

INGQUZA HILL LOCAL MUNICIPALITY

TELEPHONE, CELL PHONE, AND DATA CARD POLICY

REVIEWED: 2025

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1. PURPOSE OF POLICY

The purpose of having a telephone, cell phone, and data card policy is to ensure that employees use telephones, cell phones, and data cards responsibly and appropriately while on the job. This policy typically outlines guidelines on how to use telephones, cell phones, and data cards. The policy is also in place to eliminate distractions and to promote a productive work environment.

To improve and maintain a healthier work-life balance. To balance the need for communication and flexibility with the need for productivity and professionalism in the workplace.

2. DEFINITIONS

Private telephone calls- Telephone calls made using any telephone or facsimile machine for the Ingquza Hill account, where such calls are not directly linked to the performance of its business.

Change Control – Any change to this policy will be subject to policy reviews and or Council Resolution.

Commencement of Policy – If there is a need for abroad calls, it will need authorization from the superior.

Policy Violation – Staff members who do not adhere to this policy will be subject to disciplinary action.

3. POLICY STATEMENT AND LEGISLATIONS APPLICABLE TO THIS POLICY

3.1 POLICY STATEMENT

The Ingquza Hill Local Municipality's guiding principle in providing its employees with access to telephones, cellphones, and data cards and that this facility is to be used for business purposes. Ingquza Hill Local Municipality reserves the right to grant, restrict, or withdraw, at its discretion and with regard to any employee, the aforementioned privilege in respect of the facilities as and when necessary in order to accommodate business requirements. Abuse of the telephone, cell phone, or data card facility is a transgression that will be subject to the Ingquza Hill Local Municipality's disciplinary code.

3.2 RELEVANT LEGISLATION APPLICABLE TO THIS POLICY

Electronic and Communications Act, 2005 (Act 36 of 2005);

Electronic Communications Security Act, 2002 (Act 68 of 2002);

Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000);

Asset Management Policy

Telecommunications Act, 1996 (Act No. 103 of 1996)

Public Service Regulations, 2001

Public Finance Management Act Regulations

Public Finance Management Act, 1999 (Act 1 of 1999)

4. POLICY CONTENT

The telephone and data cards policy outlines the guidelines and procedures for the use of telephone and data cards within the Municipality. The policy aims to regulate the usage of telephones and data cards for official purposes, ensuring efficient communication for employees in various roles.

4.1 USAGE OF TELEPHONES

Each employee is issued a user code for all telephone calls. Employees/users must not disclose their user code to anyone to avoid unauthorized use of their telephone lines. If an employee/user suspects that an unauthorized person is using their line without their permission, they must report this immediately to the ICT Office or his/her designated Senior Manager.

Managers are not allowed/permitted to use telephone lines when making outgoing calls as they have a cell phone allowance.

A staff member will be held liable for the misuse of the code and the payment.

4.2 TELEPHONE STATEMENT

The Telephone statement will be extracted from the system upon the user's request.

4.3 PAYMENT PROCEDURE

For staff members who have been found to be misusing the telephone, the following procedures will be followed.

The deduction in respect of a particular month will be made from the next salary payment if it exceeds the amount of R200,00.

The cost of telephone calls made in the month of resignation must be deducted from the last month's salary when it exceeds the amount of R200,00.

To meet all salary-related deadlines, discrepancies that result in a refund or an additional deduction will be dealt with only on the salary date after the date on which the original deduction was made.

4.4 DEVICES ON EXTENSIONS

No devices are to be connected to telephone extensions, such as facsimile machines, modulators, demodulators (modems), and other communications or similar devices. If such devices must be connected, motivation will have to be made to the ICT office.

4.5 USE OF CELL PHONES

4.5.1 GENERAL PRINCIPLES

Use of municipal-provided cell phones is a privilege that is granted in connection with an individual's duties to the Municipality and are to be used for the conduct of Municipal business and/or in furtherance of the service delivery mission of the Ingquza Hill Local Municipality.

The use of municipal cell phones for occasional personal calls is allowed with the understanding that their primary use is for work purposes. The cell phone package selected is chosen based on seniority. Should personal calls require going beyond the package limit selected, the cost of those calls will be automatically deducted from the staff member's salary.

4.5.2 ELIGIBILITY

The following levels of staff qualify for a municipal cell phone:

LEVEL / DESIGNATION	CALL TIME PACKAGE	ALLOCATED DATA	ALLOCATED AMOUNTS
Councilors	Unlimited	Data card/R317	R3,600.00 (as per the Gazette)
Traditional Leaders	R320.00	N/A	R320.00
Ward Committees	R350.00	N/A	R350.00
Municipal Manager	Unlimited minutes /per month/ contract	Data card / R700.00	R2,700.00 (as per Council Resolution)
Heads of Departments	Unlimited minutes /per month/ contract	Data card / R700.00	R2,200.00
Middle Management	Unlimited minutes /per month/ contract	Data card / R700.00	R2,000.00
Sectional Heads	R800 / equivalent minutes	Data card / R500.00	R1000.00
Clerks and PAs	N/A	Data card / R500.00	N/A

All packages for Senior Managers and Managers are paid directly into their salaries. Only a minute package for Sectional heads is paid directly to their salaries, and Wi-Fi / Router is provided by the municipality.

Staff members below must have an official municipal business need for a cell phone and data card: HOD concerned must make a motivation to the Corporate Services for a cell phone allowance or a cell phone and data card to be issued to such staff member.

