

**FINANCIAL SERVICES DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**REVENUE ENHANCEMENT**

**RESPONSIBLE OFFICIAL: MRS M.M. NGWENYA**

**1. BILLING**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial Management.  Good Governance and public participation	Governance process perspective	Financial viability (18).	To ensure financial viability by maximizing revenue	To ensure that all meter readings are taken on a monthly basis both (electricity and water)	Personnel Stationery	Number of meters read	Improved revenue	Meter readers do monthly readings	All meter to be read every month for 12 months.	100%	100%	100%	100%	Meter readings report
				Ensure accurate billing of consumer accounts for rates and services	Meter readings Approved tariffs Valuation roll	No of consumer accounts billed.	Improved revenue	Consumers are billed on a monthly basis as and when meter readers are done with readings	To bill 100% of consumers by the 20 <sup>th</sup> of each month	To bill 100% of consumers by the 20 <sup>th</sup> of each month	To bill 100% of consumers by the 20 <sup>th</sup> of each month	To bill 100% of consumers by the 20 <sup>th</sup> of each month	To bill 100% of consumers by the 20 <sup>th</sup> of each month	Billing report
				To send out accounts on time	Personnel Budget	Accounts send out on time	Improved revenue	accounts are sent out on a monthly basis as and when the printing is done	To sent account by the 24 <sup>th</sup> of each month	To sent account by the 24 <sup>th</sup> of each month	To sent account by the 24 <sup>th</sup> of each month	To sent account by the 24 <sup>th</sup> of each month	To sent account by the 24 <sup>th</sup> of each month	Invoice for posting of accounts
									<b>Annual Budget Allocation: Vote no: 024 200010 Salaries budget</b>					

**FINANCIAL SERVICE DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**REVENUE MANAGEMENT**

**OFFICAL: MRS M.M. NGWENYA**

**2.CONSUMER ACCOUNTS**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial Management .  Good Governance and public participation	Governance process perspective	Financial viability (18).	To ensure financial viability by maximizing revenue	To attend customer query before the next billing period	Personnel  Financial system	Consumer queries attended on time	Improved service delivery	Queries are resolved on ad hoc basis	To attend customer query before the next billing period	To attend customer query before the next billing period	To attend customer query before the next billing period	To attend customer query before the next billing period	To attend customer query before the next billing period	Register of queries
										<b>Annual Budget Allocation:</b>				
										Vote no: 024 200010				
										<b>Salaries budget</b>				

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**REVENUE ENHANCEMENT**

**RESPONSIBLE OFFICAL: MRS M.M. NGWENYA**

**3. IMLPEMENTATION OF DEBT MANAGEMENT AND CREDIT CONTROL POLICY(CURRENT ACCOUNTS)**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial Management .  Good Governance and public participation	Governance process perspective	Financial viability (18).	To ensure financial viability by maximizing revenue	Implementati on of debt management policy and credit control policy	Personnel Debtors accounts	Improved payment level	Financia l viable	Debt management and credit control policy are implemented	To improve payment level to 75% on a monthly basis	To improve payment level to 75% on a monthly basis	To improve payment level to 75% on a monthly basis	To improve payment level to 75% on a monthly basis	Arrangeme nts made  Cut off made  Monthly report	
										<b>Annual Budget Allocation:</b>				
										<b>Vote no: 024 200010</b>				
										<b>Salaries budget</b>				

**FINANCIAL SERVICE DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**REVENUE ENHANCEMENT**

**RESPONSIBLE OFFICAL: MRS M.M. NGWENYA**

**4. IMLPEMENTATION OF DEBT MANAGEMENT AND CREDIT CONTROL POLICY(LONG OUTSTANDING DEBTORS)**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial Management . Good Governance and public participation	Governance process perspective	Financial viability (18).	To ensure financial viability by maximizing revenue	Implementati on of debt management policy and credit control policy	Personnel Debtors accounts	Improved payment level	Financia l viable	Debt management and credit control policy are implemented	To collect R4 200 000.00 per annum	To collect R1 050 000.00 per quarter	To collect R1 050 000.00 per quarter	To collect R1 050 000.00 per quarter	To collect R1 050 000.00 per quarter	Arrangeme nts made  Cut off made  Monthly & quarterly report
										<b>Annual Budget Allocation:</b>				
										<b>Vote no: 024 200010</b>				
										<b>Salaries budget</b>				

