

Municipal Financing Programme

Lusaka City Council (LCC)

Supervisor:
Mr Kajoba Beston

Team members:
Ms Sikazwe C. Olinda
Ms Mwango Catherine



Integrated Business Processes Overview

The aim of the Project is to achieve effectiveness, efficiency and economy in Lusaka City Council Business Processes.

The change project has started bearing fruits in some Departments for example:

- Finance Department – Parking and Site Offices
- Housing and Social Services Department– eLevy being piloted at Micheal Chilufya Sata.

Project Approach

The logical framework approach was used as a planning and management tool. The framework has nine steps and can be subdivided into three (3) categories:

- Relevance
- Feasibility
- Sustainability

Reference was also made to the Lusaka City Council Strategic Plan 2017 – 2021 (Page 68 - 71):

- Re-engineering of the operation system
- e-Building plans
- e-Procurement
- e-Billing
- e-Land management
- e-government
- Point of Sale

Principles

The Core Principles of the Project are:

- Equity
- Participation
- Transparency
- Accountability

Training of Parking Attendants

2020-07-10



Parking Attendants collecting parking fees in the Central Business of Lusaka

2020-07-10



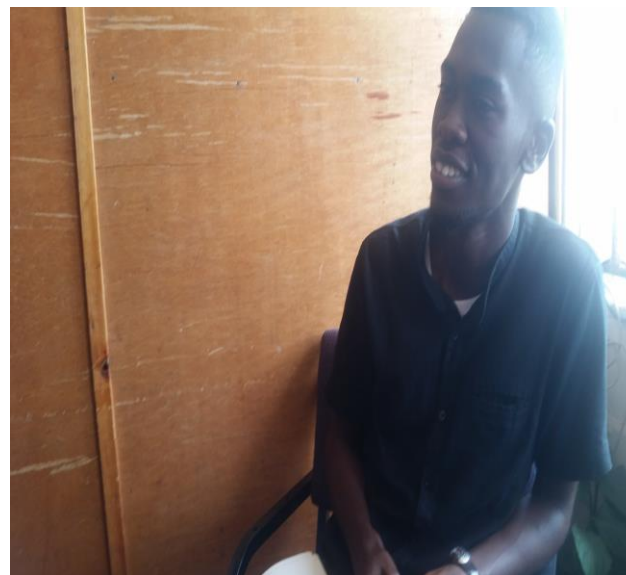
eLevy

2020-07-10



Representatives from various Departments

2020-07-10



Change Project Management Team

- Catherine Mwango
- Olinda Chirwa Sikazwe
- Andrew Musumba
- Jonathan Nkonde
- Timothy Makasa
- Daniel Kayombo
- Francis Bwalya
- Elias Sikombe
- Thelma Kunda
- Prisca Nyawali

Project Leader

- Beston Kajoba

4. Project Management

Steering Group/Steering Committee

- Finance Chairperson
- Finance Vice Chairperson
- Town Clerk
- Director of Human Resource and Administration
- Director of City Planning
- Director of Engineering
- Director of Finance
- Director of Legal
- Director of Public Health
- Director of Housing and Social Services
- Director of Valuation and Real Estate



Lusaka City Council Control Panel



Inventory & Finance



Billing & Receipting



Fixed Assets Management



Project Management



Human Resources & Administration



Value & Real Estate Management



Housing & Social Services



Legal services




Dash Board – Login Screen


2020-07-10




Lusaka City Council




BILLING AND RECEIPTING






Sign In



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The Masters Screen

2020-07-10

**Billing And Receipts**
Lusaka City Council

Welcome: percy
User Type : Manager

Date: 23/07/2019
Location : Lusaka

Counter : Manager Operations

Home Masters Transactions Approval Reports Securities LogOut

Area Details

Area Name
Status

Area Code	Area Name	Area Status
01-0001	Town Center	Active
01-0002	Kamwala	Active
01-0003	AVONDALE	Active
01-0004	BOMA	Active
01-0005	CATHEDRAL HILL	Active
01-0006	CHAMBA VALLEY/CHUDLEIGH/FOXDALE	Active
01-0007	CHELSTONE	Active
01-0008	CHILENJE SOUTH	Active
01-0009	CHILENJE/MAPOLOTO	Active
01-0010	CHUNGA	Active

