



# CIGFARO

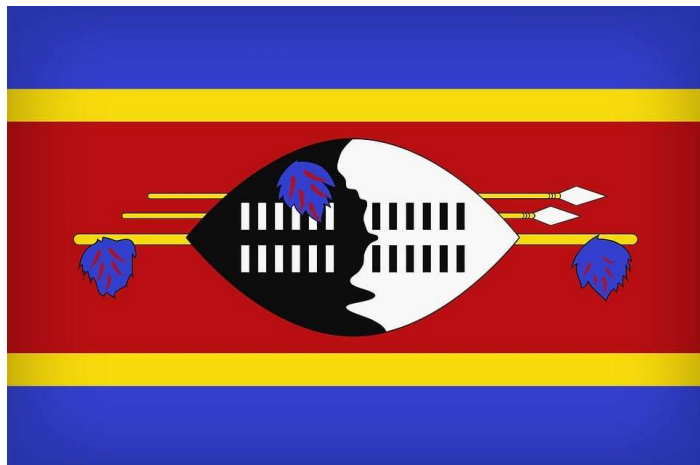
Chartered Institute of  
Government Finance, Audit & Risk Officers

## Welcome Address

Amos Twala CFE

Head of Internal Audit: Nkangala  
District Municipality

President Elect :CIGFARO



# ACKNOWLEDGEMENT

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Honourable acknowledgements to:

President: Dr Emmanuel Mapholoba Ngcobo in absentia

- His Worship, Executive Mayor of Mbabane – Cllr Thulani Mkhonto

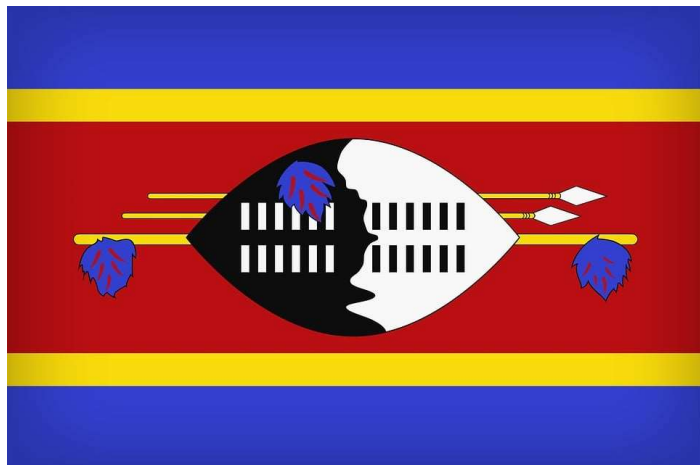
- Honourable Minister of Housing and Urban – Mr. Appolo Maphalala

- Chairperson of CIGFARO Swaziland

- Chairpersons of CIGFARO Mpumalanga and Gauteng Branches

- Esteemed members of the CIGFARO Swaziland and Mpumalanga Branches

- Our valued sponsors



# ACKNOWLEDGEMENT

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## STAKEHOLDERS:

SALGA

STANDARD BANK-ESWATINI

ESWATINI WATER SERVICE CORPORATION

NDALO GOVERNANCE

MUNICIPAL COUNCIL: MBABANE

SARPA

•METGOVIS

ESWATINI ELECTRICITY COMPANY

NKANGALA DISTRICT MUNICIPALITY

•ALL ESTEEMED GUESTS



# Welcome address

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- Esteemed colleagues, honored guests, it is with both humility and a sense of purpose that I stand before you today as the incoming President-Elect of CIGFARO

As we gather, our focus is clear and urgent: exploring how municipal billing systems can be transformed into instruments that restore and solidify public confidence.