**FINANCIAL SERVICE DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**SUPPLY CHAIN MANAGEMENTG**

**RESPONSIBLE OFFICAL: MRS M.M. NGWENYA**

**5. PROCUREMENT OF GOODS AND SERVICES**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial Management.  Good Governance and public participation	Governance process perspective	Financial viability (18).	To ensure that procurement processes are fair, equitable ,transparent, competitive and cost effective	To rotate suppliers within the municipal database for procurement purposes	Personnel  Data base	Number of local service providers appointed	SMME'S developed economically	SMME'S are appointed by the municipality	12 SMME'S be appointed					Procurement processes
				To advertise all procurement which qualifies for advertisements	Personnel  Notice board  Website	Number of procurement advertised	Fair ,equitable, transparency and cost effective processes	Procurement qualifying for advertisement are advertised	To advertised all procurement that qualifies for advertisements					
									<b>Annual Budget Allocation: Vote no: 024 200010</b>  <b>Salaries budget</b>					

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**CREDITORS**

**RESPONSIBLE OFFICAL: MRS M.M. NGWENYA**

**6. PAYMENT OF SALARIES AND CREDITORS**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial viability.	Governance process perspective  Development Impact Perspective.	Financial viability (18).  Corporate Governance (24).	To ensure compliance with legislative, reporting framework and prescribed accounting standards	To pay creditors within 30 days after the receipts of relevant documentation	Personnel  Invoices  Budget	Paid creditors on time	Complying municipality	Only salaries are paid within 30 days after the receipts of time sheet, and the other creditors are paid as and when cash is available	To pay creditors within 30 days after the receipts of relevant documentation	To pay creditors within 30 days after the receipts of relevant documentation	To pay creditors within 30 days after the receipts of relevant documentation	To pay creditors within 30 days after the receipts of relevant documentation	Payment reports	
										<b>Annual Budget Allocation:</b>  <b>Vote no: 024 200010</b>  <b>Salaries budget</b>				

**FINANCIAL SERVICES DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**ASSETS MANAGEMENT**

**RESPONSIBLE OFFICAL: MRS M.M. NGWENYA**

**7. ASSETS MANAGEMENT AND SAFEGUARDING**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial viability.	Governance process perspective  Development Impact Perspective.	Financial viability (18).  Corporate Governance (24).	To manage and maintain all municipal assets to comply with GRAP 17	Acquire knowledge of the useful life state of the immovable and movable assets for replacement purposes. and conducting asset verifications	Personnel  Assets register	Assets verified	Proper management and maintenance of the assets within the municipality	Assets are verified on a monthly basis by the users and submit the assets verification form to assets unit	To verify and determine useful life of all the assets	25%	50%	75%	100%	
										Annual Budget Allocation:				
										Vote no: 024 200010				
										Salaries budget				

**FINANCIAL SERVICES DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**ASSETS MANAGEMENT**

**RESPONSIBLE OFFICAL: MRS M.M. NGWENYA**

**8. INVENTORY COUNT**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial viability.	To manage and maintain municipal inventory for effective and efficiency service delivery	To conduct periodically inventory count.			Personnel Assets register	Assets verified	Proper management and maintenance of the assets within the municipality	Assets are verified on a monthly basis by the users and submit the assets verification form to assets unit	To verify and determine useful life of all the assets	25%	50%	75%	100%	
										<b>Annual Budget Allocation:</b> <b>Vote no: 024 200010</b> <b>Salaries budget</b>				



