

**PLEASE FIND
THE
ATTACHMENTS
FOR
ITEM
11.1.8**

MUNICIPALITY OF SWAKOPMUND



STANDARD OPERATING RULES AND PROCEDURES (SORP)

TARIFFS AND REFUND PROCESS

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INTRODUCTION

The purpose of this standard operating procedure serves as a guide to follow by the departments for submission of tariffs to Finance Services and the process of implementing annual approved gazette tariffs.

Adherence of the procedures on all refund claims by debtors on booking of Halls, Open Spaces, Sports Field, Burial fees, Municipal Rest Camp, Service Accounts, **Sale of erven** and the operation of refunds by staff and the payment process of refunds by Creditors Section, Finance Services.

The Standard operating procedures was approved accordingly by Council on 19 November 2020 (C/M 2020/11/19 – 3/P).

Reviewed in March 2026.

1. Tariffs Management

1.1 Submission of Tariffs by departments

- 1.1.1 Head of Section submit proposed tariffs to Finance services as per annual budget plan from their respective departments for the approved financial year
- 1.1.2 Engineering Services (Sewerage, Standard Building regulations, Labour pool, Aerodrome tariffs}
- 1.1.3 Economic Development Services (Fire Brigade, Cemetery, Lease of public halls, Sport facilities, SME Business units tariffs)
- 1.1.4 Health Services (Disposable refuse & removal, Business registration, Dog license fees & Abattoirs inspection tariffs}
- 1.1.5 Finance Services (Rates & rentable property, Portable water, Treated effluent water tariffs).

1.2 Increase in Bulk water tariff

- 1.2.1 **Namwater sent an official notification to Council for the increased rate per m³ bulk water tariff as approved by Cabinet.**

1.3 Submission of tariffs to Management Committee

- 1.3.1 General Manager: Finance prepares submission to Management Committee and Council for approval.
- 1.3.2 **The Accountant Cost and Financial Management capture tariffs on excel for verification purposes as per Council resolution.**
- 1.3.3 Manager: Finance verifies tariffs in accordance with Council resolution.

1.4 Submission of approved tariffs for Gazette

- 1.4.1 **Personal Assistant to the General Manager: Finance** prepares notices for publication of tariffs to the Ministry of Urban & Rural Development (addressed to the Executive Director).
- 1.4.2 General Manager: Finance verifies publication notice.
- 1.4.3 Chief Executive Officer and the Mayor sign the publication notice.

1.4.4 Email publication notice and courier to Executive Director of the Ministry of Urban & Rural Development by office by the Personal Assistant to General Manager Finance (courier original copy)

1.5 Capturing of tariffs on various Financial Systems

1.5.1 Manager: Finance draft a memo with Council resolutions of the approved tariffs, to Accountant Revenue, Accountant Property and Administration and Financial Administrative Officer Bungalow for capturing thereof on financial system from **30th – 15th of June**:

Accountant: Revenue – Solar IPSAS (Services)

Accountant: Property & Administration (Rental)

Financial Administrative Officer: Bungalow- Quick Book (Airport)

Financial Administrative Officer Bungalow – Quick Book system (Nursery)

Financial Administrative Officer: Bungalow – Innkeeper system (Accommodations, Sports and Halls)

Financial Administrative Officer Bungalow - Cemetery Management System (Cemetery)

1.6. Publication of the Government Gazette for all Local Authorities by Government

1.6.1 General Manager: Finance to forward gazette tariffs to Manager: Finance, Accountant: Revenue & Accountant: Bungalow.

1.6.2 The Accountant Cost and Financial Management verify Gazette tariffs

1.6.3 **The Manager Finance calculates increased services tariffs for capturing by the accountants.**

1.6.3 Manager: Finance verifies gazette captured tariffs with solar system tariffs report, innkeeper system tariff reports and Quick book system tariff reports before 20th June.

1.6.4 Manager: Finance with Accountant: Revenue & Accountant: Property and Administration with the Financial Administrative Officer: Bungalow signs off tariffs and for audit file.