1 2 3 4

Company
Locations
Area
Zone
UOM
Counter Entry
POS Entry
Revenue Category
Revenue Creation
Ledger Mapping
Customer Creation
Linking Revenue To Customer
Linking Card To Customer
Card Status

List of POS Assigned to Parking Attendants

2020-07-10

Parking Fee Receipt Summary--POS WISE

POS ID Select ▼ From Date TO Date

Select

All

POS0002

POS0003

POS0004

POS0005

POS0006

POS0007

POS0008

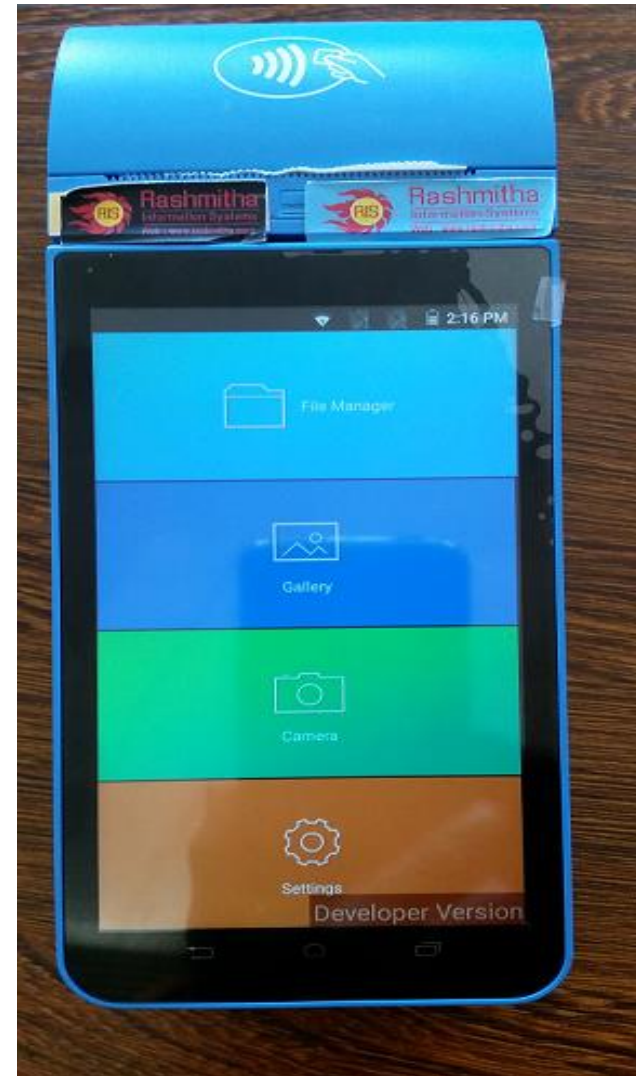
POS0009

POS0010

POS0011


POS Machines

2020-07-10



The POS Entry Screen

2020-07-10

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Pos Entry


Pos Name

Status



The Revenue Category Definition Screen

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Revenue Category

Service Name

Billing And Receipts

Revenue Name

Carpark

Revenue Category

Non-Billable

Status

Active

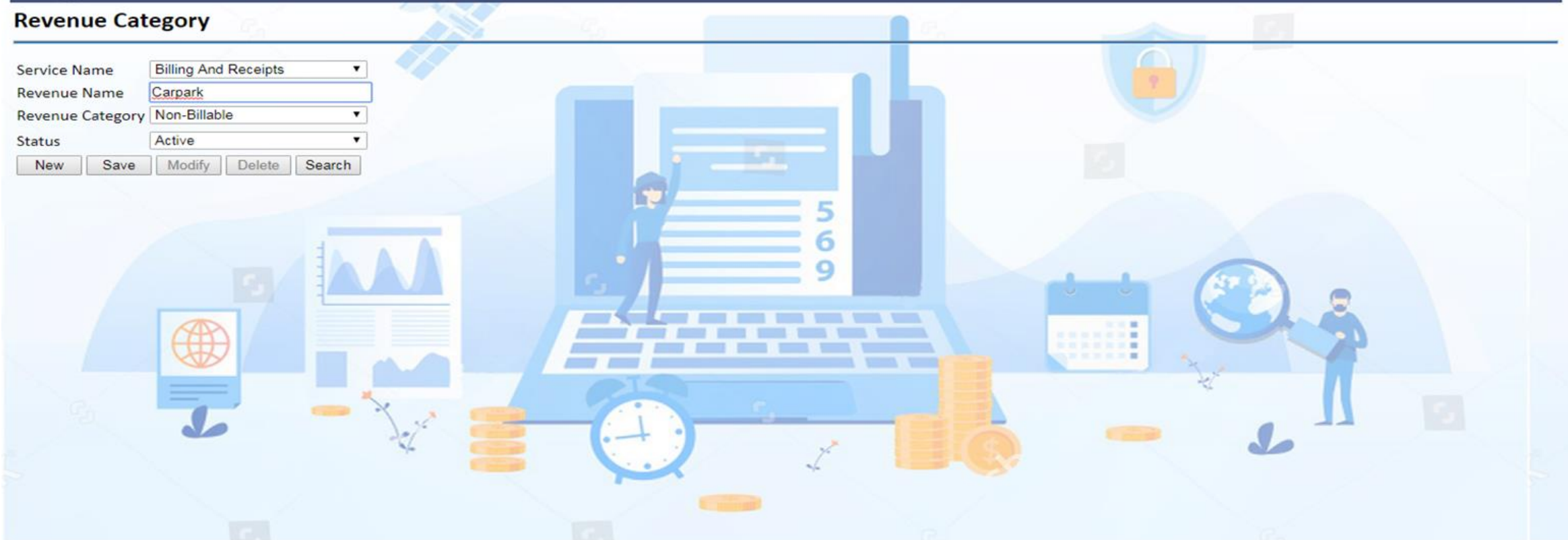
New

Save

Modify


Delete

Search



Linking the POS to Cashier Screen

2020-07-10

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Linking Users To Applications

Role Type

Operator

User Name

MUKUPA

Application

☐ Counter ☒ POS

Counter

Select

POS

POS0011

Area

Town Center

Zone

Zone A

Linked By

percy


Linked Date

23/07/2019

New

Link

search



POS Transaction by Date Screen

2020-07-10

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Parking Fee Receipt Summary--POS WISE

POS ID From Date TO Date

Receipt No	Against	Vehicle Number	Amount	Ccy	Area	Zone	Done By	Done On	Received By
RCP-6383	Car Parking	ALT2758	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
RCP-6384	Car Parking	ACZ2354	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
RCP-6385	Car Parking	ALH2438	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
RCP-6391	Car Parking	ABV5724	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
RCP-6397	Car Parking	BAE	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
RCP-6398	Car Parking	BAG28	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
RCP-6399	Car Parking	AIB4366	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
RCP-6405	Car Parking	ALE2123	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
RCP-6408	Car Parking	BAC2036	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
RCP-6409	Car Parking	ALL2753	5.00	ZMK	Town Center	Zone A	POS0002	07/22/2019	CHILUBA
Total			355.00						
1 2 3 4 5 6 7 8									

