



**"People's power in action"**

**MOQHAKA LOCAL MUNICIPALITY**

**CASH CONTROL & DIRECT DEPOSITS**

**POLICY**

Approved by Council on: 28 June 2019

Resolution Number: 155

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**Table of Contents**

- 1. DEFINITIONS ..... 2
- 2. FOREWORD ..... 4
- 3. PURPOSE OF THE POLICY ..... 5
- 4. POLICY PRINCIPLES..... 5
- 5. CASHIERS ..... 5
- 6. SENIOR CASHIERS ..... 7
- 7. DIRECT DEPOSITS ..... 8
- 8. CASH FLOAT ..... 9
- 9. RESPONSIBILITY / ACCOUNTABILITY ..... 9
- 10. IMPLEMENTATION AND REVIEW OF THIS POLICY ..... 9

## 1. DEFINITIONS

In this Policy, unless the context indicates otherwise –

“**accounting officer**” – in relation to a municipality, means the official referred to in section 60 of the Municipal Finance Management Act;

“**cashier**” – means an official appointed to deal directly with customer monetary transactions. A Cashier receives money (cash, cheque, credit card and direct deposits) on behalf of the municipality;

“**local municipality**” – means a category B municipality envisaged in section 155 (1) (b) of the Constitution (a municipality that shares municipal executive and legislative authority in its area with a district municipality within whose area it falls);

“**municipal council**” or “**council**” – means the council of a municipality referred to in section 18 of the Municipal Structures Act;

“Municipal Finance Management Act” – means the Local Government: Municipal Finance Management Act No.56 of 2003, and any regulations made under that Act;

“**municipality**”, when referred to as –

- a corporate body, means a municipality as described in section 2 of the Municipal Systems Act; or
- a geographic area, means a municipal area determined in terms of the Local Government: Municipal Demarcation Act No.27 of 1998;

“**municipal manager**” – means a person appointed in terms of section 54 (a) of the Municipal Systems Act (is the head of administration and also the accounting officer of the municipality);

“**municipal service**” – means a service that a municipality in terms of its powers and functions provides or may provide to or for the benefit of the local community irrespective of whether:

- such a service is provided, or to be provided, by the municipality through an internal mechanism contemplated in section 76 or by engaging an external mechanism contemplated in section 76; and
- fees, charges or tariffs are levied in respect of such a service or not;

“**Municipal Systems Act**” – means the Local Government: Municipal Systems Act No.32 of 2000;

**“account”** – means a notification by means of a statement of account to a person liable for payment of any amount for which he or she is liable to pay the Council in respect of the following:

- Electricity consumption based on a meter reading or estimated consumption;
- Water consumption based on a meter reading or estimated consumption;
- Refuse removal and disposal;
- Rates;
- Interest; and
- Miscellaneous and sundry fees and collection charges;
- Renting of municipal property

**“fee”** – means a fee prescribed for or in respect of any municipal service;

**“prescribed”** – means prescribed by the Council from time to time, by resolution;

## **2. FOREWORD**

In terms of section 7 (2) of the Municipal Finance Management Act No.56 of 2003 (chapter 3), all money received by a municipality must be paid into its bank account or accounts, and this must be done promptly and in accordance with chapter 3 of MFMA and any requirements that may be prescribed.

Section 8 (2) of this Act states that the following moneys must be paid into a municipality's primary bank account:

- All allocations to the municipality, including those made to the municipality for transmission to a municipal entity or other external mechanism assisting the municipality in the performance of its functions;
- All income received by the municipality on its investments;
- All income received by the municipality in connection with its interest in any municipal entity, including dividends;
- All money collected by a municipal entity or other external mechanism on behalf of the municipality; and
- Any other moneys as may be prescribed.

Section 8 (3) states that a municipality must take all reasonable steps to ensure that moneys referred to in sub-section (2) are paid into its primary bank account.

Section 13 (1) states that the Minister, acting with the concurrence of the Cabinet member responsible for local government<sup>0</sup>, may prescribe a framework within which municipalities must:

- Conduct their cash management and investments; and
- Invest money not immediately required.

