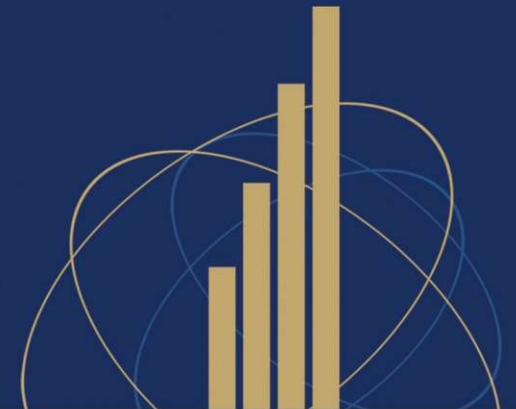




# Digitalization: A game changer for municipalities, State owned entities, and communities



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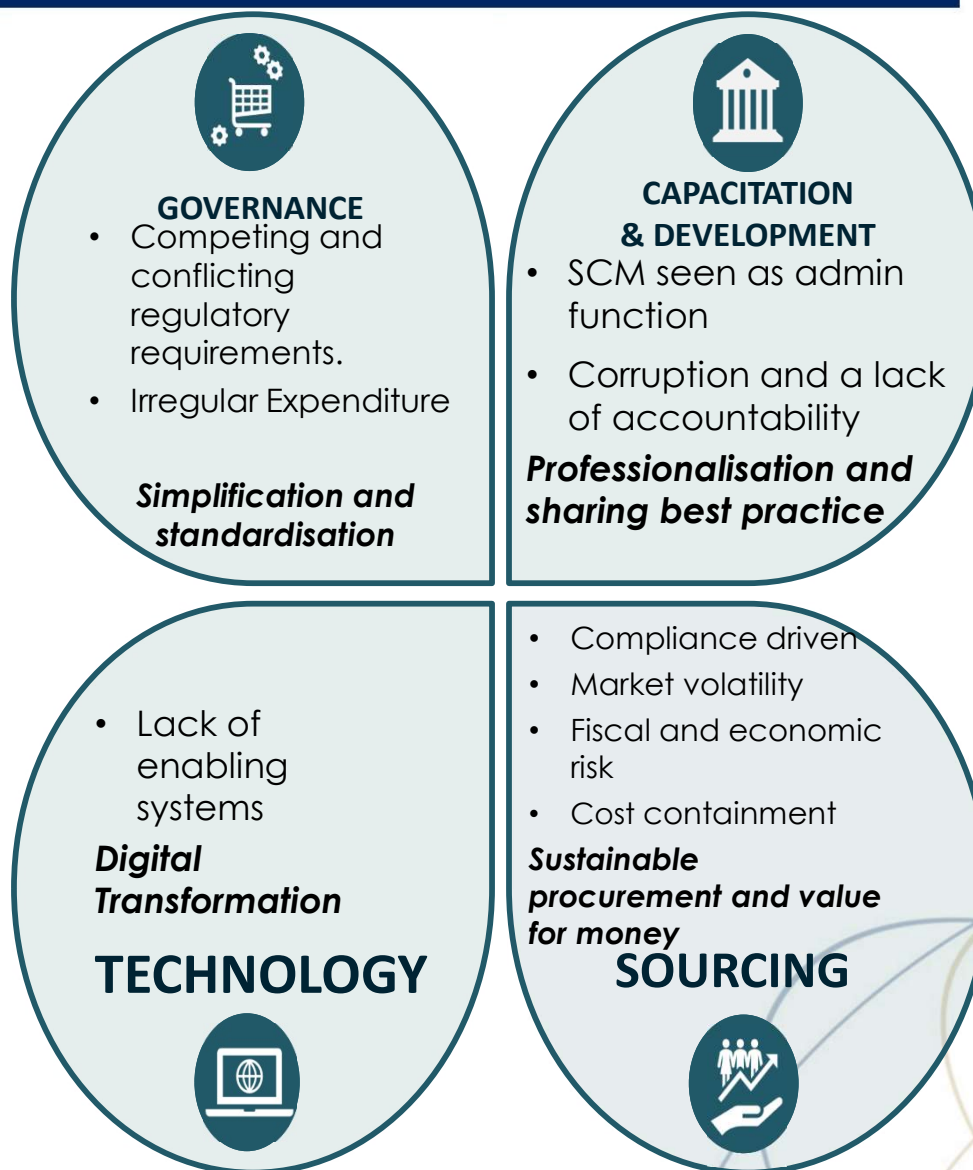
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# Problem Statement & Challenges

## National Treasury statement

“Current public practices suffer from **inefficiencies**, limited **transparency**, and **outdated procedures**, resulting in suboptimal **value for money**, **inadequate competition**, and an inability to **adapt** to changing needs.

