

UMSOBOMVU MUNICIPALITY

CELLPHONE POLICY

1. **PURPOSE**

- 1.1 It is the purpose of this policy to provide clear directives and procedures with regard to the approval and payment of a cellular phone allowance to employees.
- 1.2 It is furthermore the purpose of this policy to combine and include all previous policies and amendments thereto into a single document.

2. **APPLICATION**

- 2.1 This policy shall apply to all employees of the Kouga Municipality.
- 2.2 The application of this policy shall be administered by the Human Resources Section.
- 2.3 This policy shall come into effect on the date of adoption by Council.

3. **DEFINITIONS**

“code of conduct” means the code of conduct for municipal employees as contained in Schedule 2 of the Municipal Systems Act

“council” means the Kouga Municipal Council.

“employee” means contractual and permanent employees.

“executive authority” means the Mayoral Executive Committee of the Kouga Municipal Council.

“head of department” means a person employed at that level which reports directly to the Municipal Manager

“payment” means the monetary compensation or monetary benefit or gift with a monetary value due to an employee or received by an employee in respect of services rendered by the employee to a person or body other than the Council.

“permanent employee” means an employee appointed to a permanent position on the staff structure, and includes an employee which has successfully completed a probation period appointed to a permanent position on the staff establishment but excludes a contractual employee, a casual employee and a temporary employee.

“SALGA” means the South African Local Government Association.

“SALGBC” means the South African Local Government Bargaining Council and includes Divisions thereof.

"Section 57 employees" means employees appointed in terms of Section 57 of the Local Government Municipal Systems Act 32 of 2000, and includes the Municipal Manger and Managers reporting directly to him/her.

3. **APPROVAL FOR PARTICIPATION**

- 3.1 The Municipal Manager and Section 57 employees are exempt from requiring approval for participation in the benefits associated with this cellular policy and automatically qualify for participation.
- 3.2 Where a Section 57 Manager is of the opinion that an employee within his/her department requires the use of a cellular phone in order to improve the service delivery objectives, such Manager shall in writing submit a written motivation to the Municipal Manager detailing the need for participation.
- 3.3 The Municipal Manager in terms of the provisions of this policy has the authority to approve or reject any application for participation in terms of the provisions of this policy taking due cognizance of any budgetary requirements.
- 3.3.1 Where the Municipal Manager has granted approval for participation, the Human Resources Section shall administer the implementation and maintenance of such participation.

4. **PARTICIPATORY BENEFITS**

- 4.1 This policy acknowledges the strategic need for Section 57 employees, inclusive of the Municipal Manager, to be available when out of Office on official business and after normal office hours and the fact that these employees are required to, in these instances make and receive work related phone calls and to have direct access to wireless data transmissions and to receive data in order to achieve and maintain service delivery and business objectives of the Council.
- 4.1.1 In terms of this policy participatory benefits to Section 57 employees, inclusive of the Municipal Manager shall be limited to the following:

Municipal Manager:

- 1000 free minutes per month
- HSDPA data 500MB per month
- Contract taken out by Council
- Insurance provided by Council

Section 57 Managers:

- 500 free minutes per month
- HSDPA data 500MB per month
- Contract taken out by Council

- Insurance provided by Council

4.2 This policy further acknowledge the strategic need for certain Section 55 (e) employees to be available when out of the office or when no landline is available to receive work related phone calls and make limited work related phone calls in order to ensure that the business objectives and services delivery goals of Council is achieved and maintained.

4.2.1 In terms of this policy Section 55 (e) employees approved for participation shall enjoy the following benefits:

Employees reporting directly to Section 57 managers:

- A monthly cellular phone allowance equal to the contract rates for 100 anytime free minutes.

Other employees:

- A cellular monthly cellular phone allowance equal to the contract rates for a contract that provides for 15 anytime free minutes and 85 free minutes over weekends.

5. **MANAGEMENT OF CELLULAR NEEDS FOR OFFICIALS**

5.1 The Human Resources Section shall manage the application of this policy and shall keep record of all approvals granted in terms of this policy.

5.1.1 The Human Resources Section shall annually with commencement of budget preparations again confirm the need for employees to participate in the cellular allowance scheme by obtaining written confirmation from the relevant Managers that circumstances remains unchanged and submit this information to the Municipal Manager for approval.

The Human Resources Section shall thereafter submit records of approvals granted to the Finance Section for inclusion in the budget.

5.2 In respect of the Municipal Manager and other Section 57 employees, the Manager Corporate Services shall make arrangements for entering into contracts with service providers for the supply of cellular telephones and wireless data connections in accordance with the supply chain management policy.