Section 13 (2) states that a municipality must establish an appropriate and effective cash management and investment policy in accordance with any framework that may be prescribed in terms of sub-section (1).

Section 64 of MFMA (Chapter 8) states also says that:

- Subsection (1) - The accounting officer is responsible for the management of the revenue of the municipality;
- Subsection (2) (d) - The accounting officer must for the purpose of subsection (1) take all reasonable steps to ensure that all money received is promptly deposited in accordance with MFMA into the municipality's primary bank account;
- Subsection (2) (e) (iii) - The accounting officer of a municipality must ensure that the municipality has and maintains a management, accounting and information system which accounts for receipts of revenue.

### **3. PURPOSE OF THE POLICY**

The purpose of this policy is to ensure that the principles and procedures for Cash Control are formalised.

### **4. POLICY PRINCIPLES**

Section 95 (i) of Municipal Systems Act No. 32 of 2000 indicates that in relation to the levying of rates and other taxes by a municipality and the charging of fees for municipal services, a municipality must, within its financial and administrative capacity – provide accessible pay points and other mechanisms for settling accounts or for making pre-payments for services.

Section 96 (a) of the Municipal Systems Act states that a municipality must collect all money that is due and payable to it.

### **5. CASHIERS**

- Cashiers must collect money on behalf of the Municipality;
- Cashiers must issue a receipt for every money / payment they receive;
- Cashiers are expected to perform their duties diligently and with honesty;
- Any amounts not immediately paid in by a Cashier will be regarded as a shortage;
- Cashiers are not allowed to have more than three (3) cash shortages in one month;
- Cashiers are not allowed to have more than three (3) cash surpluses in one month;
- In case the shortages or surpluses exceed the pre-set number, a verbal warning will be issued to the Cashier in front of a witness. This warning will be effective for 3 (three) months;
- If there is a shortage by the same Cashier within the three (3) months of a verbal warning, a written warning will be issued in front of a witness. This warning will be effective for 6 (six) months;
- If there is a shortage by the same Cashier within the 6 (six) months of written warning, this Cashier will face a disciplinary hearing;
- The above measures will not apply to new Cashier for the first three months of their appointment;
- Cashiers will have to explain all cash surpluses and shortages as and when required;
- All Cashiers are expected to undergo necessary training for one (1) month before they are held responsible for shortages and surpluses;
- Each cash shortage must be paid in by the Cashier;
- Each cash surplus belongs to the municipality, as it might be claimed at a later date;
- All cash shortages and surpluses are to be recorded and reported to Manager Revenue on monthly basis;
- All Cashier cash shortages must be paid in full immediately or not later than the last day of the same month (Three months' payment arrangements may be made with approval of Manager Revenue in case of huge amounts).
- Landline telephones will be allowed in the Cashier cubicles due to assistance provided to satellite offices and bank card machines using the telephone headsets;

- No Cashier will answer his/her cell phone while there are customers queuing for payments;
- No Cashier will leave his/her cubicle to answer a phone/cell phone leaving account payers waiting;
- Access to internet or e-mails will only be allowed if there are no account payers queuing;
- Cashiers are expected to work at different offices that the municipality has;
- Cashiers will not cash-up one another, unless an arrangement has been made with the Manager Revenue or his assignee;
- Cashiers are not supposed to use other Cashier's passwords for either selling of pre-paid electricity or processing payments of accounts;
- Cashiers should not take more than 45 (forty five) minutes lunch, unless an arrangement is made with the Senior Cashier;
- A cashier should not leave the offices to attend to personal matters without reporting to their seniors;
- Cashiers must use fake money detector machines at all times, or will have to pay in to replace the fake notes;
- Cashiers should never leave their cubicles unlocked if there's cash in the drawers;
- Only Cashiers, Senior Cashiers and persons authorised by Manager Revenue may enter the Cashiers' cubicles;
- Any work by private companies may not be undertaken in the cubicles without the approval of Manager Revenue or CFO; if a Cashier has to leave the cubicle, no one may remain in the cubicle;
- If a Cashier failed to adhere to the instruction from the Senior Cashier relating to paying attention to his/her work or to stop doing other things other than the work and fake notes are discovered, Cashiers will also be held accountable to pay or replace the notes;
- Cashiers may not have visitors in their cubicles at any given time of the day (Unless approved by Manager Revenue);
- Only Cashiers, Senior Cashiers or officials authorised by Manager Revenue may take cash from Cashier cubicles to the safe in the strong room;
- No smoking, eating or drinking will be allowed in the cubicles, except drinking of water;
- Cashiers must report any problems with equipment to the Senior Cashier on time to ensure smooth service delivery;
- Cashiers must sign off their daily reports to take ownership of the money received under their names;
- Cashiers should ensure that original receipts are issued to customers at all times and duplicates are only issued on request;
- Cashiers are responsible for cubicle's door keys. Although there are duplicate keys in the safe, they have to pay for a lost key to be replaced and to prevent any negligence in future. The keys must always be kept in a safe place;