End of Day Report by Cashier

2020-07-10

**Billing And Receipts**
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User Type : Manager

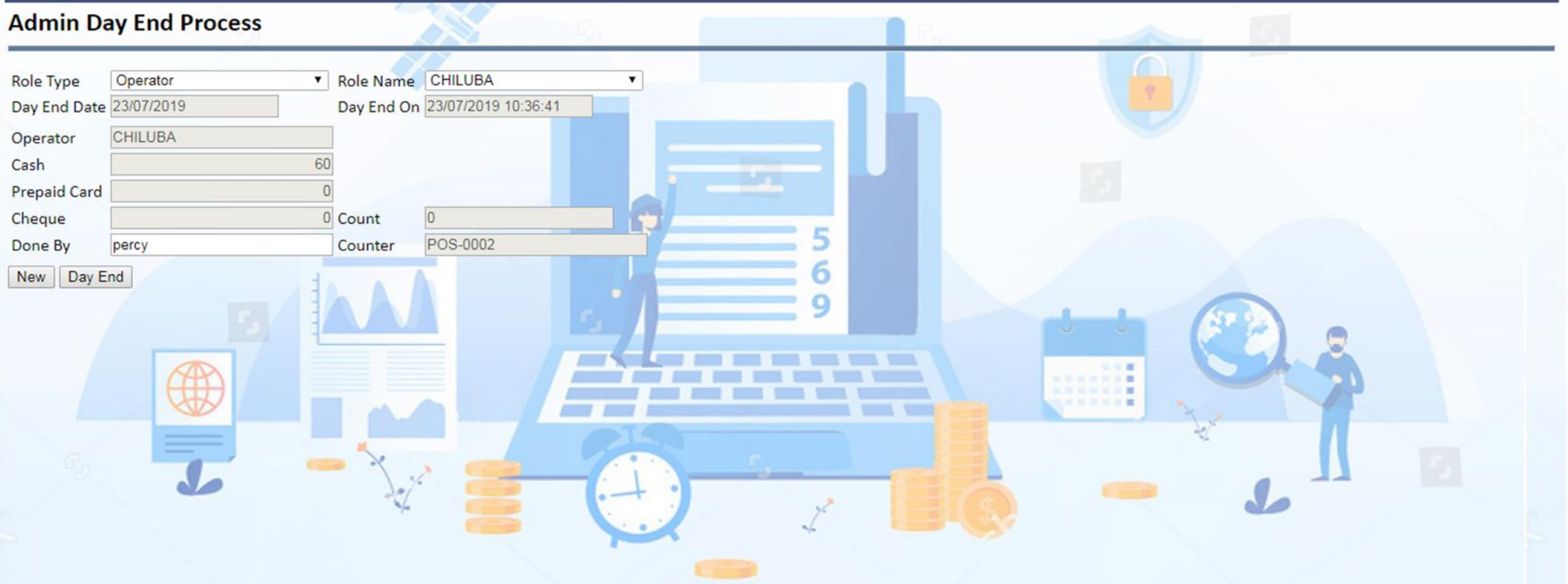
Date: 23/07/2019
Location : Lusaka

Counter : Manager Operations

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Admin Day End Process

Role Type	Operator	Role Name	CHILUBA
Day End Date	23/07/2019	Day End On	23/07/2019 10:36:41
Operator	CHILUBA		
Cash	60		
Prepaid Card	0		
Cheque	0	Count	0
Done By	percy	Counter	POS-0002
<input type="button" value="New"/> <input type="button" value="Day End"/>			