1.6.5 Implementation of tariffs 1 – **15th July before debit raise.**

2. Refund for booking of Halls, Open Spaces and Sport Fields

2.1 Bookings

- Client to contact booking officer to ascertain space availability.
- Booking officer issues application form for payment at the cash hall.
- Client returns receipt(s) to booking officer.
- Booking entered on the innkeeper and receipt numbers recorded in the application book.
- Client advised by the booking officer on rental conditions.

2.2 Pre and Post Inspections

- Staff member/Security Guard on duty meets client at the venue for pre-inspection of venue.
- Pre- inspection done and form signed by both parties and access granted.
- Post inspection done after each and every event.
- Discrepancies/ breakages/ incidences recorded and post inspection form signed off by both parties.
- Facility locked by staff member/security guard on duty.
- Client advised on the finding of inspection.
- In case of damage, cost of damage communicated to client **deduct from deposit (obtain invoice to determine the brakes)**
- Copy of inspection sheet filed after each event.

2.3 Direct Deposit & Electronic Funds Transfers

- Client deposits or transfers correct amounts into municipal bank account
- Proof of payment send to the Sport and Recreational Officer via e-mail provided to the client or hand delivered
- Booking officer fills the application form and takes it together with the proof of payment **(proof of payment + Application form is forwarded to Bank control office to confirm payment and issue receipt)** to cashiers and obtain payment receipt(s)
- Booking confirmed on the innkeeper and confirmation sent to client

2.4 Refundable Deposit

- Client returns original deposit receipt(s) to Sport and Recreational Officer.
- Pre / post inspection form obtained from the security guard on duty and attached to the refund application.

- Client obtains bank confirmation letter from his/her bank and attached to the application
- Supervisor authorizes refund(s) and send request(s) to Finance Department for payment
- Deposit paid only when no item is missing/ damaged and when inspection sheet is duly signed.
- In case of missing/ damaged items or facility not properly cleaned - Finance Department instructed accordingly by Community Development Services Department.

2.5 Weekly Inventory by the Sport and Recreational Officer (SRO)

- To be conducted every time Janitor exchange shift weekly on Fridays.
- Proper handing over of shift to be done and observed by SRO
- Proper record of missing/ damaged items kept.
- Copy of inventory sheet to be filed and one to forwarded to the MCDS

3. Procedures for Cemetery and Refunds

3.1 Reservation

3.1.1 Cemetery Official capture client information into the Cemetery Management System

- Title
- Name and Surname
- Address
- Contact details
- Email Address
- Identification Number of a client
- Municipal Account
- Address
- Contact details
- Purchase date
- Expire date
- Cemetery
- Section
- Block
- Grave Number
- Grave type Single or Double
- Residential status
- Reservation Cost

- Print and issue quotation to the client
- Client pay for service at the cash hall

3.1.2 After payment; Cemetery Official enter the following information into the Cemetery Management System

- Receipt date
- Receipt number
- Amount
- Starting date of contract
- End date of contract
- Print the certificate of ownership and both official and client sign at the designated spaces
- File documents

3.2 Burial

3.2.1 Cemetery Official enter deceased information into the Cemetery Management System

- Cemetery
- Grave number
- Grave type
- Burial date
- Time of burial
- Name and surname
- Address
- Date of birth and death
- Identification Number
- Residential status
- Cause of death
- Gender
- Nationality

3.2.2 Cemetery Official enter next of kin information into the Cemetery Management system

- Title
- First Name and Surname
- Address Contact details
- ID Number
- Relationship
- Contact details of client
- Undertaker if any
- Death certificate and Removal order
- Grave Cost
- Print and issue quotation to the client
- Client pay for service at the cash hall

3.2.3 After Payment: Cemetery Official enter the following information in the Cemetery Management System

- Receipt date and Number
- Amount
- After burial: Cemetery Official complete the transaction on the system
- File all documents