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**The theme of restoring public confidence through effective billing systems could not be more relevant.**

**Across South Africa, and indeed in many parts of the world, municipalities face a crisis of trust when it comes to billing.**

**Residents are too often confronted with inaccurate bills, high charges, and inefficient dispute resolution processes.**

**This erodes the fundamental contract between citizens and their local governments, hindering service delivery and undermining the principles of accountability and transparency.**



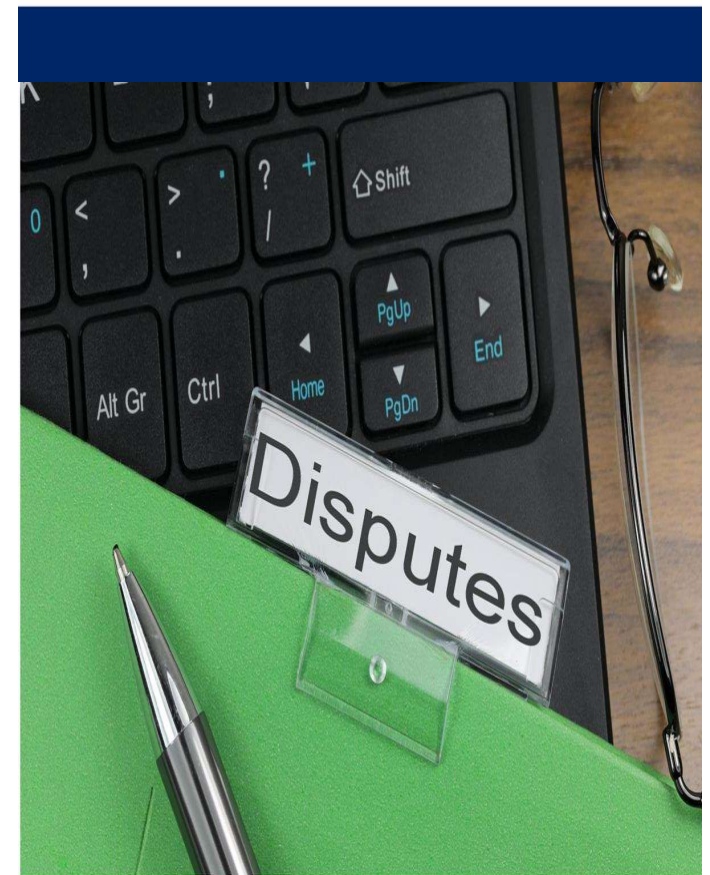
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**We should not look any further for examples:**

**The well-documented challenges faced by the City of Johannesburg, with its billing disputes and financial strains, serve as a potent reminder of the consequences of ineffective billing systems.**

**Furthermore, the ongoing tensions between municipalities , Eskom and water boards over unpaid bills highlight the total impact of billing inefficiencies, threatening the stability of essential services.**





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However, amidst these challenges, it's crucial to acknowledge the positive role that organizations like CIGFARO, SALGA , AG and National Treasury play. For years, CIGFARO has been at the forefront of promoting sound financial management practices within local government. Through its training programs, research initiatives, and platforms for knowledge sharing, CIGFARO has empowered finance professionals with the tools and expertise to navigate complex financial landscapes, including complex municipal billing system.



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- **DATA INTEGRITY:**

We must prioritize the accuracy and reliability of billing data. This means investing in modern systems, ensuring proper meter maintenance, and implementing robust data validation processes.



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## TRANSPARENCY AND COMMUNICATION

**Billing information must be clear, accessible, and easily understandable. Municipalities must proactively communicate with residents, providing detailed explanations of charges and establishing open channels for feedback and dispute resolution.**



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## **ACCOUNTABILITY AND EFFICIENCY**

**Billing systems must be consistent, with clear lines of responsibility and efficient processes for addressing errors and resolving disputes. This includes measures to prevent fraud, ensure system stability, and generate accurate reports for analysis and decision-making**



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## CUSTOMER CENTRICITY

Ultimately, billing systems must be designed with the customer in mind. This means providing convenient payment options, responsive customer service, and a commitment to fairness and equity.



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Over the next 3 days of this conference, it is my hope that we can collectively build upon CIGFARO's legacy and chart a course towards billing systems that are not only accurate and efficient but also instruments of trust and good governance. Let us learn from the challenges, share best practices, and commit to tangible solutions that will ultimately benefit the residents we serve.





**CIGFARO**  
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SAQA Recognised Professional Body



**Thank You.  
Siyabonga,  
Realeboga  
Na Khensa!!  
LAT ONS SAAM WERK VIR  
ONS TOEKOMS**