



Province of the
EASTERN CAPE
COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS

TELEPHONE POLICY 2025

TELEPHONE POLICY 2025

Departmental Contact Details	
Physical Address	Tyamzashe Building Phalo Avenue Bhisho 5605
Postal Address	Department of Cooperative Governance and Traditional Affairs Private Bag X0035 Bhisho 5605
Document Number	1
Document Name	Telephone Policy
Contact Person	Ms Yolisa Melani
Designation	Deputy Director
Component	Security & Work Environment
Telephone No.	040 940 7165
Cell Phone No.	072 670 0665
E-mail Address	yolisa.melani@eccogta.gov.za
Date Completed	20 November 2025
Date of Approval	
Date Last Amended	New Policy
Date For Next Review	December 2030
Related Policies	Recruitment and Selection, Mobile Communication Exit Management, Consequence Management, Transfer Policy

TELEPHONE POLICY 2025

TABLE OF CONTENTS

Content	Page
Sign Off	
I) Head of Department	3
II) Executive Authority	3
1. Preamble	4
2. Policy Statement	4
3. Purpose	4
4. Objectives	5
5. Application and Scope	5
6. Legislative Framework	5
7. Definitions	5
8. Consultation Process with Stakeholders	7
9. Qualifying criteria	7
10. Allocation of PIN codes	7
11. Abuse of telephones	8
12. Monthly Limits	8
13. Termination of service	8
14. Re allocation of number	9
15. Act of misconduct	9
16. Amendments to Policy	9
17. Communication	9
18. Monitoring and Evaluation	9
19. Review of the Policy	9
20. Version Control and Change History	10

TELEPHONE POLICY 2025

SIGN OFF

I) Head of Department

The Telephone policy has been recommended by V. Mlokothe in my capacity as the Accounting Officer of the Department of Cooperative Governance and Traditional Affairs Department. I am satisfied and concur with the contents of this Policy.

The development of the Telephone Policy document will ensure the department is able to exercise its powers in compliance with the law and guide allocation and use of telephone services in the department.

Signed:	
Designation:	Head of Department
Date:	10/12/2025

II) Executive Authority

The Department of Cooperative Governance and Traditional Affairs has unprecedented opportunity to improve the lives of the people by effectively rendering services to its communities. We envisage a department that has the required capacity to respond adequately to the challenges facing our people.

I, therefore, trust that guidance from this Policy will contribute to the effective effective, efficient and economical use of the telephone services in the department.

Signed:	
Designation:	MEC: Z.A. Williams of Cooperative Governance and Traditional Affairs
Date:	13.12.2025

TELEPHONE POLICY 2025

1. PREAMBLE

This policy is part of the overall strategic asset management framework of the department and it provides for the continued monitoring of telephone landline usage.

It aims to give effect to the Accounting Officer's responsibilities and obligations to ensure effective, economic and transparent use (including general management) of assets of the Department as contemplated in section 38(1)(b), (c) of the Public Finance Management Act, 1999 (Act No. 1 of 1999), read with the provisions of item 10.1. of the Treasury Regulations of 15 March 2005.

Item 10.1 of the Treasury Regulation requires the Accounting Officer to ensure that processes and procedures are put in place for the effective, efficient, economical and transparent use of the departmental assets. It places the full responsibility on the Accounting Officer to ensure that control systems are put in place to prevent wastage and misuse of departmental assets.

2. POLICY STATEMENT

The Department of Cooperative Governance and Traditional Affairs commits itself to comply with all applicable legislations and to promote responsibility and accountability of all employees and stakeholders in exercising their day-to-day duties and functions by providing tools of trade.

3. PURPOSE

The main purpose and objectives of this policy on Telephone: -

- 3.1 To set norms and establish guidelines that will ensure parity in respect of telephone usage throughout the department.
- 3.2 To address all aspects of telephone usage in respect of the allocation and levels of access.
- 3.3 To generally set out and provide a comprehensive framework to prevent wastage and misuse of telephone landlines.
- 3.4 Standardise allocation of telephone handsets in the department.

TELEPHONE POLICY 2025

4. OBJECTIVES

- 4.1 To provide an effective and efficient official communication tool in the workplace.
- 4.2 To streamline the system of allocation of telephone handsets.

5. APPLICATION AND SCOPE

This policy is applicable to all employees of the Department of Cooperative Governance and Traditional Affairs appointed in terms of the Public Service Act 103 of 1994 as amended.

6. LEGISLATIVE FRAMEWORK

- 6.1 Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996).
- 6.2 Asset Management Framework of April 2004.
- 6.3 Promotion of Access to Information Act, 2000 (Act No.2 of 2000).
- 6.4 Public Finance Management Act, 1999 (Act No. 1 of 1999);
- 6.5 Public Service Act, 1994 (Proclamation No. 103 of 1994).
- 6.6 Regulation of interception of Communications and Provisions of Communication related Information Act, 2008 (Act No. 48 of 2008).

7. DEFINITIONS

Terms and definitions that will be used throughout the policy need clarification for the reader, this can also include any keywords, technical terms and abbreviations that may be used in this document.

