

LESEDI LOCAL MUNICIPALITY

**STANDARD OPERATING PROCEDURES  
FOR REVENUE MANAGEMENT – INDIGENT MANAGEMENT  
(2013/2014)**

<b>NR</b>	<b>PROCEDURE</b>	<b>FREQUENCY</b>	<b>RESPONSIBLE PERSON</b>
	<b>Indigent management</b>		
1	Receive a file of indigent from community services department and populate applicable balances on the file to determine the total amount to be written off	Monthly basis	Chief Credit Controller, Accountant Credit Controller
2	Prepare an item to council for write offs	Monthly basis	Chief Credit Controller, Accountant Credit Controller
3	Do the write offs for all approved indigents immediately after receiving council resolution	Monthly basis / Daily	Chief Credit Controller, Accountant Credit Controller, credit control clerks
4	Update applicable indigent tariffs for all approved indigent accounts	Monthly basis / Daily	Chief Credit Controller, Accountant Credit Controller, credit control clerks
5	Issue notices for all expired indigents	Monthly basis	Chief Credit Controller, Accountant Credit Controller, credit control clerks
6	Circulate indigent register to all ward Councillors and to satellite offices	Monthly basis	Chief Credit Controller, Accountant Credit Controller, credit control clerks

NR	PROCEDURE	FREQUENCY	RESPONSIBLE PERSON
7	Withdraw handed over indigent accounts from the debt collector	Monthly basis	Chief Credit Controller, Accountant Credit Controller,
8	Cancel the status of expired indigent accounts on the system	Monthly basis	Chief Credit Controller, Accountant Credit Controller

### **APPROVAL OF SOP**

SIGNATURE : LINE MANAGER

DATE

SIGNATURE : HEAD OF DEPARTMENT

DATE