3.3 Ashes /URN / Niche

3.3.1 Cemetery Official enter decease information in the Cemetery Management System

- Cemetery
- Grave number
- Grave type
- Burial date
- Time of burial
- Name and surname
- Address
- Date of birth and death
- Identification Number
- Residential status
- Cause of death
- Gender
- Nationality

3.3.2 Cemetery Official enter the next of kin information in the cemetery Management system

- Title
- First Name and Surname
- Address Contact details
- ID Number
- Relationship
- Contact details
- Undertaker if any
- Death certificate and Cremation Certificate
- Grave Cost
- Print and issue quotation to the client
- Client pay for service at the cash hall

3.3.3 After Payment: Cemetery Official enter the following information in the cemetery Management System

- Receipt date and Number
- Receipt Amount
- After burial: Cemetery Official complete the transaction on the system
- File all documents

3.4 Chapel Services

3.4.1 Cemetery Official enter decease information in the Cemetery Management System

- Name and surname
- Address
- Date of birth and death
- Identification Number
- Residential status
- Cause of death
- Gender
- Nationality

3.4.2 Cemetery Official enter next of kin information in the cemetery Management system

- Title
- First Name and Surname
- Address Contact details
- ID Number
- Relationship
- Contact details
- Undertaker if any
- Death certificate and Removal burial order or Cremation in case of Niche/Urn
- Grave Cost
- Print and issue quotation to the client
- Client pay for service at the cash hall

3.4.3 After payment: Cemetery Official enter the following information into the cemetery Management System

- Receipt date and Number
- Receipt Amount
- After burial: Cemetery Official complete the transaction on the system
- File all documents

3.5 Memorial Work

3.5.1 Cemetery Official enter decease information in the Cemetery Management System

- Name and surname
- Address
- Date of birth and death
- Identification Number
- Residential status
- Cause of death
- Gender
- Nationality

3.5.2 Cemetery Official enter next of kin information in the Cemetery Management system

- Title
- First Name and Surname
- Address
- ID Number
- Relationship
- Contact details
- Undertaker if any
- Death certificate and Removal burial order or Cremation in case of Niche/Urn
- Grave Cost
- Print and issue quotation to the client
- Client pay for service at the cash hall

3.5.3 After payment Cemetery Official enter the following information in the cemetery Management System

- Receipt date and Number
- Receipt Amount
- After burial: Cemetery Official complete the transaction on the system
- File all documents

3.6 Exhumation

3.6.1 Cemetery Official enter deceased information in the Cemetery Management System

- Mandatory documents required
 - *Letter from the client requesting for exhumation
 - *Confirmation from the Police and Health medical officer of their presence during exhumation
- Name and surname
- Address
- Date of birth and death
- Identification Number
- Residential status
- Cause of death
- Gender

- Nationality

3.6.2 Cemetery Official enter next of kin information in the cemetery Management system

- Title
- First Name and Surname
- Address Contact details
- ID Number
- Relationship
- Contact details
- Undertaker if any
- Death certificate and Removal order or Cremation Certificate in case of Niche/Urn
- Grave Cost
- Print and issue quotation to the client
- Client pay for service at the cash hall

3.6.3 After payment: Cemetery Official enter the following information in the cemetery Management System

- Receipt date and Number
- Receipt Amount
- After burial: Cemetery Official complete the transaction on the system
- File all documents

3.7 Requests for Refund: Cemetery

3.7.1 Client presents the following documents to the Cemetery Official when requesting a refund

- Proof of payment
- Copy of clients ID
- Proof of Payment
- Death Certificate
- Removal burial order
- Cemetery Official cancel the transaction on the Cemetery Management System as per above information and prepare a memo

for the General Manager signature to the finance department for a refund.