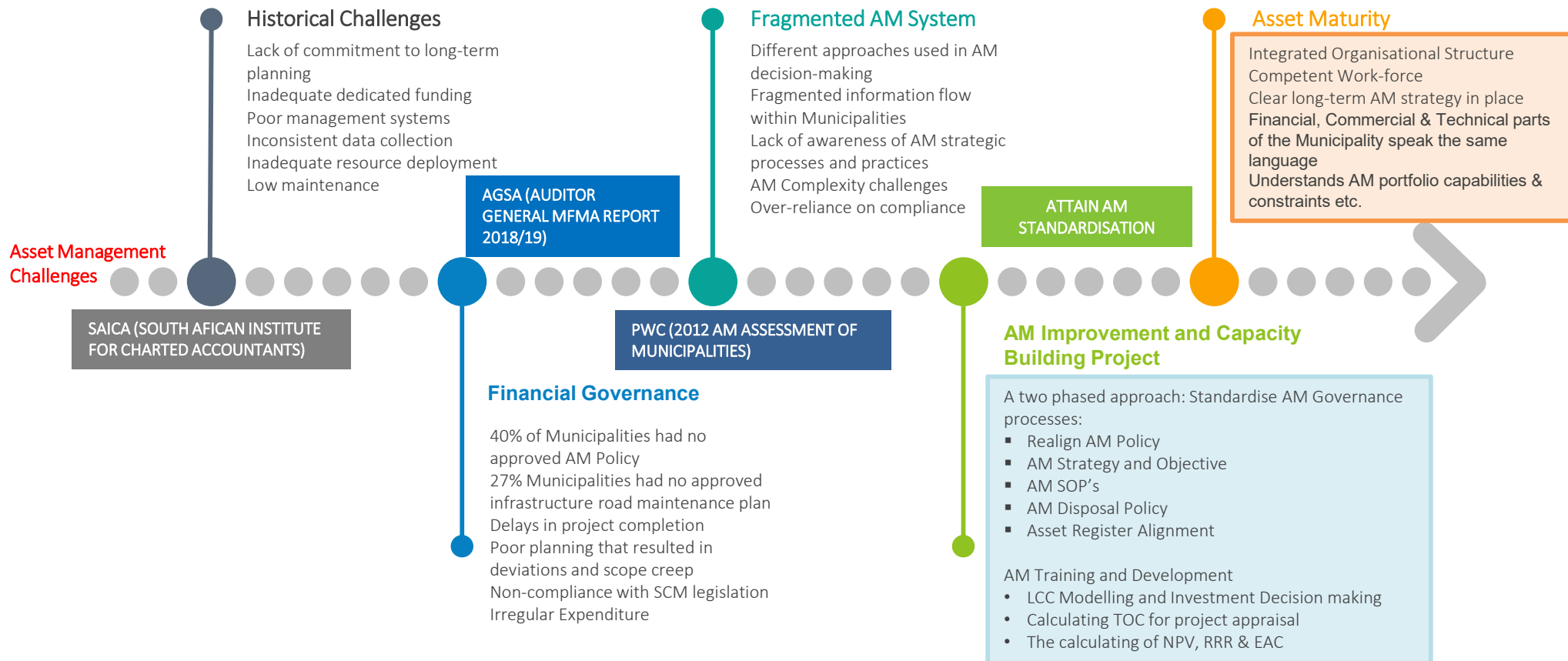
The lack of **modernisation** in public procurement systems hampers effective resource utilisation and prevents the achievement of optimal outcomes.”



# General Challenges in Municipalities

- Service Delivery Failures
- Political Instability and Poor Governance
- Skills Shortages and Capacity Constraints
- Infrastructure Decay and Maintenance Deficit
- Revenue Collection and Financial Viability
- Environmental and Waste Management Issues
- Urbanization and Informal Settlements
- Community Engagement and Trust Deficit
- Lack of Intergovernmental Relations and Support

# THE STATE OF MUNICIPAL INFRASTRUCTURE IN SOUTH AFRICA



# Citizen Value Criteria



# Economic Empowerment of Communities through Basic Services



Electricity



Housing



Water &  
Sanitation



Health



Education



Public  
Transport

- Municipal and Departmental Strategies
- Economic growth strategy
- Spatial development plans
- Master Plans

# Leveraging Digital Transformation to Enhance Local Government

- *Revenue Collection – Strategy for Sustainable Financial Health in Local Government*

## Challenges

- Paper-based or outdated billing systems
- Poor customer engagement and communication
- Inaccurate property or business data
- Manual reconciliation and high administrative costs
- Revenue leakage through illegal connections or unbilled services

