

**UMHLABUYALINGANA
MUNICIPALITY**

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Reference: UMHC 102 OF 2020/2021

Date: 30/04/2021

TRUE EXTRACT OF MINUTES

This is a true extract from the minutes of the Special Council meeting of uMhlabuyalingana Municipality held on the 30th of April 2021 (14h00) at UMhlabuyalingana Council Chamber whereby the resolution as stated below was taken by uMhlabuyalingana Council.

UMHC 102: REVIEWED HUMAN RESOURCES POLICIES

Councillor E.T. Nxumalo thereafter moved, seconded by Councillor M.Z. Mhlongo the recommendation following, which it was;

RESOLVED

1. The Council resolved to adopt the Human Resources Policies: (Telephone and Cellphone Management Policy; S&T Allowance Policy; Disciplinary procedures Policy; and In-Service Training Policy).
2. The Council resolved to withdraw the Sitting of Amakhosi at Council meetings Policy.

THIS EXTRACT OF THE COUNCIL RESOLUTION IS CERTIFIED AS CORRECT

Signed by: MRI NP GAMEDE

Print Name

Signature: [Handwritten Signature]

Designation: MUNICIPAL MANAGER

Date: 30 / 04 / 2021

- **MISSION:** "Creating an enabling environment and sustainable development which promotes quality of life."
- **VISION:** To be a people centered premier socio-economic development and environmentally friendly service delivery municipality.

TELEPHONE USE AND CELL PHONE MANAGEMENT POLICY

1. INTRODUCTION

The municipality provides telephone sets as means of communication within the municipality and to external stakeholders. Mobile cell phones are also tools of trade use as a form of communicating with other stakeholders. This policy is developed to regulate use of these tools in order to have a standard and acceptable means of communication.

2. DEFINITIONS

Municipality: means the designated municipal area in terms of the Local Government Municipal Demarcation Act, 1998.

Mayor: means the mayor in terms of section 48 of the Local Government Municipal Structures Act.

Speaker: means a councillor elected in terms of Section 36 of the Local Government Municipal Structures Act.

Executive Committee: means a committee member established in terms of section 42 of the Municipal Structures Act 117 of 1998.

Municipal Manager: means a person appointed by the municipality in terms of Section 82 of the Municipal Structures Act and who is the Head of Administration and also the Accounting Officer for the Municipality.

Head of Department: for the purpose of this policy will be referred to as manager who is appointed by the municipality in terms of Section 56 of the municipality.

Deputy Director: means an employee appointed by the Umhlabuyalingana Local Municipality at level 17 as per salary levels of the municipality.

Section Manager: means an employee appointed by the Umhlabuyalingana Local Municipality at level 15 as per salary levels of the municipality.

Officer: means an employee appointed by the Umhlabuyalingana Local Municipality at level 14 as per salary levels of the municipality.

Secretary/Personal Assistant: means an employee appointed by the Umhlabuyalingana Local Municipality and designated as such in their job title (serving the Municipal Manager, Head of Department and political office bearer.

Other personnel: means any other personnel appointed by the Umhlabuyalingana Local Municipality on level below Officers.

3. LEGISLATIVE REQUIREMENTS

3.1 The Constitution of RSA, 108 of 1996

3.2 Remuneration of Public Service Office Bearers Act, 20 of 1998 (determination of upper limits)

3.3 Promotion of Access to Information, 2 of 2000

3.4 Protection of Personal Information Act, 4 of 2013

3.5 Independent Communication Authority of SA, Act of 2000

3.6 Electronic Communications Act, 36 of 2005

4. SCOPE OF APPLICATION OF THE POLICY

Councillors are provided a cellophane allowance in terms of the Remuneration of Public Office Bearers Act 20 of 1998 limits promulgated annually. Employees are provided a cell phone allowance in terms of the staff benefits provided by the municipality.

