the Overstrand Cell Phone Policy</u>	
<u>Employee Signature</u>	<u>Date</u>

APPROVAL				
<u>Designated official</u>	<u>Approved</u>	<u>Not approved (& reason)</u>	<u>Signature</u>	<u>Date</u>
<u>Line Manager</u>				
<u>Director</u>				
Contract type: Director to Tick <input type="checkbox"/> where applicable:				
<u>Cell phone allowance</u>			<u>Data allowance</u>	
R _____ <input type="checkbox"/>			R250 <input type="checkbox"/>	
<small>(Refer to guidelines under Section 7.)</small>				

ANNEXURE D: OVERSTRAND CELL PHONE REPAIR FORM

<u>CELL PHONE DETAILS</u>			
<u>Make</u>		<u>Model</u>	
<u>IMEi No.</u>		<u>Network used</u>	
<u>Cell phone number</u>		<u>Owner name</u>	

<u>Accessories accompanying cell phone (no liability accepted for SIM-cards)</u>			
<u>Battery</u>	<input type="checkbox"/>	<u>Charger</u>	<input type="checkbox"/>
		<u>Antenna</u>	<input type="checkbox"/>
<u>Other</u>			

<u>Accessories accompanying cell phone (no liability accepted for SIM-cards)</u>			
<u>Drops call</u>	<input type="checkbox"/>	<u>Power failure</u>	<input type="checkbox"/>
		<u>No reception</u>	<input type="checkbox"/>
<u>No transmission</u>	<input type="checkbox"/>	<u>Keypad faulty</u>	<input type="checkbox"/>
		<u>Display/screen failure</u>	<input type="checkbox"/>
<u>Speaker fault</u>	<input type="checkbox"/>		
<u>Other</u>	<input type="checkbox"/>		

<u>Employee Signature</u>	<u>Date</u>
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ANNEXURE E: TELEPHONE MANAGEMENT SYSTEM

EMPLOYEE DETAILS			
<u>Surname</u>		<u>Employee number</u>	
<u>First name/s</u>		<u>Department</u>	
<u>Outgoing facility</u>		<u>Telephone extension</u>	
<u>PID No</u>	<u>2</u>	<u>PID to be cancelled</u>	<u>2</u>
<u>Employee Signature</u>		<u>Date</u>	
<u>Director Signature</u>		<u>Date</u>	

PID SECRET NUMBER

1. The abovementioned number is your own personal secret number and it is your responsibility to deal with it accordingly.
2. If you make your number known to anybody else, you will still be responsible for all calls made with your secret number.
3. If it happens that you accidentally make your number known to anybody else or if you suspect somebody is using your number illegally, report to the ICT helpdesk immediately.

PID DIALLING

This system is simple and functions as follows:

1. Internal calls are not affected.
2. External calls :
 - a) before you dial an external number, determine if you have the applicable dialing facility (see under mentioned table).
 - b) if you do not have the dialing facility, you will have to follow the normal procedure through the switchboard by dialing "9".
 - c) if you do have the facility, you will have to enter your PID number first and then just continue the normal procedure – in other words dial "0" after your pin code and then the desired number.
3. Short number dialling is not affected and you can dial the number without using your secret number.

CODES I.R.O OUTGOING CALLS FACILITY

0 = OUTGOING VIA SWITCHBOARD ONLY

1 = LOCAL & TOLL FREE

2 = LOCAL, TOLL FREE & 02

3 = LOCAL, TOLL FREE, 02 & CELL PHONES

5 = LOCAL, TOLL FREE, 02, CELL PHONE & NATIONAL

6 = LOCAL, TOLL FREE, 02, CELL PHONE, NATIONAL & 092 (AFRICA)

ANNEXURE F: DIVERT CALL PROCEDURE

To program a follow me
To cancel follow me

*44+Ext. number
#44