

**DEPARTMENT OF ECONOMIC  
AFFAIRS**

**POLICIES AND PROCEDURES -  
LANDLINE TELEPHONE**



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## **1. INTRODUCTION AND SCOPE**

- The policy has been compiled for usage by officials and relates to the use and control of landline telephone in support of carrying out their duties and responsibilities.
- The policy outlines the procedure to be followed.
- Deviation to be approved by the HOD

## **2. PURPOSE**

- Formalise procedures relating to the use of landline telephone.
- Provide assistance and guidelines to all employees.
- To standardise the use of landline telephone in the Department.

## **3. OBJECTIVE**

### ***To ensure the Following:***

1. Proper and efficient landline telephone usages in order to contain telephone costs and prevent misuse of telephone.
2. Private calls to be accounted and paid for subject to the set limits.
3. Control of the duration of calls.
4. To make employees aware of their responsibilities towards the usage of the telephones.

## **4. POLICY**

1. Telephones can be used as an effective and efficient means of communication and must be considered essential for the functioning of the Department.
2. All official's lines will be open/unbarred.
3. Limits will be set on the usage according to the levels.



**Maximum Monthly Limits**

<b>RANK</b>	<b>LIMIT</b>
Head of Department	No limit
HOD's PA	No limit
Chief Directors/Directors and their Secretaries	R500
Unit/Section Heads	R400
Other Officials	R300

## **5. PROCEDURES**

1. Duration of the calls will be 10 minutes for official calls and 8 minutes private calls.

## **6. ADMINISTRATION OF TELEPHONE ACCOUNT**

1. Monthly printouts will be distributed to programme managers to assess usage of the telephone of their officials and to distribute to relevant unit/section heads of their respective units.
2. Stop limit facility to be installed in all phones in order to achieve the expected results.

## **9. IMPLEMENTATION**

To be implemented from 1<sup>st</sup> April 2005

### **ADOPTED BY**

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**PATRICK SEBOKO**  
**HEAD OF DEPARTMENT**

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**DATE**