This policy shall apply to

4.1.1 The Mayor;

4.1.2 Deputy Mayor

4.1.3 The Speaker;

4.1.4 Councillors;

4.1.5 Municipal Manager;

4.1.6 Deputy Director

4.1.7 Section Manager

4.1.8 Officers;

4.1.9 Any other official who has received approval from the Municipal Manager for a Telephone and Cellphone Allowance

5 OBJECTIVES

The objectives of this policy are to:

- 5.1 Ensure the effective and efficient use of Municipal telephones;
- 5.2 Curb the abuse of Municipal telephones by employees of the Council;
- 5.3 Reduce telephone costs;
- 5.4 Prevent the use of Municipal telephones by unauthorized persons;
- 5.5 Introduce corrective measures for officials who fail to observe the guidelines stipulated in the policy;
- 5.6 Provide guidelines to employees and councillors who have a cellular phone to conduct municipal business;
- 5.7 Apply standards to the cellular phone equipment agreements used by its employees and councillors;
- 5.8 Provide a system for monitoring cellular phone usage patterns so that plans can be routinely modified to better meet the needs of the user;
- 5.9 Ensure that the municipality's acquisition of cellular phone services is cost-effective; and
- 5.10 Establish a system for monitoring future developments in cellular services and selecting those that meet the needs of the municipality.

6 USE OF OFFICE TELEPHONE

- 6.1 The Council shall determine which employees may have direct telephone lines to their offices, for use in connection with the performance of their official duties;
- 6.2 It shall be at the discretion of the Council to provide an electronic device for the monitoring of all outgoing telephone calls;
- 6.3 Staff members shall only be entitled to make international calls with the specific approval of the Municipal Manager;
- 6.4 No staff member shall make a call on behalf of, or allow any unauthorized person to make a private telephone call, from either a private telephone line or from the switchboard of the Council.
- 6.5 The Municipal Manager shall determine category of users according to levels of telephone usage, and shall allocate monthly budget according to each such category.

- 6.6 The Municipal Manager shall assign each user to a category and any user who is due to operational requirements not allocated may request the MM to review his / her category
- 6.7 A user shall not exceed the budget to which he / she is assigned and when such user reaches the budget allocated to him / her category, his/her telephone line shall be cut and at which point the user shall approach the Head of Department if there are further calls to be made and there is a reason enough for the employee to have reached their monthly limit. A monthly budget shall not be accumulative.
- 6.8 The Municipal Manager shall review the categories and the assignment of users to such categories as and when he she considers it necessary, but shall do so at least once in every calendar year.
- 6.9 Abuse of telephone shall be strictly disallowed and condemned at all times.
- 6.10 Employees must ensure that telephone lines and instruments allocated to them, are properly looked after and any noticeable fault must be reported to IT with immediate effect or as soon as the employee is aware of the fault.
- 6.11 All employees when leaving an office must inform receptionist in order to re-direct incoming calls to a relevant official.
- 6.12 HODs, Deputy Directors and Section Managers shall be responsible for the implementation and management of this policy.
- 6.13 Monthly reports including misuse and over expenditure on telephone account by individual users, must be brought to the attention of Director Corporate Services.
- 6.14 The Municipal Manager shall request the respective Heads of Departments to account for telephone over-expenditure or suspected abuse.
- 6.15 Business and private calls must to be kept to minimum duration.
- 6.16 Fax lines must not be used for making calls.
- 6.17 As a guideline, the duration of a single call should not be more than 5 minutes.
- 6.18 Private calls shall not be allowed except during situations of emergency.
- 6.19 At the end of each month, individual reports shall be printed from the Telephone Management System (TMS) where a user will be expected to indicate private calls made during that period and such shall be deducted from their monthly salary

6.20 Each employee and Councillor shall pay for private calls made. The cost of private call shall be deducted from the salary or allowance of the person who made such a call.

