	Key Performance		Annual Actual	Quarterl	y Target and Actual	Achieved		Progress, Challenges & Rem	edial Action	Financial Ir	nplication	POE Location (Ward /		INTERNAL AUDIT
SDBIP Ref.	Ref. Indicator	Annual Target	Achieved to Date (31/12/2019)	Q2	Actual	POE	Achieved / Not Achieved	Blockages & Challenges	Corrective measures & Revised Time Frame	Annual Budget	Budget Spent to Date	LM)		COMMENTS
	MUNICIPAL FINANCIAL VIABILITY AND MANAGEMENT													
BTO 1	Percentage unauthorised expenditure	0%	0.97%	0%	0.97%	Unauthorised Expenditure Register	Not Achieved	Emergency work done had exceeded the budget allocation	To adjust the budget @ 28 February 2020	R5 000 000.00	R11 000 000	All Wards/LMs	Unauthorised Expenditure Register	Not Achieved
BTO 2	Percentage irregular expenditure	0%	7.7%	0%	7.7%	Irregular Expenditure Register	Not Achieved	The payments for road reinstatements, emergencies and all other tenders that were appointed through Reg.36 were done in December 2019	The irregular expenditure will be reduced in the third quarter because services for road reinstatements and emergencies were stopped on 31 July 2019 until tenders are awarded.	R0.00		All Wards/LMs	Irregular Expenditure Register	Not Achieved
вто з	Average turnaround in time and days taken to finalise a tender.	90 Days	65 days	90 Days	65 days	Minutes of BAC Meeting	Achieved	N/A	N/A	R0.00		All Wards/LMs	Minutes of BAC Meeting	٧
BTO 4	Average turnaround in time in days taken to finalise purchase orders.	7 Days	6.58 days	7 Days	6.58 days	System Generated Purchase Orders Workflow Report	Achieved	N/A	N/A	R0.00		All Wards/LMs	System Generated Purchase Orders Workflow Report	٧
BTO 5	Average turnaround in time and days taken to finalise mini- tenders.	14 Days	13.65 Days	14 Days	13.65 Days	System Generated Purchase Orders Workflow Report	Achieved	N/A	N/A	R0.00		All Wards/LMs	System Generated Purchase Orders Workflow Report	٧
BTO 6	Improve Cash and Cash Equivalent ratio.	3 Months	0 Months	3 Months	0 Months	Balance Sheet, Income Statement and Calculations	Not Achieved	Low collection from consumers and High Spending on Projects	Improve collection and Implement Cost containment measures by March 2020	R230 000.00		All Wards/LMs	Balance Sheet, Income Statement and Calculations	Not Achieved

	Key Performance		Annual Actual	Quarterl	y Target and Actual	Achieved		Progress, Challenges & Rem	edial Action	Financial Ir	nplication	Location (Ward /		INTERNAL AUDIT
SDBIP Ref.	Indicator	Annual Target	Achieved to Date (31/12/2019)	Q2	Actual	POE	Achieved / Not Achieved	Blockages & Challenges	Corrective measures & Revised Time Frame	Annual Budget	Budget Spent to Date	LM)		COMMENTS
BTO 7	Percentage of creditors paid within 30 days	100%	18.40%	100%	18.40%	Creditors Age Analysis	Not Achieved	Municipality is experiencing Cash flow challenges, and delays the payment of service providers.	Implement Cost containment measures, and intensify revenue collection strategies (revised timeframe = 31 March 2020)	R0.00		All Wards/LMs	Creditors Age Analysis	Not Achieved
BTO 8	Percentage of Fruitless and wasteful expenditure as a total of operating expenditure	0%	0.6%	0%	0.6%	Fruitless and Wasteful Expenditure Register	Not Achieved	Municipality is experiencing Cash flow challenges, and incur interest for late payment of invoices from service providers.	Implement Cost containment measures, and intensify revenue collection strategies. Application for exemption to pay within 30 days to National treasury. This will be addressed with improved debt collection and the implementation of further debt collection strategies by the implementation of the water disconnection teams (revised timeframe = 31 March 2020)	R0.00		All Wards/LMs	Fruitless and Wasteful Expenditure Register	Not Achieved
вто 9	Percentage budget allocation to free basic services.	100%	20%	50%	20%	Budget Report	Not Achieved	The municipality is experiencing cash flow challenges and have cut down the use of external water tankers to supply water to the communities	The municipality will revise the budget allocated to Free Basic Services in the adjustments budget (revised timeframe = 29 February 2020)	151 291 926.95	25 293 609.96	All Wards/LMs	Budget Report	Not Achieved
BTO 15	Number of S71 reports submitted to Council and Treasuries in terms of the MFMA calendar of reporting.	12 per annum	6	3	3	Letter of Submission to Treasuries	Achieved	N/A	N/A	R18 900.00		All Wards/LMs	Letter of Submission to Treasuries	٧
BTO 17	Number of S52 reports submitted to Council and Treasuries in terms of the MFMA calendar of reporting.	4 per annum	1	1		Council Resolution and the Letter of Submission to Treasuries		The Septermber quarterly report was delayed and only submitted to council in December - Revised timeframe = 31 March 2020)	N/A	R0.00		All Wards/LMs	Council Resolution and the Letter of Submission to Treasuries	Not Achieved