**FINANCIAL SERVICES DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**GRANT MANAGEMENT**

**RESPONSIBLE OFFICIAL: MRS M.M NGWENYA**

**9. MUNICIPAL INFRASTRUCTURE GRANT ADMINISTRATION**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Good Governance and public participation.	Governance process perspective  Development Impact Perspective.	Financial viability (18).  Corporate Governance (24).	To ensure compliance with legislative and reporting framework.	To develop an MIG project list with detailed budget and timeframe for the implementation of prioritized measureable outputs	Project list  Personnel	Received MI G	Sound institutional and governance systems and capacitated municipality	MIG was received as per the request in terms of the Project registered	MIG to be received in the 2015/16 financial year	To receive MIG as per the schedule	To receive MIG as per the schedule	To receive MIG as per the schedule	To receive MIG as per the schedule	Project List  DORA reports
Expenditure			To ensure efficient, effective cash flow management	To implement the approved projects.	Approved business plan  Municipal Infrastructure Grant	No of projects implemented	Well established municipality	Expenditures were paid in terms of the payment certificates	To pay related expenditure as and when required	To pay related expenditure as and when required	To pay related expenditure as and when required	To pay related expenditure as and when required	To pay related expenditure as and when required	Expenditure report.
Reporting	Governance process perspective	Financial viability (18).	To ensure compliance with legislative, reporting framework and prescribed accounting standards	To submit monthly reports timeously to Provincial Treasury and National Treasury	Personnel  Financial information	Report submitted	Complying municipality	Reports are submitted as per the requirement of the MFMA	To submit 12 report on time	To submit 3 reports on time	To submit 3 reports on time	To submit 3 reports on time	To submit 3 reports on time	Proof of submission
										<b>Annual Budget Allocation:</b>				
										R (National Treasury)				

**FINANCIAL SERVICES DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**GRANTS MANAGEMENT**

**RESPONSIBLE OFFICIAL: MRS M.M NGWENYA**

**10. MUNICIPAL SYSTEMS IMPROVEMENT GRANT ADMINISTRATION**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Good Governance and public participation.	Governance process perspective  Development Impact Perspective.	Financial viability (18).  Corporate Governance (24).	To ensure compliance with legislative and reporting framework.	To develop an MSIG activity plan with detailed budget and timeframe for the implementation of prioritized measureable outputs	Business plan  Personnel	Received MISG	Sound institutional and governance systems and capacitated municipality	MSIG was received as per the request in terms of the business plan	MSIG to be received in the 2014/16 financial year	R	R	R	R	Activity plan  DORA reports
Expenditure			To ensure efficient, effective cash flow management	To implement the approved activity plan.	Approved business plan  Municipal System Infrastructure Grant	No of training attended and improved system.	Capacitated municipality	Expenditures were done in terms of activity plan	To pay related expenditure as and when required	To pay related expenditure as and when required	To pay related expenditure as and when required	To pay related expenditure as and when required	To pay related expenditure as and when required	Expenditure report.
Reporting	Governance process perspective	Financial viability (18).	To ensure compliance with legislative, reporting framework and prescribed accounting standards	To submit monthly reports timeously to Provincial Treasury and National Treasury	Personnel  Financial information	Report submitted	Complying municipality	Reports are submitted as per the requirement of the MFMA	To submit 12 report on time	To submit 3 reports on time	To submit 3 reports on time	To submit 3 reports on time	To submit 3 reports on time	Proof of submission

**FINANCIAL SERVICES DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**REVENUE MANAGEMENT**

**RESPONSIBLE OFFICIAL: MRS M.M NGWENYA**

**11. FINANCIAL MANAGEMENT GRANT ADMINISTRATION**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial viability.	Governance process perspective  Development Impact Perspective.	Financial viability (18).  Corporate Governance (24).	To build the capacity of municipality and to implement sound institutional and governance systems required in terms of local government legislations.	Development and submission of the FMG support plan for the allocation of the Grant	Accurate reconciliation and reporting of conditional grants.  Personnel	FMG grant received	Sound institutional and governance systems and capacitated municipality	Receive allocations as per the DORA on time	FMG to be received in the 2015/16 financial year	To receive the grant as per the schedule	<b>R 0</b>	<b>R 0</b>	<b>R 0</b>	Support plan and Payment stub
Expenditure			To ensure capacity building and implementation of the MFMA	Appointment of Interns	Personnel	5 interns appointed	Sound institutional and governance systems and capacitated municipality	5 interns were appointed in the 2012/13 financial year.	Appointments of 5 interns and paying of their salaries	Payments of salaries for interns	Payment of salaries for interns	Payment of salaries for interns	Payment of salaries for interns	Payment advise for interns
Financial Management.  Good Governance and public participation	Governance process perspective	Financial viability (18).	To ensure compliance with legislative, reporting framework and prescribed accounting standards	To submit monthly reports timeously to Provincial Treasury and National Treasury	Personnel  Financial information	Report submitted	Complying municipality	Reports are submitted as per the requirement of the MFMA	To submit 12 report on time	To submit 3 reports on time	To submit 3 reports on time	To submit 3 reports on time	To submit 3 reports on time	Proof of submission
										<b>Annual Budget Allocation:</b>				
										(National Treasury)				