4. Refund Process – Municipal Rest Camp

4.1 Client completes prescribed Refund/Cancellation Form (**See figure 2-annexure**)

4.1.1 Cashiers/Reservation Clerk signs receipt thereof and forwards to **Financial Administrator Bungalow** with the following documentation attached:

- Original/Copies of all receipts (Cash Drawer Receipts) for the specific booking
- Booking Confirmation indicating credit or deposit to be refunded
- Client's Bank Confirmation letter or any official documentation to confirm client's banking details

4.2 **Financial Administrator Bungalow** consider the following cancellation rules for guidance with regards to penalty charges on refunds:

- 4.2.1 +30 days before arrival - 10% of booking value shall be forfeited
- 4.2.2 30-15 days before arrival - 25% of booking value shall be forfeited
- 4.2.3 14-8 days before arrival - 50% of booking value shall be forfeited
- 4.2.4 7-4 days before arrival - 75% of booking value shall be forfeited
- 4.2.5 3-0 days before arrival -100% of booking value shall be forfeited
- 4.2.6 No Show - 100% of booking value shall be forfeited
- 4.2.7 Early check-out - 100% of credit on booking shall be forfeited

Refund client's control which might result in cancellation or early check-out 10% cancellation penalty.

4.2.9 Cancellations due to unforeseen circumstances from council's side - No Cancellation fee will be charged

4.2.9.1 **Financial Administrator Bungalow** complete refund/claim book and charges the appropriate cancellation penalty

4.2.9.2 Claim is forwarded to Manager Finance for Approval and forward to Accountant: Expenditure for payment with all supporting documents prescribed in 4.1.

4.2.9.3 After payment is done, **Financial Administrator Bungalow** to apply effect of refund on booking system and attach system printouts on daily income sheets

4.3 Refund / Cancellation after Cashing Up (Bungalow)

- 4.3.1. Refund / Cancellation will only be considered if the room or accommodation unit has not been occupied or used by the guest.
- 4.3.2 Cashier informs the Financial Administrative Officer Bungalow of the refund / Cancellation request.
- 4.3.3 The guest must sign a Refund / Cancellation Form and submits the original receipt.
- 4.3.4 Financial Administration Officer Bungalow seeks approval from Manager / General Manger: Finance
- 4.3.5 Financial Administration Officer Bungalow reverses or cancels the receipt in the system in both the Innkeeper and the Cashdrawer system, to ensure that the financial records and the cashier transactions correspond with the applicable financial procedures.
 - BK 512 Solar
 - General ledger receipt reversal
 - Cash drawer
 - innkeeper
- 4.3.6 Forward copies to the accountant Banking and Investment
- 4.3.7 All supporting documents must be filed for the Manager's verification and record purposes.

5. Refund / Transfer Procedures: Revenue Section (see figure 1- annexure)

5.1 Credit Refunds/ Transfers

- 5.1.1 Completion of credit refund /transfers by client and signed.
- 5.1.2 Bank confirmation letter, copy of ID and proof of payment (when required) must be attached. Bank confirmation letter only in case of refunds
- 5.1.3 All forms to be submitted to enquiries for verifications of details.
- 5.1.4 All forms must be signed by enquiries officials before submission to Assistant Accountant Revenue.
- 5.1.5 No refunds to be approved if the client has other municipal accounts which are in arrears.
- 5.1.6 Police declaration for lost original receipt

- 5.1.7 Refunds will be done within 14 working days after final account from the date of receipt(s) of the completed application form with the required proof of payment attached
- Property and admin to finalise the account
 - Meter readers obtain final readings