End of Day Approvals by Supervisor

2020-07-10

**Billing And Receipts**
Lusaka City Council

Welcome: percy
User Type : Manager

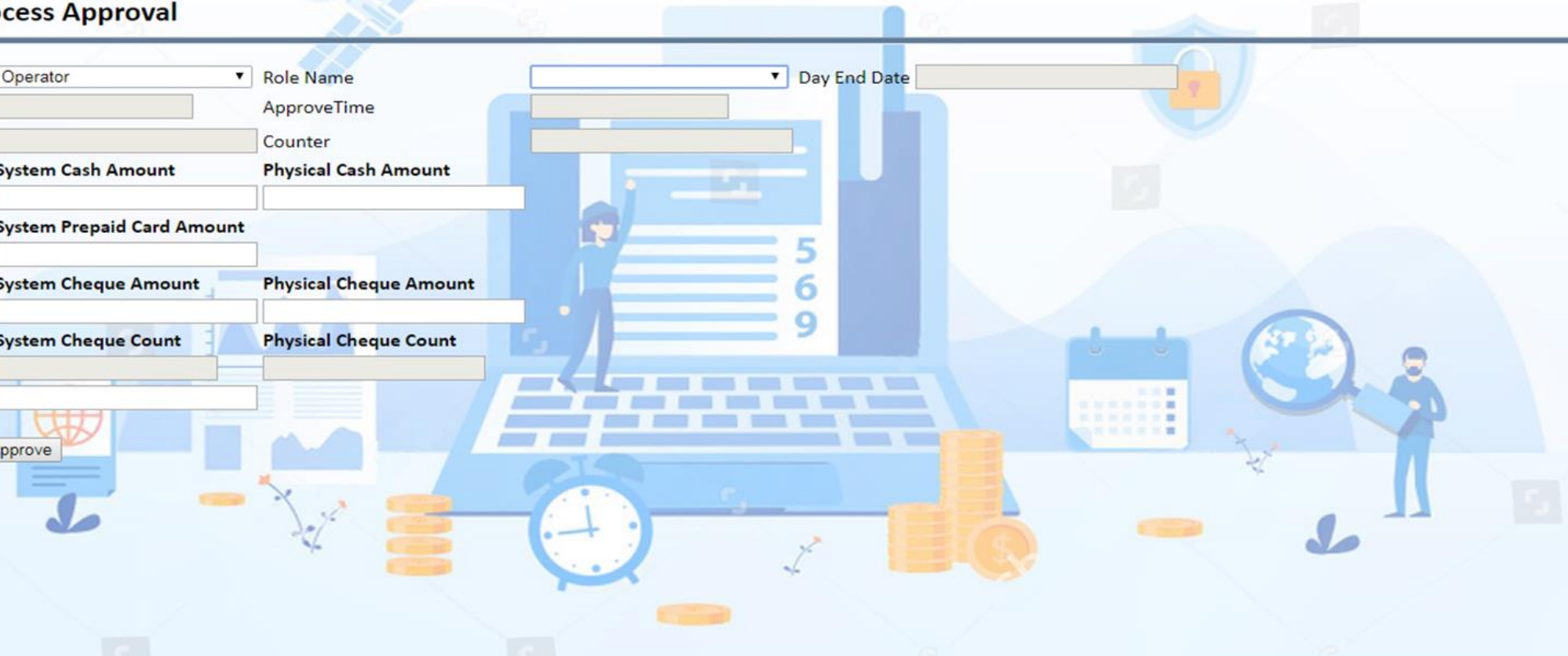
Date: 23/07/2019
Location : Lusaka

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Day End Process Approval

Role Type	<input type="text" value="Operator"/>	Role Name	<input type="text"/>	Day End Date	<input type="text"/>
Approve Date	<input type="text"/>	ApproveTime	<input type="text"/>		
Operator	<input type="text"/>	Counter	<input type="text"/>		
Cash	System Cash Amount	Physical Cash Amount	<input type="text"/>		
Card	System Prepaid Card Amount		<input type="text"/>		
Cheque Amount	System Cheque Amount	Physical Cheque Amount	<input type="text"/>		
Cheque Count	System Cheque Count	Physical Cheque Count	<input type="text"/>		
Done By	<input type="text"/>				



Conclusion

In conclusion, some Business Processes that were envisaged have not taken place due to limited resources such as :-

- Inadequate POS machines (Out of 350 needed machines, we only have 40)
- Inadequate Computers – once all System modules are activated, LCC business processes will be done in the System.
- Resistance to change

End of Presentation, Thank you