**FINANCIAL SERVICES DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**GRANT MANAGEMENT**

**RESPONSIBLE OFFICAL: MRS M.M NGWENYA**

**12. EQUITABLE SHARE**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Good Governance and public participation.	Governance process perspective  Development Impact Perspective.	Financial viability (18).  Corporate Governance (24).	To ensure compliance with legislative and reporting framework.	To monitor Equitable share received from National Treasury	Personnel	Received Equitable share	Sound institutional and governance systems and capacitated municipality	Equitable share was received as per the request DORA	Equitable share to be received in the 2014/15 financial year	To receive allocation as per the schedule	To receive allocation as per the schedule	To receive allocation as per the schedule	To receive allocation as per the schedule	DORA reports
Expenditure			To ensure efficient, effective cash flow management	To ensure financial viability	Equitable Grant	Financial viable municipality	Supported municipality	Equitable share supported the daily running of the municipality	To pay related expenditure as and when required	To pay related expenditure as and when required	To pay related expenditure as and when required	To pay related expenditure as and when required	To pay related expenditure as and when required	Expenditure report.
										<b>Annual Budget Allocation:</b> R (National Treasury)				

**FINANCIAL SERVICES DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**FINANCIAL REPORTING**

**RESPONSIBLE OFFICAL: MRS M.M. NGWENYA**

**13. REPORTING**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial Management.  Good Governance and public participation	Governance process perspective	Financial viability (18).	To ensure compliance with legislative, reporting framework and prescribed accounting standards	To submit section 71 and 72 reports timeously to Provincial Treasury and National Treasury	Personnel  Financial information	Report submitted	Complying municipality	Reports are submitted as per the requirement of the MFMA	To submit 12 section 71 and 2 section 72 report on time	To submit 3 section 71 reports on time	To submit 3 report on time and 1 section 72 report	To submit 3 section 71 report on time	To submit 3 section 71 and 1 section 72 report on time	Proof of submission
										<b>Annual Budget Allocation:</b>  <b>Vote no: 024 200010</b>  <b>Salaries budget</b>				

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**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**FINANCIAL REPORTING**

**RESPONSIBLE OFFICAL: MRS M.M. NGWENYA**

**14. INTERIM FINANCIAL STATEMENTS**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial Management.  Good Governance and public participation	Governance process perspective	Financial viability (18).	To ensure compliance with legislative, reporting framework and prescribed accounting standards	To prepare and submit interim financial statements on time	Personnel  Financial information	Interim financial statement prepared	Complying municipality	Interim financial statement were prepared in the 2014/15 financial year	To prepare interim financial statement			To prepare interim financial statement		Interim financial statements
										<b>Annual Budget Allocation:</b> <b>Vote no: 024 200010</b> <b>Salaries budget</b>				

**FINANCIAL SERVICE DEPARTMENT**

**SERVICE DELIVERY & BUDGET IMPLEMENTATION PLAN - 2015/2016**

**ANNUAL REPORT**

**RESPONSIBLE OFFICAL: MRS M.M. NGWENYA**

**15. ANNUAL FINANCIAL STATEMENT**

KPA	PERSPECTIVE	PRIORITY ISSUE	OBJECTIVE	STRATEGY	KPI			BASELINE INDICATOR	ANNUAL TARGET	QUARTERLY TARGETS				SOURCE OF EVIDENCE
					Input Indicator	Output	Outcome			Q1	Q2	Q3	Q4	
Financial viability.	Governance process perspective  Development Impact Perspective.	Financial viability (18).  Corporate Governance (24).	To ensure compliance with legislative, reporting framework and prescribed accounting standards	To prepare and submit annual financial statements on time	Personnel  Financial information	Annual financial statement prepared and submitted to Auditor General	Complying municipality	Financial statements are prepared and submitted by the 31 August each year.	To compile and submit AFS on time	To compile and submit AFS on time				Annual financial statement for the 2014/15 financial year
										<b>Annual Budget Allocation:</b>  <b>Vote no: 024 200010</b>  <b>Salaries budget</b>				