5.2 Build Together Transfers

- 5.2.1 Property & Administration Accountant must request for transfers through an official memorandum, which must be signed by the Manager Finance.
- 5.2.2 All paid up accounts with credit balances to be cleared by Revenue Accountant and to be transferred to beneficiaries' service accounts. This is to be done in consultation with Property and Admin Section.
- 5.2.3 Revenue Accountant must provide paid up loan accounts report to Accountant Property & Admin for verification before capturing by Assistant Accountant Revenue.
- 5.2.4 Revenue accountant must extract a report of paid-up loan accounts from BP135 to be done every month end.
- 5.2.5 Revenue accountant to prepare monthly reconciliations and to be signed off by Manager Finance
- 5.2.6 All journals to be captured by Assistant Accountant Revenue through BJ076.
- 5.2.7 All journals to be processed and authorised by Revenue Accountant through BJ077 and BJ079
- 5.2.8 All memorandums to Accountant Expenditure must be signed by Revenue Accountant and certified by Manager Finance. Ensure that all memos to the Manager Finance are accompanied by relevant journals for verification purposes.
- 5.2.9 Relevant vote number / account number and amount to be paid must be clearly stated.

5.3. Mass Housing Payment

- 5.3.1 Obtain a list of mass housing payment from Head Cashier every Thursday and verify with records on service account
- 5.3.2 Prepare, capture (BJ076) and submit all journals every Friday, to Revenue Accountant for processing and authorisation (BJ077&BJ079) on Solar Production.
- 5.3.3 Prepare, capture and submit journals (BJ076) to Revenue Accountant for processing and authorisation on Mass Housing Production.
- 5.3.4 Memorandum to be signed off by Revenue Accountant and Certified by

Manager Finance.

5.3.5 Relevant vote, account number and amount to be paid must be clearly stated

5.4 Transfer of Receipts

Assistant Accountant Revenue

5.4.1 All supporting documents (Proof of payment and copy of ID) must accompany requests for receipt transfer

5.4.2 All receipt transfers must be submitted to Assistant Accountant

5.4.3 Assistant Accountant Revenue to verify all relevant information and supporting documents provided.

5.4.4 Prepare, capture and authorise receipt transfers under BK520

5.4.5 Assistant Accountant to prepare reconciliation on all receipt transferred at month end for submission to Accountant Revenue

5.5 Receipt Cancellation (Cashdrawer System)

5.5.1 Receipt cancellation will only be considered if the original receipt is available and it is the date as the original receipt was issued.

5.5.2 Cashier submits receipt cancellation requests to be processed to the Assistant Accountant Revenue or Head Cashier.

5.5.3 Assistant Accountant Revenue or Head Cashier cancel receipt on cashdrawer system, to ensure that financial records and cashier transactions are balancing.

5.5.4 Accountant Revenue shall compile monthly reconciliation on receipt cancellations.

5.5.5 All supported documents shall be filed for record purposes.

6. Refund Process – Property Section / Refundable Registration Fee for unsuccessful Purchasers at a sale of erven (see figure 3- annexure)

- 6.1 Client returns original receipt(s) of the payment of the registration fee to the Property Section.
- 6.2 The standard refund form is completed which the original receipt(s) of the payment of the registration fee and a copy of the identity document is attached.
- 6.3 An interoffice memorandum is signed by the General Manager: Corporate Services & Human Capital is forwarded to the Finance Department authorizing the refund.
- 6.4 Should the original receipt(s) be lost: the procedure approved by Council on 12 September 2013 (item 8.3) and on 24 April 2014 (item 11.1.11) is applicable.
 - 6.4.1 Permission is granted to the General Manager: Finance to refund clients without original receipt(s).
 - 6.4.2 The client needs to obtain a police declaration.
 - 6.4.3 An administration fee be determined and be applied.
 - 6.4.4 The power to approved refundable deposits without proof of original receipt(s) is vested in the Chief Executive Officer.
 - 6.4.5 An interoffice memorandum and relevant attachments is signed by the General Manager: Corporate Services & Human capital and approved by the Chief Executive Officer; where after it is forwarded to the Finance Department for finalization.
- 6.5 Refunds for payments can only be made into the name from which payment was received.
- 6.6 Refunds will be done **within 14 working** days from the date of receipt(s) of the completed application form with the required proof of payment attached

7. Refund Process – Traffic Section / Refundable Street Closure Fee

- 7.1 Client returns original receipt(s) of the payment of the street closure fee to the Traffic Section.
- 7.2 The standard refund form is completed which the original receipt(s) of the payment of the registration fee, bank confirmation and a copy of the identity document are attached.