4.5.3 PAYMENT PROCEDURE

The cost of calls exceeding the package limit selected will be automatically deducted monthly from the staff member's salary. The deduction in respect of a particular month will be made from the next salary payment.

Only in special circumstances that staff members who have exceeded their cell phone package limits be motivated through their respective HODs for the excess amount not to be deducted. Such motivations will have to be approved by the Senior Manager: Corporate Services.

4.5.4 SAFETY AND FUNCTIONALITY

Using a cell phone while driving is strongly discouraged. Employees should bear in mind that cell phone calls can be intercepted and should take proper precautions when discussing confidential information. Users should take time to become familiar with the various cell phone functions.

4.5.5 ACTING POSITIONS (CELL PHONE ALLOWANCE)

Should a staff member be temporarily appointed in an acting/ secondment capacity on a higher-level post than his/her current substantive post, such staff member will not automatically be entitled to the cell phone privileges assigned to the higher-level position.

Any application that such an employee should qualify for a cell phone allowance during the acting/ secondment period must be approved by the Senior Manager: Corporate Services. The allowance must be terminated at the end of the acting/ secondment appointment.

4.5.6 LOST OR STOLEN CELL PHONE REPAIRS FOR COUNCILORS

In the event of a cell phone being lost or stolen, the end user must notify the ICT Office with immediate effect for temporary suspension of the service and guidance in the filing of a Lost or Stolen Property Report.

Whenever an employee needs to have his/her phone repaired or serviced for any reason, they must liaise with the ICT Office.

4.5.7 VOICE MAIL

Councilors issued with a municipal cell phone should ensure that the voicemail greeting of the said phone is always active. This is to ensure that voicemail messages can be left on the phone in the event that the person is unreachable. The staff member has an obligation to respond, in a timely manner, to any business voice mail messages left on the phone, including SMS messages.

4.5.8 TERMINATION OF EMPLOYMENT

Upon receipt of a cell phone, Councilors will be requested to sign a Memorandum of Agreement covering the deduction of any outstanding cell phone bills, viz, exceeding the

package limit selected, from the Councilors' last month's salary. The Memorandum of Agreement will also permit the municipality to deduct from the last month's salary the cost of any equipment not returned to the Municipality.

Upon termination of employment with the Municipality, services for cellular phones are terminated, and any Municipal-owned or provided devices must be returned to the Municipality.

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4.5 DATA ALLOWANCE

The policy to adjust the Cellphone allowance for Officer to R1000, Data Card to 500, reduce landline to R200.

•The Cellphone allowance for Clerks R 500, Data card R500, reduce landline to R200

Post below Clerical Positions Data cards shall be distributed through the HOD discretion.

A monthly cell phone allowance will be paid and reflected in the employee's salary to acquire minutes of service or be provided with a data card of the same value.

The method for acquiring the cell phone service could either be through a personal contract or prepaid. This Policy applies to the following categories of persons:

The task grade below 10 will be issued at the discretion of the HOD in consideration of tasks to be performed.

4.6 ACTING POSITIONS (DATA ALLOWANCE)

Should a staff member be temporarily appointed in an acting/ secondment capacity on a higher-level post than his/her current substantive post, such a staff member will not automatically be entitled to the data card privilege assigned to the higher-level position

Any application that such an employee should qualify for a Data card allowance during the acting/secondment period must be approved by the Senior Manager: Corporate Services. The allowance must be terminated at the end of the acting/secondment appointment

4.7 LOST OR STOLEN DATA CARD AND REPAIRS

In the event of a Data card being lost or stolen, the end user must notify the ICT office with immediate effect for temporary suspension of the service and guidance in the filing of a lost or stolen property report.

If the user loses the data card due to negligence are liable for the payment and shall bring the affidavit from the police.

Whenever an employee needs to have his/her data card device or router repaired or serviced for any reason, they must liaise with the ICT Office.

4.8 RESIGNATION OF EMPLOYEE

Upon the resignation of an employee, the device must be handed over to the ICT Office. If the device is not returned, the value of the device will be deducted from the leave payment.

5. RELATED DOCUMENTS

The policies address the use of data cards, cell phones, and telephones within the Municipality. The policy should be reviewed annually by the Council, and when there are new developments in terms of legal mandates and legislation. The provision and supply of cell phones to various users will be done through a service provider that has won the tender. Communication between the service provider and the municipality must be done via the Accounts Manager (Manager Admin &ICT).

The officials who qualify for the provision of devices must be allocated as per their position/duties, per their office responsibilities. The approval of a cell phone or Wi-Fi router must be approved by the Head of Department. A register of all Cellular phone or Wi-Fi users must be kept and contain the following:-

Serial number of the device, Mobile number of the device, Name of the official issued to, Date of issue, Date of return where the employee is deceased, retired, or resigned.

Employees are responsible for the safekeeping of their state-issued cell phones or Wi-Fi data. Loss, stolen cellular phones, or Wi-Fi routers must be reported to the office responsible for the contract within 24 hours of the occurrence.

6. APPENDICES

Enquiries regarding any matter relating to this policy will be directed to the ICT unit.

7. APPROVAL

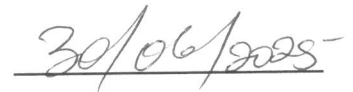
The Policy will be adopted, and all clauses shall apply as such, any deviations from this policy will be non-compliance.

APPROVED BY

A handwritten signature in black ink, appearing to be 'S.B. Vatsha', written over a horizontal line.

CLLR. S.B. VATSHA

THE HONORABLE SPEAKER

A handwritten date '30/06/2025' written in black ink, positioned above a horizontal line.

DATE