



# CIGFARO

Chartered Institute of  
Government Finance, Audit & Risk Officers

## Day 2 RECAP

Amos Twala CFE (SA)

Head of Internal Audit: Nkangala  
District Municipality

President Elect: CIGFARO



# DAY 2-RECAP

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The second day of the CIGFARO conference in Eswatini delivered significant insights and emphasized the urgent need for innovation and strategic action within our municipalities.



# DAY 2-RECAP

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Mr. Rens Bindeman SARP He initiated the day by highlighting how legislation can be a powerful tool for improving credit control practices. This is particularly relevant given the financial challenges faced by many South African municipalities, especially their debts to Eskom and water boards.



# DAY 2-RECAP

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Ms. Thandiwe Lengwate from NDM she encouraged us to look "beyond the numbers," highlighting that accurate data is not merely a matter of GRAP 104 compliance but a fundamental prerequisite for sound decision-making.

Her emphasis on the necessity of analyzing data before addressing debtor impairment, along with the call for cash-backed provisions, deeply resonated with us.



# DAY 2-RECAP

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Mr. James Matsie's comparative analysis of SALGA's billing and debt study between South Africa and Eswatini, provided valuable perspectives. Recognizing the similarities between our nations, offers a significant opportunity for shared learning and the development of collective solutions.



# DAY 2-RECAP

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The critical topic of inter-governmental relations was addressed by Ms. Nontuthuzelo Kgaladi, who advocated for enhanced alignment of services to eliminate duplication of efforts and foster sustainable municipal revenue. Her viewpoint on the need for synergy among government departments was well-received. “Her exact words was we are fighting for the same space and recognition”



# DAY 2-RECAP

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Mr. Ayanda Ngcobo from Metgovis offered valuable insights into maximizing the value derived from our valuation rolls, with a specific focus on the often-overlooked potential of supplementary valuation rolls in recovering unrealized rates revenue (Income forgone)



# DAY 2-RECAP

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Mr. Tiphoh Shabalala from Standards Bank

Eswatini directed our attention to the future of municipal operations, exploring the transformative potential of AI and automation in reducing billing errors, alongside the crucial considerations surrounding data privacy in cloud computing.





# DAY 2-RECAP

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Mr. Mphilo Msiza's presentation on digitalization as a game-changer provided insights on untapped revenue streams within "dark data" and highlighted the pressing need for system integration and the optimal utilization of existing technologies.



# DAY 2-RECAP

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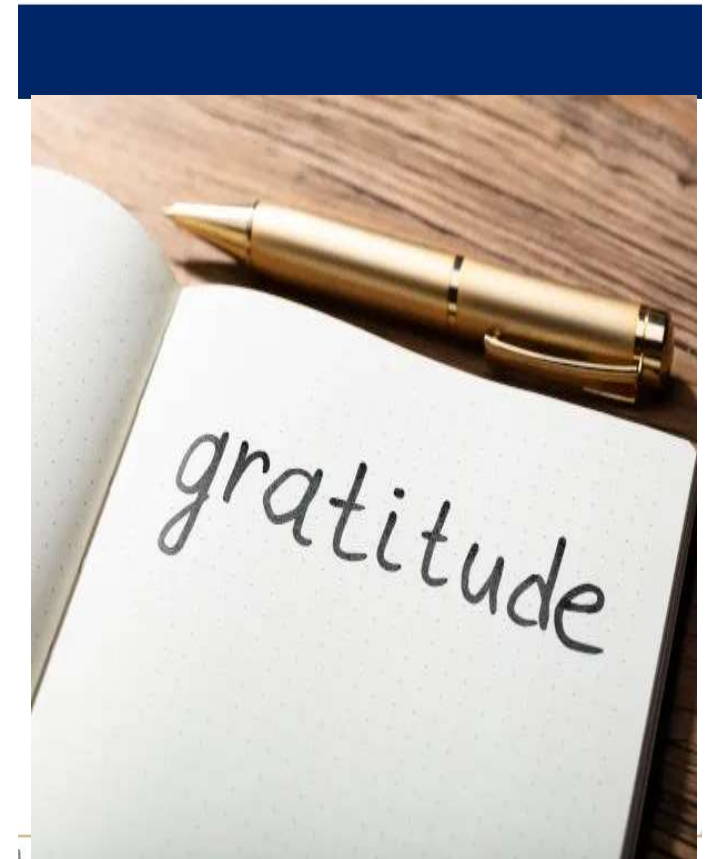
The keynote address from the Ministry, delivered by Ms. Hlobisile Dlamini, provided encouraging support for the role of technology as an enabler within our sector. The subsequent panel discussion, featuring Ms. Dlamini, Mr. Matsie, and Mr. Ngcobo, further deepened our understanding of these pivotal areas.



# Thank you

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CIGFARO extends its sincere gratitude to our gracious hosts, the Eswatini CIGFARO, under the distinguished leadership of Mr. Wiseman Dlamini, and to our dedicated CIGFARO staff, guided by our capable CEO, Mr. Mathobo. We also wish to acknowledge the invaluable contributions of our esteemed stakeholders: the Municipal Council of Mbabane, Eswatini Water Services Corporation, SALGA, Ndalo Governance, Gauteng CIGFARO under the acting chairperson Mr. Moloto, the Chairperson of CIGFARO Mpumalanga Mr Hlongwa, SARPA, Nkangala District Municipality, Standard Bank of Eswatini, Metgovis and Luphahla Holdings (Pty)Ltd.



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