Title	Revenue Information Management System
Organisation	Department of Roads and Transport, Gauteng Province
Innovation	The system is internet based (i.e. can access information anywhere and anytime and can manage office performance remotely); system provides reports as required by Treasury Regulations at a click of a button. (i.e. forecasting, performance management, expected receipts, debtors age analysis, revenues due and allocated etc). key features include automation of the eNatis data into the system while automating bank statement imports into the same system (i.e. daily interfacing) and automating the generation of the invoices. Automatic generation of daily and monthly revenue statements, reports while allowing for record safekeeping and electronic scanning of supporting documents for audit purpose. The entire system has been conceptualized, mapped, designed, developed and implemented by the Gauteng Department of Road and Transport, Revenue Management unit. The system has simplified and improved the revenue management processes, turnaround times and dramatically reduced audit queries and provides quick executive reports. We have improved government and transparency in our revenue management processes. The department was preparing invoices totalling R1.5 billion manually using excel spreadsheets. Department would pull data from eNatis of all transactions done by each agent. This data will then be used as the basis to prepare invoices. This process took at least three days to complete (from recon officer to approval by supervisor). In return municipalities (31 municipal centres) were also preparing the same. The two will then be matched - often did not totally as each institution had a different variation of calculations. Agents will then make payments into the department's bank account which is managed by the Provincial Treasury. The Revenue Management Unit would then request manual bank statement bi-monthly to do the reconciliations and allocations. A statement will then be manually prepared. The result is that it used to take the department at least two weeks to know which payment has been received. Only after that – will recon officer do the follow ups. With the introduction of the Post Office where 259 new centres were created – this became a nightmare. Bank Statement allocations were to be done daily as well. This was impossible and could not be done. In addition, the integrity of information and reports were severely compromised. Invoices were not standardised and not consistent. Performance review by supervisor/ management required physical documents (tons of papers) to be handed to the supervisor. The following are some of RIMS Solution features: • RIMS Solution – The bank statement is interfaced with the RIMS system meaning bank statements are automatically uploaded on daily basis to the system. Allocations are done by simple dragging and dropping agents name next to the deposit. Statements and reports are then updated automatically. • Generation of accurate invoices on time by the click of a button. Avoids invoice dispute with municipality by accurately identifying total revenue realised on accrual basis, less cancellation on timestamp date and less retention by gazetted apportionment fee criteria. Enhanced invoice

	distribution and integrity of invoice send out. i.e. PDF format instead on excel. • Receivable Reporting – Account statement report with payment detail as well as debtor's age analysis categorised into current or less than 21 days, 21 to 60 days, 60 to 120 days, above 120 days.
Impact	The Department adopted RIMS as the system to manage its revenues, aligned its fees with other highly economically active province. The result is that province had since grown its net revenues by 91.58% percent or by R1.4 billion rands per annum from R1.54 billion in 2009/10 to R2.95 billion in 2014/15 when it has only increased it fees by an average of 55 percent. The vehicle population growth over the same period has been 26.73 percent. This is an average increase of 15.26 percent per annum over the same period. Loosely speaking, the statement suggests that the province has managed to collect most of the revenues due and has realised an additional return of 9.85 percent over 6 years period above fee increase and vehicle population growth. In addition to above, revenue targets have been surpassed continuously from 2010/11 to 2014/15 financial year by at least R50 million annually. One of the key variables leading to such a success was efficient gains because of proper and improved billing. The revenue information management system has played a major role in ensuring that proper billing is done. Having automated the processes and running manual process concurrently, did highlight the under-billing problems that were sometimes occurring and went unnoticed as there was no alternative system to verify and check the accuracy of the manual invoices. The ability to track the receipts and follow up debts speedy also improved the collection and turnaround times of revenue collected. The department has been exceeding the revenue targets ever since started using the system. In addition, the department has managed to reduce the number of head office audit queries from initial of 9 queries in 2008/09 to 2 queries in 2014/15 while maintaining the same organisational structure.