5.2.1 The Manager Corporate Services shall administer these contracts.

6. **INSURANCE ARRANGEMENT FOR CELLULAR PHONES AND WIRELESS DATA CARDS**

6.1 Employees other than Section 57 employees shall be required to make their own arrangements for insuring cellular phones.

6.1.1 Where an employee has lost or damaged his/her cellular phone, such employee shall be required to within 5 working days from such damage or loss obtain a replacement phone at his/her own cost failing which the payment of the cellular phone allowance be ceased and be subject to fresh approval.

6.2 Cellular phones and wireless data cards for Section 57 employees shall be insured by Council under Council's combined insurance policy subject to the following provisions:

6.2.1 The cellular phone and wireless data card remains the property of Council for the duration of the agreement with the service provider, and Section 57 employees shall take all reasonable measures in order to ensure that these are not unnecessarily exposed to risk.

6.2.2 Where the insurance company refuses any claim as a result of the loss or damage to a cellular phone or wireless data card as a result of the negligence of a Section 57 employee, such employee shall within 10 working days from the date of rejection of the claim replace such phone or data card with a similar model at his/her own cost, inclusive of any SIM card replacement, failing which the premium for the rental of these items be deducted from the remuneration of such Section 57 employee until such time as the item(s) have been replaced as set out herein.

6.2.3 In instances of regular claims as a result of the damage or loss of a cellular phone or wireless data card by any single individual Section 57 employee, resulting in increases in the premiums for the insurance of these items, such Section 57 employee may be required to have the full premium in respect of his/her cellular phone and/or data card deducted on a monthly basis from his/her remuneration.

7. **DURATION AND RENEWALS OF CONTRACTS**

7.1 A cellular phone and wireless data card contract for a Section 57 employee, shall be maintained for the duration of the employment of the employee, maintaining the same cellphone number and e-mail address throughout this period.

7.2 The supply of any particular model of cellular phone shall be contract dependant and if any individual Section 57 employee requires a cellphone which cannot be supplied free of charge by the service provider at the onset of the contract, such Section 57 employee may at his/her own costs arrange for the upgrading of such cellular telephone.

7.3 Cellular phones shall only be upgraded dependant on the provisions of the contract with the service provider, provided that where a Section 57 employee requires a cellular phone to be upgraded during the contract term, such Section 57 employee shall bear the full costs of such upgrade.

7.4 Cellular phone numbers in respect of employees who are required to provide and maintain own cellular telephones shall be at the discretion of the individual.

8. **CELLUAR NUMBERS AND E-MAIL ADRESSES TO BE PUBLIC KNOWLEDGE**

8.1 Each person who participate in any of the benefits contained in this policy shall be obliged to permit the information relative to the cellular phone number and e-mail; addresses to be made public and to supply any member of staff and public therewith on request.

8.1.1 Failure to comply with 8.1 above may lead to discipline being instituted in terms of Council's disciplinary policy and procedures.

8.2 All persons who receive a cellular allowance or cellular phone and wireless data card in terms of this policy shall ensure that all their details are at all times correct and shall supply information on cellular telephone numbers and e-mail addresses to the Corporate Service Directorate for publication on the internal telephone lists.

9. **EXCEEDING CONTRACT PROVISIONS IN RESPECT OF DATA AND AIRTIME**

9.1 Where a Section 57 employee exceeds 1000 free minutes, or 500MB of data during any accounting period by the service provider, the excess shall be recovered directly from the remuneration of such Section 57 employee.

9.2 Employees are encouraged to make use of landlines or radio communication, but in instances where an employee as a result of exceptional circumstances exceeds the total of the allowance, the employee may make application to the Municipal Manager for reimbursement subject to the following conditions:

9.2.1 **The application must be made in writing detailing the following:**

- The circumstances or event which necessitated increased use of the cellular telephone;
- Proof of numbers dialed during this period;
- Details of the numbers dialed and reasons therefore;
- Why alternative communication methods could not be used.
- The amount claimed.

9.2.2 The application must be supported by the immediate superior and Head of Department in writing.

- 9.2.3 The Municipal Manager shall at his discretion approve or reject any application for reimbursement.
- 9.2.4 Where reimbursement has been approved the reimbursement shall be effected with the following salary run and in no circumstances shall reimbursement be done by cheque.