7. TELEPHONE ETIQUETTE

7.1 All employees must observe generally accepted telephone etiquette and must refrain from using obscene language.

7.2 Incoming calls must be handled with courtesy and should be directed to relevant people or department.

8. USE OF CELLPHONE

8.1 OPTION A (CELLPHONE ALLOWANCE)

(a) The municipality concludes a deal with one of the mobile service provider who shall supply the municipality as per specifications required for business packages. To facilitate accomplishment, the municipality may at its discretion enter into contracts with cellular phone service providers. During the period when one or more of these contracts are in force, the municipality will only purchase cellular phones or cellular phone service agreements for employee and councillors' use on the basis of these contracts, unless a specific exception is granted.

8.2 OPTION B (CELLPHONE ALLOWANCE)

All councillors and officials must acquire their own cellular phone by means of a contract with a cellular phone service provider or "Pay as you go". The user may structure a cellular package that best suits his/her needs, based on personal circumstances. The user enters into an agreement/contract with a service provider of his/her choice, i.e. Vodacom, MTN, Cell C or Virgin Cellular, and a copy of such agreement is furnished to the municipality for validation purposes. The Cell phone contract is between the user and the service provider and the user is liable for the payment thereof. Cell phone allowances that are effected through the payroll system are taxable allowances and should not be construed as inclusive in a negotiated remuneration package. The user may recoup, wear and tear allowances on cell phone item from taxable income on completion of yearly statutory tax returns. The user is responsible for insuring the phone against theft, loss or damage and ensures that the cell phone is available for Council's use at all times, failing which the user will sacrifice the allowance.

An allowance will not be granted to employees and councillors with no official authorization to acquire a cell phone for official use. The municipality will not be liable for any costs where an employee or councillor obtained a private cellular contract without prior official authorization. Maintenance, insurance and any additional charges, such as itemised billing of cell phone calls is for the cost of the user.

8.3 OBJECTIVES OF ALLOCATING CELLPHONE OR CELLPHONE ALLOWANCE

The objectives of this policy are to:

- (b) Provide guidelines to employees and councillors who have a cellular phone to conduct municipal business;
- (c) Apply standards to the cellular phone equipment agreements used by its employees and councillors;
- (d) Provide a system for monitoring cellular phone usage patterns so that plans can be routinely modified to better meet the needs of the user;
- (e) Ensure that the municipality's acquisition of cellular phone services is cost-effective; and
- (f) Establish a system for monitoring future developments in cellular services and selecting those that meet the needs of the municipality.

8.4 REGISTRATION OF CELLPHONES (OPTION A)

The Director: Corporate Services shall keep a register of provided cell phones issued to recipients under this section. The register shall state:

- (a) The name and designation of each recipient;
- (b) The date on which the cell phone was issued to the recipient;
- (c) The make, model and serial number of the cell phone;
- (d) Whether and when the cell phone was returned for repairs or servicing, and when same was thereafter returned to the recipient;
- (e) Whether and when the cell phone was lost, stolen or damaged beyond repair, and the circumstances surrounding such loss, theft or damage;
- (f) Whether, when, and the circumstances under which the cell phone was returned to the municipality; and
- (g) Whether and when such cell phone is scrapped or otherwise disposed of.

8.5 CONDITIONS OF CELLPHONE ALLOWANCE

8.5.1 (OPTION A)

International roaming is for councillors and employees travelling abroad and can be activated by employees/councillors who are travelling abroad. Only official international calls made and received by a user will be paid in full by Council upon submission of a comprehensive itemized billing. Costs associated with the activation of international roaming will be due to the municipality.

In instances where a particular employee or councillor exceeds the approved limits, a written motivation should be made to the applicable Mayor/ Speaker/ Municipal Manager/ Head of Department to recoup the amount in excess of the approved limit provided that these were utilized for business purposes. Proof must be provided by the user, e.g. itemized billing. Prior availability of funds must be confirmed by the office of the CFO.

8.5.2 (OPTION B)

International roaming is for councillors and employees travelling abroad and can be activated by employees/councillors who are travelling abroad. Only official international calls made and received by a user will be paid in full by Council upon submission of a comprehensive itemized billing. Costs associated with the activation of international roaming will be due to the municipality.