Words/Terms	Definition (with examples if required)
Accounting Officer	Accounting Officer " means the incumbent of the post of the head of department in the Department, and the accounting officer as defined in section 1, read with the provisions of section 38 of the PFMA.

TELEPHONE POLICY 2025

Executive Authority	<p>In relation to national department, it means the cabinet member who is accountable to Parliament for that department.</p> <p>In relation to provincial department, means the Member of the Executive Council of a Province who is accountable to the Provincial Legislature for that department.</p>
Applicable Law	Any legislation, statute, regulation, proclamation, practice note, procedure manual or guide that applies to the subject matter of this Policy or any judicial precedent, judgment, order or ruling that applies to the subject matter of this Policy.
Business Day	Any day other than a Saturday, Sunday or public holiday.
Department	Eastern Cape Department of Cooperative Governance and Traditional Affairs
Employee	Employee as defined in terms of the Public Service Act,1994. Basic Conditions of Employment
Telephones Landline	Telephone Landline is the office phone of the user.
Province	Province of the Eastern Cape.
Official calls	Telephone calls made using any telephone for the department's account where such calls are directly linked to the performance of the department's business that relate to the official duties of the department.
Official duties	Activities that are related to the execution of duties on behalf of the department.

TELEPHONE POLICY 2025

HRA	Human Resource Administration, a directorate in the organogram of the department.
PIN	Personal Identification Number, is a numeric code typically consisting of four to six digits used for authentication purposes.

8. CONSULTATION PROCESS WITH STAKEHOLDERS

All affected stakeholders including employees at all levels have been consulted throughout the policy development and their inputs and comments have been obtained and incorporated into this policy.

9. QUALIFYING CRITERIA

All departmental employees, including Management qualify to be provided with a telephone in the office.

10. ALLOCATION OF PIN CODES

- 10.1 An employee shall be allocated a secret telephone access PIN code signed for and known to the employee who will always be responsible for its protection.
- 10.2 No sharing of PIN codes shall be allowed.
- 10.3 The employee in whose name the PIN code is issued is responsible and liable for the usage of the PIN code.
- 10.4 The employees sharing an extension shall be provided with an individual PIN code to facilitate the unique identification of the person making a call from that extension.
- 10.5 If an employee suspects and has proof that his/her PIN code has been used by another person, he or she shall be expected to promptly report the matter to the Work Environment Services unit.
- 10.6 Upon consideration through a specified operating procedure, the Work Environment Unit will re-issue a new PIN code.

TELEPHONE POLICY 2025

- 10.7 Re-issuing of PIN code does not mean that the officer is not liable for any cost arising out of calls made by someone who fraudulently obtained it, if negligence is established.

11. ABUSE OF TELEPHONES

- 11.1 Work Environment Services Manager shall monitor the telephone usage by retrieving telephone printouts from the system on or before the 3rd day of each calendar month.
- 11.2 If an employee is found to be abusing the telephone, consequence management shall take place through the Line Manager.

12. MONTHLY LIMITS

- 12.1 Employees have a limit of R200.00 (Two-Hundred Rands and nil cents) per month and the Head of Department shall adjust the amount/limit when necessary.
- 12.2 Barring facility shall be activated on each employee's PIN code when the telephone costs for the month reach the prescribed limits.
- 12.3 The employees who have been barred will only receive incoming calls for the remaining duration of the month.
- 12.4 The barring facility will only be de-activated on the first working day of the following month.
- 12.5 When an employee's responsibilities require utilization of a telephone beyond the approved limit, a request for a review of the monthly increase shall be granted by the Head of Department.

13. TERMINATION OF SERVICE

- 13.1 When the service of the employee has been terminated for whatever reason, it is the responsibility of the employee to return the PIN code to Work Environment Services unit for deactivation.
- 13.2 HRA shall inform the Security & Work Environment unit of all terminations.
- 13.3 The telephone directory shall be updated.

TELEPHONE POLICY 2025

14. REALLOCATION OF NUMBERS

When the employee is transferred internally within the institution or building, he or she may be allowed to retain his or her telephone or extension number.

15. ACT OF MISCONDUCT

Any employee who knowingly or negligently contravenes any of the provisions of this policy shall be subjected to the consequence management process.

16. AMENDMENTS TO POLICY

The policy will be monitored, evaluated and reviewed after five years or as and when the need arises.

17. COMMUNICATION

Telephone policy will be communicated throughout the department using workshops, and intranet/departmental websites.

18. MONITORING AND EVALUATION

Security & Work Environment Unit will facilitate the implementation of this policy and will submit quarterly reports to the Head of Department.

19. REVIEW OF THE POLICY

The policy will be reviewed and amended in line with future legislative and collective agreements promulgations. The development of this policy is a dynamic process, and it may require revision from time to time. If there are no changes it will be reviewed once in five years subject to any developments.

20. VERSION CONTROL AND CHANGE HISTORY

Version Control	Date Effective	Approved By	Amendment
Start from	YYMMDD (The date the policy takes effect)	Contact person – full name & title.	Include any superseded procedures and what the amendment is to the document.
		MEC: Zolile Williams	
			