10. **CELLULAR PHONE AND WIRELESS DATA CARD ACCESSORIES**

- 10.1 Employees are encouraged to make use of blue tooth wireless technology and as such shall applications for car kits be limited to consideration being given to assist an employee on a 50/50 basis for the installation of a blue tooth wireless communication system in the vehicle of the employee or a wireless blue tooth head set.
- 10.2 Assistance with regard to the supply and installation of antennas at the dwellings of Section 57 employees shall be done on a 50/50 basis.
- 10.2 Applications for assistance in this regard must be made in writing to the Municipal Manager, who shall have the discretion to approve or reject the application and may determine the type of equipment for which assistance shall be given.

11. **OWNERSHIP**

- 11.1 Council shall own all cellular contracts, wireless data cards and cellular telephones for the duration of the contract in respect of Section 57 employees, with the provision that upon expiry of a cellular contract ownership of the telephone and/or wireless data card supplied by the service provider in terms of the contract shall revert to the relevant Section 57 employee.
- 11.2 Where the services of a Section 57 employee are terminated for whatever reason, such Section 57 employee shall against signature hand in the wireless data card and cellular telephone withal SIM card and PIN number details to the Manager Corporate Services.
- 11.2.1 Where clause 11.2 above is not complied with the Manager Corporate Service shall institute action to recover the equipment and any costs incurred in this regard.

12. **INTERNET AND E-MAIL POLICY**

- 12.1 The internet and e-mail policy of Umsobomvu Municipality is applicable to all users of wireless data cards.
- 12.2 Users of wireless data cards shall take sufficient reasonable measures to ensure that data is not contaminated through internet distributed viruses.

13. **INCREASE OF BENEFITS AND ALLOWANCES**

13.1 Benefits and allowances as set out herein coupled to the determinations made in terms of the provisions of the Remuneration of Public Office Bearers Act 20 of 1998 shall be automatically adjusted in accordance with the publication of said determinations from time to time.

13.2 The allowances payable to officials in terms of rates applicable to a 15 minute everyday and 85 minute weekend contract shall be revised annually with the consideration of the estimates.

I, **hereby**
acknowledge the content of the abovementioned Cellphone
Policy and will adhere to the content thereof.

Signed on
DATE

.....
OFFICIAL

UMSOBOMVU MUNICIPALITY

03/06/FA14 : POLICY ON CHEQUE SIGNING AUTHORITY

1. That the undermentioned policy for cheque signing authority be approved and implemented with immediate effect.
 - 1.1 To prevent any unauthorized expenditure and fraudulent use of municipal cheques, the following procedures must be adhered to:
 - 1.1.1 All expenditure vouchers must be signed and certified as correct by the Chief Clerk : Creditors before the processing of cheques;
 - 1.1.2 Only three(3) employees will have cheque signing powers, namely the Manager : Finance, Municipal Manager and any other Section 57 manager ;
 - 1.1.3 At least two(2) of the signatories as enumerated in 1.1.2 above must be available for this function. Prior arrangements must be made when one of the signatories are on leave or attending a meeting;
 - 1.1.4 Unused cheques must be kept in the safe provided in the strong room to limit access
2. **Hand Cheques**
 - 2.1 Unused hand cheques must be kept in the safe in the downstairs vault at all times and must be limited to the following:
 - 2.1.1 Payment of subsistence and traveling allowances where late notification is proved (Should not be the norm, as the official or Councillor can claim the expenses on return or as part payroll system);
 - 2.1.2 Emergency payments authorized by the Manager: Finance or his/her authorized person.
3. **General Guidelines**

- 3.1 Sufficient time should be allowed to ensure that payments are done according to the purchasing policy.
- 3.2 It is proposed that suppliers, once-off and contractors, be informed that payments will be processed within five(5) days of receipt of invoice/payment verification duly certified and accompanied by a copy of the order issued.
- 3.3 Monthly creditors will be paid within thirty(30) days after receipt of a statement.
- 3.4 The payment of temporary staff will be subject to the submission of a legal service contract, a time sheet duly authorized and submitted 24 hours in advance.
- 3.5 That it be strived to work toward the ACB method of payment to creditors, which access must be properly controlled and done by senior staff. This will overcome the signing of cheque problems.
- 3.6 All personnel payments will be processed with the monthly payroll.

**UMSOBOMVU MUNICIPALITY
(NC072)
(NOUPOORT, COLESBERG, NOVALSPONT)**

CREDIT CONTROL AND DEBT COLLECTION POLICY

In terms of section 96 (b) a Municipality must adopt, maintain and implement a credit control and debt collection policy which is consistent with it's rates and tariff policies and complies with the provisions of Act 32 of 2000. The policy must consist of the following:

- a) Credit control procedures and mechanisms;
- b) Debt collection procedures and mechanisms;
- c) Provide for indigent debtor's that is consistent with it's rates and tariff policies and any mentioned policy on indigent;
- d) Realistic targets consistent with:
 - i) general recognized accounting practices and collection ratios;
and
 - ii) the estimates of income set in the budget less an acceptable provision for bad debts.
- e) Interest on arrears, where appropriate;
- f) Extensions of time for payment of accounts;
- g) Termination of services or the restriction of the provision of services when payments are in arrears;

- h) Matters relating to unauthorized consumption of services, theft and damages;
- i) Any other matter that may be prevented by regulation in terms of section 104;
- j) The policy may differentiate between different categories of ratepayers, users of services, debtors, taxes, services, service standards and other matters as long as the differentiation does not amount to unfair discrimination.