## **6. SENIOR CASHIERS**

- Senior Cashiers must ensure that Cashier's cash for the day balances with the machine's (Cash drawer) total;
- Senior Cashiers must ensure that Cashier's cheques for the day balances with the machine's (Cash drawer) total;
- Senior Cashiers must ensure that Cashier's credit cards for the day balances with the machine's (Cash drawer) total;
- Senior Cashiers must ensure that cash is safely locked and accounted for each day;
- Senior Cashiers must assist in finding the cash shortages and surpluses by Cashiers;
- Senior Cashiers must ensure that cash is transported to the bank within 24 hours (with an exception for weekends and holidays, money will be banked on the next working day);
- Senior Cashiers must do daily reconciliations of receipts and daily summaries of Cashiers;
- Senior Cashiers must report any misconduct by Cashiers as well as suspected criminal activities to the Manager Revenue or CFO;
- Senior Cashiers must assist Cashiers in resolving any disputes with account payers;
- Senior cashiers must ensure that the strong rooms are closed/locked at all times, so as to restrict movement into it;
- Senior Cashiers must ensure that the keys to the strong room and safe are signed for in the register each time they change hands;
- Only officials authorised by Manager Revenues will keep the keys to the safe and strong room;
- Senior Cashier should see to it that no one person has the two (2) safe keys at his/her possession at one time;
- Senior Cashiers are to be in contact with the cash collecting company for any new persons employed, to avoid robberies;
- Senior Cashiers must check the authenticity of identity cards of officials from cash collecting company;
- Senior Cashiers are to report any suspicious activities by cash collecting company to the Manager Revenue or Accountants in Revenue or CFO or Head of Security;
- Senior Cashiers must always have an official of private security company (or municipal security official, if no private company available) present each time cash is handed over to the cash collecting company;
- Senior cashiers must ensure that there are armed security officers present when Cashiers balances cash for the day;
- Senior Cashiers are the only ones permitted to process cancellation of receipts;



- Senior Cashiers must report all cancellations, cash shortages and surpluses to Manager Revenue or Accountant on monthly basis. Supporting documentation must always be kept safe;
- Senior Cashiers must ensure that all receipt cancellations have original receipts as supporting documentation;
- Senior Cashiers must at all times ensure that Cashier receipts numbers and batch numbers are in the correct following order to avoid theft of cash;

In case of a dispute with the bank about cash shortages and surpluses, an investigation will be undertaken, depending on the outcome of the investigation, a decision will be taken to resolve the dispute;

If a Senior Cashier confirms by signature that a Cashier balances with the system and a fake note or shortage is later discovered by the bank, Senior Cashier will take full responsibility to pay the shortage or replace a fake note. Video footage will be used to confirm if the Senior Cashier has put the notes through the fake detecting machine. Should it be discovered that the notes were put through the machine; the Senior Cashier will not be held responsible for the payment/replacement of the fake notes.

There is a camera inside the walk-in-safe. The Cash Collection company comes on a daily basis to collect the money. Before the money goes to the Bank in the presence of 4 people and the camera, every Drop Cash Bag bar code will be scanned. The senior cashier receives 2 receipts. One receipt will be send with the money to the Bank in bigger sealed bag(s). The other receipt is the proof for the senior cashier that the money was send to the Bank and there is more control by scanning the bar codes. The money is safer due to scanning and no more problems. There is a file for all the receipts to be kept. If there are shortages that require the bank and the municipality to investigate them, senior cashier will not be held accountable until investigation is completed.