### Digital Solution

Online Billing

Mobile Payments

Data Analytics

GIS Mapping

Automated  
Reconciliation

CRM Systems

### Revenue Impact

Faster, accurate invoicing

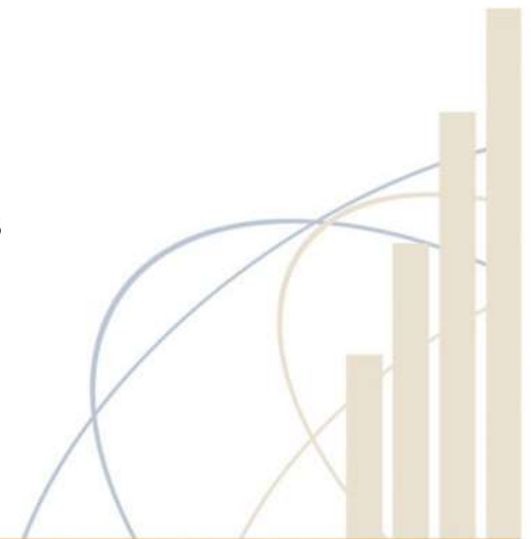
Easier access = higher compliance

Detects unbilled properties/services

Accurate property valuations

Reduces errors and delays

Better citizen communication





# Dark Data in Municipalities

*“Dark data” refers to data that is collected but not used for any meaningful purpose — it's stored and forgotten, despite potentially holding value.*

## Dark data includes:

- **Unstructured data:** Emails, scanned documents, call logs, CCTV footage, social media posts.
- **Legacy data:** Old systems no longer integrated with current IT infrastructure.
- **Operational data:** Maintenance records, water meter readings, housing applications, etc., stored but not analysed.
- **Resident interaction data:** Customer complaints, service queries, and ward meeting feedback, which aren't systemically mined.

## Causes

Lack of data integration - Information hoarding or ownership disputes - Low data literacy - Limited data analytics capability:



# Unlocking Dark Data through Digital Transformation in Municipalities

*“Turning Hidden Information into Public Value”*

## Challenges

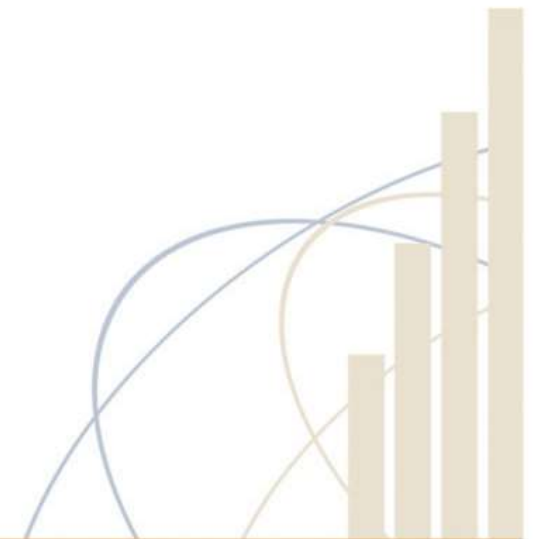
- Legacy systems and paper records
- Disconnected databases (silos)
- Lack of data policies or ownership
- Skills shortages in data analytics

## Solutions

- Automates data discovery and integration
- Converts unstructured data into usable formats
- Enables analytics and dashboarding
- Promotes secure, compliant data governance

## Real World Examples

- 🔍 Service complaints → Heatmaps of problem areas
- 📄 Property data → Updated billing systems
- 🌐 GIS mapping → Infrastructure planning
- 🔊 Citizen feedback → Performance monitoring



# Luphahla Value Proposition

## Past Project Delivered

- Digitalisation through near real time 3<sup>rd</sup> party data exchange to guarantee revenue collection
- Digital transformation, Digital & IT assessment, EA & PMO as a service, Managed services
- Citizen experience management

## Existing solutions

1. Digital transformation eco system
2. Incident & Dispatch management
3. Smart Surveillance
4. Assets management
5. Customer Relationship Management



# Any Questions?

Presented by: Mr. Mpilo Msiza

Company: Luphahla Holdings PTY LTD

Date: 23 April 2025

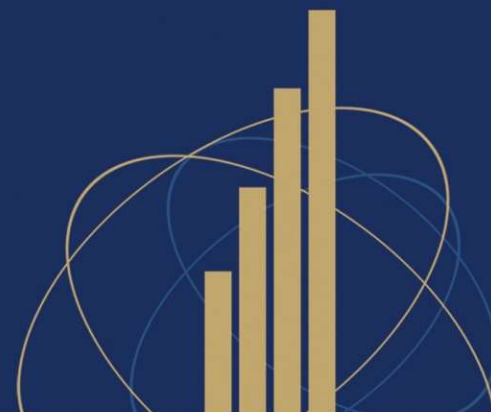
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# Thank You!



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