



MEDIA RELEASE

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MANGAUNG METROPOLITAN MUNICIPALITY LAUNCHES ELECTRONIC INDIGENT MANAGEMENT SYSTEM

The Mangaung Metropolitan Municipality has taken another important step towards strengthening the management of indigent support through the implementation and launch of its ERP Indigent Management Electronic System (BCX).

The system forms part of the Municipality's Municipal Standard Chart of Accounts (mSCOA) Roadmap and is aimed at modernising the management of indigent applications, verification, and benefits. Its implementation is intended to reduce administrative turnaround times while improving the accuracy, reliability, integrity, and auditability of the City's indigent register.

The electronic system is mSCOA-compliant and is designed to ensure that households that qualify for indigent assistance are correctly identified and that benefits are allocated to beneficiaries who meet the requirements of the Municipality's approved Indigent Policy.

A key feature of the system is the incorporation of 12 Computer-Assisted Audit Techniques (CAATs) standards, which support the verification and validation of beneficiaries and address key audit requirements identified by the Auditor-General. The system is also linked to various external information sources, including credit bureaus, the South African Revenue Service (SARS) and the Department of Home Affairs, among others. It is further integrated with the Municipality's Solar Financial System.

As part of the initial implementation, the Municipality procured 25 handheld mobile devices to enable officials to capture indigent applications electronically in the field. This replaced the previous manual, paper-based application process, which was associated with administrative delays and challenges in maintaining an accurate and reliable indigent register.

In response to the increased demand for Free Basic Electricity and the need to accelerate the registration and verification of qualifying indigent households, the Municipality has procured an additional 15 handheld mobile devices, bringing the total number of devices available for field registration to 40.

The additional devices will strengthen the City's field registration capacity and enable officials to capture applications and supporting documentation electronically at the point of service. This is expected to improve the efficiency of the registration process and support the Municipality in achieving its indigent registration targets.

As at 30 June 2026, the City had established an auditable, reliable, and verified indigent register supported by electronic verification and validation processes.

The launch of the ERP Indigent Management Electronic System represents an important milestone in the Municipality's efforts to strengthen governance, improve revenue management and enhance service delivery. It also supports the City's commitment to ensuring that indigent benefits are directed to qualifying households in a transparent, efficient, and accountable manner.

The Mangaung Metropolitan Municipality will continue to leverage technology and improved administrative systems to strengthen the delivery of municipal services and ensure that support intended for vulnerable households is managed effectively and responsibly.

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