	Key Performance		Annual Actual	Quarterl	y Target and Actual	Achieved		Progress, Challenges & Rem	edial Action	Financial Implication		POE Location (Ward /		INTERNAL AUDIT
SDBIP Ref.	SDBIP Ref. Key Performance Indicator Annual Target Achieved to Date (31/12/2019)		Q2	Actual	POE	Achieved / Not Achieved	Blockages & Challenges	Corrective measures & Revised Time Frame	Annual Budget	Budget Spent to Date	LM)		COMMENTS	
BTO 18	Improve the Liquidity ratio of the Municipality	1.5:1	0.26:1	1.5:1	0.26:1	Balance Sheet and Calculations	Not Achieved	Low collection from consumers and High Spending on Projects	Implementation of Cost containment measures, and intensify revenue collection strategies. This will be addressed with improved debt collection and the implementation of further debt collection strategies by the implementation of the water disconnection teams. This should improve in Quarter 3 (revised timeframe 31 March 2020)	R1 173 000.00		All Wards/LMs	Balance Sheet and Calculations	Not Achieved
BTO 19	Percentage reduction of old debtors in excess of 90 days	10%	0%	5%	0%	Debtors' Age Analysis	Not Achieved	The implemetation of the mSCOA compliant financial system with regards to the Billing module is now in its 2nd year but we still have unresolved issued regarding the billing of accounts. Some of the processes are compromising the credibility and accuracy of the invoices	A Revenue Collection plan has been developed in order to increase the collections prioritizing the collection of old debt and also engaging with Provincial Treasury to assist in collecting departmental and municipalities debt.	R0.00		All Wards/LMs	Debtors' Age Analysis	Not Achieved
BTO 20	Percentage of Meters Read - Urban	90%	82%	75%	82%	Meter Reading Report	Achieved	N/A	N/A	R6 678 000.00		All Wards/LMs	Meter Reading Report	٧
BTO 21	Percentage of Meters Read - Rural	15%	9%	12%	9%	Meter Reading Report	Not Achieved	The servicer provider could not read all the meters due to bad weather conditions since it was the rainy season	To revise the target for 2020/2021	R0.00		All Wards/LMs	Meter Reading Report	Not Achieved
BTO 22	Percentage of monthly billing collected	76%	75%	75%	75%	Summary Report Billing and Consumer Receipts	Achieved	N/A	N/A	R1 500 000.00		All Wards/LMs	Summary Report Billing and Consumer Receipts	٧

00000	Key Performance	A	Annual Actual	Quarter	Quarterly Target and Actual Achieved			Progress, Challenges & Rem	Financial Implication		Location (Ward /	POE	INTERNAL AUDIT	
SDBIP Ref.	IP Ref. Key Performance Indicator Annual Target	Achieved to Date (31/12/2019)	Q2	Actual	POE	Achieved / Not Achieved	Blockages & Challenges	Corrective measures & Revised Time Frame	Annual Budget	Budget Spent to Date	LM)		COMMENTS	
BTO 25	Number of Updated Asset Registers	12 per annum	6	3	3	Updated Asset Register	Achieved	N/A	N/A	R1 000 000.00		All Wards/LMs	Updated Asset Register	√
BTO 27	Percentage insurance cover for municipal insurable assets	100%	100%	100%	100.0%	Insurance Policy Document	Achieved	N/A	N/A	R4 200 000.00		All Wards/LMs	Insurance Policy Document	V
BTO 28	Number of customers benefiting from indigent support.	2500	5154	500	5154	Indigent Register	Achieved	N/A	N/A	R126 551 455.00		All Wards/LMs	Indigent Register	V
BTO 30	Percentage of Audit findings resolved.	100%		75%		Audit Action Plan Report		This was addressed during the compilation of financial statements and in the correction of prior year audit queries.	This was addressed during the compilation of financial statements and in the correction of prior year audit queries. Most of this was corrected in quarter 1 of the new year.	R2 000 000.00		All Wards/LMs		Not Achieved and actuals were not reported.
BTO 31	Percentage of risks mitigation recommendations implemented.	70%		70%	0.0%	Risk Action Plan Report	Not Achieved	No response from the managers in terms of progress made on mitigation of the risks	To enforce reporting by managers through the Acting CFO Office. Revised timeframe is 31 March 2020	R0.00		All Wards/LMs	Risk Action Plan Report	Not Achieved
BTO 32	Number of SLA Performance Review Meetings Held	4	2	1	1	Minutes of Vendor Performance Meetings	Achieved	N/A	N/A	R0.00	0	All Wards/LMs	Minutes of Vendor Performance Meetings	. •

00000 D (Key Performance		Annual Actual	Quarterly Target and Actual Achieved			Progress, Challenges & Remedial Action			Financial Implication		Location (Ward /	POE	INTERNAL AUDIT
SDBIP Ref.	Indicator	Annual larget	Achieved to Date (31/12/2019)	Q2	Actual	POE	Achieved / Not Achieved	Blockages & Challenges	Corrective measures & Revised Time Frame	Annual Budget	Budget Spent to Date	LM)		COMMENTS
BTO 33	Percentage of System Support Issues Resolved Within a Day	100%	98.9%	94%	98.9%	ICT Helpdesk Report	Achieved	N/A	N/A	R0.00		All Wards/LMs	ICT Helpdesk Report	٧
B10 34	Percentage Implementation of mSCOA Financial System - Phase 3	100%	92%	N/A	97.8%	N/A	Not Achieved	Poor performance by the service provider, citing complexities related to mSCOA.	The service provider has been reported to Vendor Performance Committee. Process of extending the implementation contract period as per NT notice, still in progress (Revised target date = 31 December 2020)	R1 500 000.00		All Wards/LMs	mSCOA Progress Report	Not Achieved