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In your reply, please quote: **WC: FMSG**
Reference: **Q4 2019/2020**
Enquiries: **J. Petro**

14 July 2020

The Head Official: Provincial Treasury
Western Cape Government
Private Bag X9165
CAPE TOWN
8000

Dear Sir/Madam

**QUARTERLY REPORT ON THE PERFORMANCE OF THE WESTERN CAPE
FINANCIAL MANAGEMENT SUPPORT GRANT (WC FMSG)**

The purpose of this report is to provide a progress of the project activities as at **30 June 2020** for the project(s) that were financed through the WC FMSG based on the business plan(s) that was/were submitted by the municipality to the Provincial Treasury.

Roll over projects: 2018/2019

PROJECT A: Revenue Enhancement Strategy Implementation

1. Planned activities and outputs to date (as per the business plan)

PLANNED MONTHLY ACTIVITIES AND OUTPUTS	ACHIEVED (Y/N)
1. Water and electricity meter assessments	Y
2. Wheelie bin assessment	Y
3. Completeness of consumer information	Y
4. Improve customer care culture	Y
5. Role clarification & documentation, Review of procedures, internal control & business processes.	Y

2. Challenges

Change Management

3. Measures to address the challenges

Reprioritization from own funding.

4. Projected expenditure at year end

An amount of R 1 000 000.

5. Potential risk(s)

Processes not implemented as intended on 1 July 2020.

6. Risk mitigation

Change management strategy

7. Spending plans of the unspent portion

Activities	Outputs	Projected expenditure (R)	Delivery date
1. Water and electricity meter assessments	Conduct random meter inspections to determine instances of meter tampering, by-passed meters, illegal connections, condition of meter and water leaks	R 150 000	30 June 2020
2. Wheelie bin assessment	Verification of bins vs FMS vs FAR	R 167 000	30 June 2020

3. Completeness of consumer information	Matching and reconciliation of properties on SAMRAS FMS with Deeds and Property Valuation Roll to determine and remedy	R 500 000	30 June 2020
4. Improve customer care culture	All municipal officials participating in the revenue management function should be taken through a comprehensive awareness and change management exercise	R 150 000	30 June 2020
5. Role clarification & documentation, Review of procedures, internal control & business processes.	Review of Internal Controls Development of Standard Operating Procedures and interdepartmental communication	R183 000	30 June 2020

Projects of 2019/2020

PROJECT A: mSCOA

1. Planned activities and outputs to date (as per the business plan)

PLANNED MONTHLY ACTIVITIES AND OUTPUTS	ACHIEVED (Y/N)
1.Alignment of SAMRAS to SCOA	Y
2.Data cleaning and alignment	Y

2. Challenges

Limited Funding

3. Measures to address the challenges

Reprioritization from own funding.

4. Projected expenditure at year end

An amount of R 280 000.

5. Potential risk(s)

System not functioning as intended on 1 July 2021.

6. Risk mitigation

Change management strategy as well as COVID 19.

7. Spending plans of the unspent portion

Activities	Outputs	Projected expenditure ®	Delivery date
1. Alignment of SAMRAS to SCOA	Alignment current municipal general ledger and organizational structure	R 880 000	30 June 2020
2. Data cleaning and alignment	Alignment current municipal general ledger and organizational structure	R 320 000	30 June 2020

PROJECT B: Revenue Enhancement Strategy Implementation

1. Planned activities and outputs to date (as per the business plan)

PLANNED MONTHLY ACTIVITIES AND OUTPUTS	ACHIEVED (Y/N)
1. Water and electricity meter assessments	Y
2. Wheelie bin assessment	Y
3. Completeness of consumer information	Y
4. Improve customer care culture	Y
5. Role clarification & documentation, Review of procedures, internal control & business processes.	Y
6. Credit Control System	N

2. Challenges

Change Management as well as COVID 19

3. Measures to address the challenges

Reprioritization from own funding.

4. Projected expenditure at year end

An amount of R 1 000 000.

5. Potential risk(s)

Processes not implemented as intended on 1 July 2021.

6. Risk mitigation

Change management strategy

7. Spending plans of the unspent portion

Activities	Outputs	Projected expenditure ®	Delivery date
1. Water and electricity meter assessments	Conduct random meter inspections to determine instances of meter tampering, by-passed meters, illegal connections, condition of meter and water leaks	R 150 000	30 June 2020
2. Wheelie bin assessment	Verification of bins vs FMS vs FAR	R 167 000	30 June 2020
3. Completeness of consumer information	Matching and reconciliation of properties on SAMRAS FMS with Deeds and Property Valuation Roll to determine and remedy	R 500 000	30 June 2020
4. Improve customer care culture	All municipal officials participating in the revenue management function should be taken through a comprehensive awareness and change management exercise	R 150 000	30 June 2020
5. Role clarification & documentation, Review of procedures, internal control & business processes.	Review of Internal Controls Development of Standard Operating Procedures and interdepartmental communication	R 183 000	30 June 2020
6. Credit Control System	Implementation of Credit Control System	R 650 000	30 June 2020

Yours faithfully



R Ontong (CFO)