1. CREDIT CONTROL PROCEDURES AND MECHANISMS

All consumers of services with the Municipality must complete an application form requesting to be connected to the Municipal supply of electricity, water, sewerage and the disposal of refuse.

The form must at least contain the following:

- a) Full name of applicant;
- b) Postal address and fixed abode;
- c) Identity number and a photo-copy of the identity documents of both husband and wife, and if a tenant also copies of the identity document of the owner is compulsory;
- d) Marital status;
- e) Three recent references;
- f) Vehicle registration number if any;
- g) Next of kin not residing with applicant;
- h) Address and telephone number of next of kin;

- i) Applicant's home and work and cellular phone numbers;
- j) If a tenant the owner or representative must sign the application form for approval of the services to be connected;
- k) A service deposit paid in advance on request and before the services can be connected;
- l) The application forms must be completed in such a manner that it serves as an agreement with the Council of which a copy must be handed to the applicant;
- m) The application forms must be filed for ease of future reference;
- n) If the applicant cannot read or write he/she should be assisted with the completion of the form and the agreement explained;
- o) A paragraph be inserted whereby the owner will be held responsible for the debt is not paid by the tenant;
- p) Previous address.

2. DEBT COLLECTION PROCEDURES AND MECHANISMS

In terms of Section 99 of the Municipal Systems Act 32 of 2000 the Council or a Committee appointed by it, as the supervisory authority must oversee and monitor the implementation and enforcement of the Municipality's credit control and debt collection policy and by-laws enacted in terms of Section 98, and the performance of the Municipal Manager in implementing the policy and by-laws.

As the Code of Conduct for Councillors in terms of Schedule 1 of the Act does not make provision as in the case of schedule 2 Section 12 of the Code of Conduct for Municipal staff members i.r.o. the payment of arrears it will form part of this policy that a

Council member of the Municipality may not be in arrears to the Municipality for rates and service charges for a period longer than 3 months, and the Municipality may deduct any outstanding accounts from the Council member's allowance after this period.

3. **BACKGROUND**

It is essential that funds are available to meet all expenditure of either a capital- or operating nature as and when such expenditure has to be incurred. A proper credit control policy will assist the municipality with ensuring liquidity. As the payment by the debtor has a major effect on cash flow, credit control on various services of the Council is covered in the policy. A committee of the Council has investigated the encouragement to pay for services and their suggestions and recommendations will form part of the policy:-

4. **CREDIT CONTROL POLICY**

- i) Upon application for services the following should be obtained from the applicant:-
 - a) Photocopies of identity documents of both husband and wife and if a tenant, also copies of the owner's identity document is compulsory;
 - b) Names and addresses of next of kin must be supplied;
 - c) Motor registration numbers must be supplied;
 - d) That a clause be inserted whereby the owner will be held responsible for the debt if not paid by the tenant;
 - e) The owner or representative of the owner has to sign the application form for approval of the services to be connected;
 - f) The previous address should be stated for reference.

- ii) Where a service agreement with the Municipality has not been entered into by the consumer, water and electricity will be disconnected until such time as a service agreement has been signed and the applicable deposit paid;
- iii) New consumer deposits for business and industrial consumers must be reassessed three months after the initial deposit date;
- iv) All other business and industrial deposits will be reviewed annually during September;
- v) Where electricity and/or water supply has been disconnected erroneously a written apology will be dispatched within seven working days;
- vi) Where consumers fail to pay their water and electricity accounts by the due date, the following actions should be taken:-
 - a) Final notices may be delivered or posted after the due date. The final notice will contain a notice that the client may arrange to pay the outstanding balance off in terms of the Credit Control Policy;
 - b) An Acknowledgement of Debt agreement must be completed with all arrangements for paying off arrear amounts. Copies must be handed to the client and filed on the D.A. File;
 - c) The Acknowledgement of Debt must be signed with 48 hours after the receipt of the final notice;
 - d) Debit orders must be completed for the monthly payment of the agreed amount or at least the current amount, as far as possible. If the arrangement is

dishonored the full balance will immediately become payable;