9. LIMITS

9.1 LIMITS –OFFICE /DESKTOP TELEPHONE

Councillors and employees will be permitted to make business calls up to the limits which are reviewed annually based on the budget limits approved by Treasury. The limits shall apply in terms of the following:

- 9.1.1 Municipal Manager – Unlimited ;**
- 9.1.2 Head of Departments - Unlimited**
- 9.1.3 Deputy Director – R700 .00**
- 9.1.4 Section Managers-R600.00**
- 9.1.5 Officers – R400 .00**
- 9.1.6 Secretaries and Personal Assistants-R400 .00**
- 9.1.7 Other office based officials –R150 .00 as approved by the Municipal Manager**
- 9.1.8 Official responsible for sourcing quotes from SCM –R600 .00**

9.2 LIMITS-CELLPHONE

Councillors and employees will be permitted to make business calls up to the limits which are reviewed annually based on the budget limits approved by Treasury. The limits shall apply in terms of the following:

- 9.2.1 The Mayor - as determined by the Minister of Local Government;
- 9.2.2 Deputy Mayor - as determined by the Minister of Local Government;
- 9.2.3 The Speaker - as determined by the Minister of Local Government;
- 9.2.4 Councillors - as determined by the Minister of Local Government;
- 9.2.5 Municipal Manager – R2 700 .00 as determined by Council;
- 9.2.6 Head of Departments - R2 300 .00 as determined by Council;
- 9.2.7 Deputy Director-R1200 .00 as determined by Council;
- 9.2.8 Section Managers – R1200 .00 as determined by Council;
- 9.2.9 Officers – R1000 .00 as determined by Council;
- 9.2.10 Personal Assistants: Mayor, Municipal Manager and Speaker-R1200 .00 as determined by Council
- 9.2.11 Secretary to Director Corporate Services/ Chief Financial Officer/ Director Technical Services and Director Community Services-R1200 .00 as determined by Council
- 9.2.12 Admnitrator-R1 000 .00 per month
- 9.2.13 All Clerks, Senior Clerks -R1 000 .00 per month
- 9.2.14 Any other official who has received approval from the Municipal Manager for a Cell phone Allowance - as determined by Council.

In instances where a particular employee or councillor exceeds the approved limits, a written motivation should be made to the applicable Mayor/ Speaker/ Municipal Manager/ Head of Department to recoup the amount in excess of the approved limit provided that these were utilized for business purposes. Proof must be provided by the user, e.g. itemized billing. Prior availability of funds must be confirmed by the office of the CFO.

10.IMPLEMENTATION AND MONITORING

This policy will be implemented and effective once recommended by the Local Labour Forum and approved by Council.

11.COMMUNICATION

This policy will be communicated to all Municipal employees using the full range of communication methods available to the municipality.

12. POLICY REVIEW

This policy will be reviewed annually and revised as necessary.

13. BUDGET AND RESOURCES

The financial and resource implication/s related to the implementation of this policy should be qualified and quantified.

14. ROLES AND RESPONSIBILITIES

The Municipal Manager or his/ her delegate assignee accepts overall responsibility for the implementation and monitoring of the policy.

15. PENALTIES/ SANCTIONS

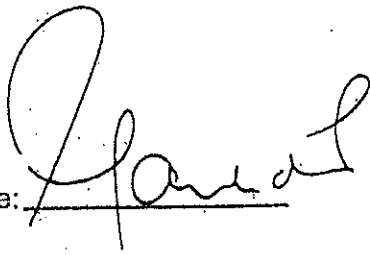
Non-compliance of any of the stipulations contained in the Policy will be viewed as misconduct and will be dealt with in terms of the municipality's Disciplinary Code.

16. DISPUTE RESOLUTION

Any dispute arising from this policy due to ambiguous wording or phrasing must be referred to the Local Labour Forum for adjudication. Resolution from the Local Labour Forum must be incorporated into this policy.

17. Authority

Approved by: Mrs. N.P. Gamede

Signature: 

Resolution No: UMHC 102