## **7. DIRECT DEPOSITS**

- Direct deposits Cashier must request/receive bank statements daily for reconciliation;
- Correctly allocate unallocated receipts;
- Draw up a spreadsheet of all unknown direct deposits for verification with the bank;
- Check all the RD (Refer to Drawer Cheques) for follow-up and journals;
- Receive and reconcile Kroonpark receipts daily;
- Issue receipts for all grants received;
- Allocate payments from Post Office, Easy-Pay, Persal payments, Transnet and Senwes;
- Allocate receipts from remote units (Viljoenskroon & Steynsrus);
- Ensure safe-keeping of all receipts and summary reports;

## **8. CASH FLOAT**

- All Cashier must have equal amount of cash float;
- Senior Cashier must do unannounced cash float counting as regular as possible
- Only cashiers will have keys to their cash float drawers;
- Cashiers are solely responsible for any shortages/surpluses in the cash float boxes;
- Senior Cashiers have the authority to count any Cashier's float at any given time of the day/week/month;
- Cashiers should pay immediately any shortage in their cash float drawers, but keep safe any surpluses. In case it may be claimed later. If not claimed, surpluses should be reported and banked;
- Cashiers must sign for the cash float they use and be responsible for the drawers and the keys;
- Internal Auditor may do cash float count at any time without giving notice to the Cashiers or Senior Cashiers.

## **9. RESPONSIBILITY / ACCOUNTABILITY**

The Municipal Council has the overall responsibility for adopting and approving this Policy.

## **10. IMPLEMENTATION AND REVIEW OF THIS POLICY**

This policy shall be implemented once approved by Municipal Council and may be reviewed annually for amendments if any.

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# PREPAID VENDORS APPOINTMENT CRITERIA

Households and businesses shall submit or forward letters of application showing interest in selling prepaid electricity on behalf of the Municipality.

The Municipal Council through its Councillors, officials or the community shall identify areas in need of prepaid electricity vendors. This area shall be verified and confirmed by the Chief Financial Officer and the Revenue Manager as an area in need of such service.

All applications received from the identified area will be taken out and checked for the following:

- does the applicant resides within Moqhaka Local Municipality and in the identified area;
- does the applicant appears in the indigents register or is from a poor household and unemployed;
- does the applicant have the means to purchase a desktop computer and a printer, or will the applicant receive assistance to purchase the equipment;
- does the applicant have a safe/secured house/container/property to render the service from;
- does the applicant have a services account that is not in arrears or must enter into payment arrangement for the arrears;
- does the applicant's place of business have reasonable distance from existing vendors;
- if the applicant is not indigent, the applicant should not be a Municipal/Government official, Councillor, or financially stable;
- In case of businesses, an applicant may reside at a place different from the place of business;

The Chief Financial Officer and the Revenue Manager will invite the relevant ward Councillor and recommend a potential vendor to the Councillor selected from the applicants of the affected ward. The ward Councillor will either agree or disagree with the recommendation put forward. If the ward Councillor disagrees with the recommendation, the Councillor will provide reasons as to why the other applicant different from the initial submission is recommended and an agreement should be reached after careful deliberations.

The successful applicant will be called in to review the contract with the Chief Financial Officer or the Revenue Manager. The contract will then be submitted to the Municipal Manager for signature. The successful applicant should submit copy of ID, proof of banking details and any other document as may be requested. When the contract has been signed by the Municipal Manager, the successful vendor will bring in the computer for the Information, Communications & Technology Section to install the prepaid software on it and to provide training to the vendor. The vendor shall from that day be bound by the terms of the contract.

The approved vendors will be paid commission on prepaid sales as determined by the Municipal Council.

## **IMPLEMENTATION AND REVIEW OF THIS CRITERIA**

This criteria shall be implemented once approved by Council and may be reviewed annually for amendments if any.