- e) Extension for the payment of arrears, together with the current accounts, should not exceed 36 months with first payment within 30 days of the date of agreement;
- f) Interest will be charged on the arrear amount of such an agreement;
- g) Only consumers with positive proof of identity or an authorized agent with a Power of Attorney will be allowed to complete an "Acknowledgement of Debt."
- h) When cheques are returned "Refer to Drawer" where an arrangement has been made, the full balance will immediately become payable. Electricity and/or water supply to such consumer will be disconnected until the full amount is paid in cash or per bank guaranteed cheque;
- i) No person will be allowed to enter into a second agreement if the first agreement was dishonored, except in special merit cases;
- j) Merit cases, where special circumstances prevail, must be treated individually and could, amongst others, include the following categories:-
 - Unemployed persons
 - Deceased estates
 - Liquidated companies or cc's
 - Private persons under administration

- Outstanding enquiries on accounts for example, unallocated payments, water leaks, journals, incorrect levies, etc.
- Pensioners
- Any other cases not mentioned which may be regarded as merit cases due to circumstances approved by the Treasurer.

Extension for payments of arrears in respect of merit cases should not exceed 60 months (5 years) or any other period in the discretion of the Treasurer. With the first payment within 30 days of the date of the agreement.

- k) Only the Treasurer, Deputy Treasurer and Accountant Income may make such extension and these cases must be supported by documentary proof and previous payment records will be taken into consideration;
- l) When disconnection of electricity and/or water supply takes place due to non payment, the consumer's deposit will be adjusted to the current minimum;
- m) When services are illegally restored, criminal action will be taken if possible;
- n) Where water and electricity accounts remain outstanding or unpaid for more than 2 months, the account will be handed over to debt collectors for collection and/or legal action to the Attorneys and will be listed at the Information Trust Corporation. These clients will have to make further arrangements at the Attorney and/or debt collectors, for the arrears account. The current monthly accounts must be paid directly to the Municipality;

- o) After a debtor has been handed over for collection, the case will not be withdrawn unless there was a mistake or oversight on the part of the Municipality;**
- p) That where a property is provided with a pre-paid electricity and water meter and being in arrears 20% of the purchases of electricity and water will be taken towards the arrears;**
- q) Where consumers fail to pay their accounts in respect of assessment rates, refuse, sewerage and sundry charges and availability charges, the following action should be taken:-**

 - i) That to recover the outstanding debts in respect of annual levies a notice be served on the debtor during October each year informing the debtor that it is noted that he/she has not paid the accounts and reminding him/her of the due date end of September;**
 - ii) That a final demand be served on the debtor early during October of each year informing him/her that he/she has 14 days to pay the account after which he/she will be handed over to the Attorneys for collection and that his/her name will be forwarded to the Information Trust Corporation for listing;**
 - iii) That the same procedures be followed as applicable to electricity and water for arrangements for paying off arrears or extension of payments if responded to within 48 hours;**
 - iv) If a consumer is in arrears and an Acknowledgement of Debt Agreement has been signed and the household income does not exceed R1 600,00 per month, and the D.A. is honoured, the interest will**

be ceased to allow the consumer to eliminate the outstanding debt within 36 months or a shorter period, as agreed by the consumer.

UMSOBOMVU MUNICIPALITY

COST CONTROL FUNCTION FOR VOTES POLICY

POLICY ON COST CONTROL FUNCTIONS FOR VOTES

1. That all votes will be linked to cost control mechanisms on the electronic data system via the requisition system.
2. Only salary votes to be excluded from this system.
3. Subsistence & Traveling will be linked to the requisition system.
4. Council public catering vote will be linked to the requisition system for all planned meetings.
5. An amount will be allocated to the Municipal Manager's office as well as the Mayor's office to utilize at his discretion for the meals of official visitors to the municipality. This will be executed from the requisition system.

MEALS FOR COUNCIL AND OTHER MEETINGS

1. That a meal be available for Council and Special Council Meetings lasting 5 hours and longer (8 meetings).
2. That a meal be available for all Mancom meetings lasting 5 hours and longer (12 meetings).
3. That no meals be provided for any other meeting, but that sandwiches be prepared for such occasions by the housekeeping staff.
4. That officials tasked to attend these meetings in 1 and 2 above be entitled to a meal.
5. That officials attending meetings as enumerated in point 3 above be entitled to sandwiches.
6. That in the instances of any other work group or committee, sandwiches be prepared for lunch.
7. That public participation meetings be provided with refreshments and sandwiches at the discretion of the Municipal Manager.