8. Refund Process – Health Services & Engineering Services / Refundable Business Certificate and Completion Certificate

- 8.1 A signed interoffice memorandum from the General Manager of the user department accompanied by the original receipt, copy of identity and bank confirmation of the client forwarded to the General Manager Finance.

9. Payment Procedures – Creditors Section

- 9.1 Received certified invoices from the respective departments (Debtors and Bungalows).
- 9.2 Ensure that all supporting documents are attached:
*Application for credit refund
*Banking details confirmation letter
*Proof of receipts
*Any relevant supporting documents
- 9.3 Process Sundry payments on Solar system
- 9.4 Send payment voucher to Managers/GM's for authorization.

10. Procedure for lost receipt

- 10.1 Should the original receipt(s) be lost: the procedure approved by Council on 12 September 2013 (item 8.3) and on 24 April 2014 (item 11.1.11) is applicable.
- 10.2 Permission is granted to the General Manager: Finance to refund clients without original receipt(s).
- 10.3 The client needs to obtain a police declaration.
- 10.4 An administration fee be determined and be applied.
- 10.5 The power to approved refundable deposits without proof of original receipt(s) is vested in the Chief Executive Officer.
- 10.6 An interoffice memorandum and relevant attachments is signed by the relevant General Manager and approved by the Chief Executive Officer, where after it is forwarded to the Finance Department for finalization.

11. Annexures:

Figure 1: Revenue section: Credit Transfer/ Refund Form

Figure 2: Swakopmund Municipality Tourism: Refund/ Claim

**Figure 3: Properties section- Refund of registration fee- unsuccessful bidder:
Closed bid sale**



MUNICIPALITY OF SWAKOPMUND

FINANCE DEPARTMENT

Revenue Section
 Corner of Rakolola & Daniel Karmali Street
 P O Box 51, Swakopmund, Namibia
 Tel: +264 64 410 4308 | 410 4306 | 410 4303
 Web: www.swakopmund.com.na
 Email: enquiries@swakopmund.com.na



APPLICATION FOR CREDIT REFUND / TRANSFER

DETAILS OF APPLICANT/CLIENT

Name & Surname	Click or tap here to enter text.	
Postal Address	Click or tap here to enter text.	
Cell Number	Click or tap here to enter text.	
E-mail:	Click or tap here to enter text.	
Account Number <i>(Referring the Credit)</i>	Click or tap here to enter text.	Erf Number <small>Click or tap here to enter text.</small>
Credit Balance N\$	Click or tap here to enter text.	

REFUND OPTIONS

Option 1 Refund credit to bank account *[Bank Account confirmation letter to be attached]*

Name & Surname	Click or tap here to enter text.	
Name of Bank	Click or tap here to enter text.	
Bank Account Nr.	Click or tap here to enter text.	Branch code <small>Click or tap here to enter text.</small>
Branch	Click or tap here to enter text.	

Option 2 Transfer credit to another Municipal Account

Municipal Account Number	Click or tap here to enter text.
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SIGNATURE OF ACCOUNT HOLDER // APPLICANT	Click or tap here to enter text.	Click or tap to enter a date.
ID NUMBER		DATE

Applications should be sent to:
 The Enquiry Desk of the Revenue Section, Finance Department, Municipal Office Building, Swakopmund
 E-mail: completed form with attachments to enquiries@swakopmund.com.na
 For assistance, please contact the Enquiry Desk on 1 +264 64 4104308 or 4104309

FINANCE OFFICE USE		
RECEIVED BY	_____	DATE _____
	<i>Reserving Finance Official</i>	
VERIFIED BY	_____	DATE _____
	<i>Assistant Accountant Revenue</i>	
AUTHORIZED & APPROVED BY	_____	DATE _____
	<i>General Manager Finance Manager Finance Accountant Revenue</i>	

Figure 2: Swakopmund Municipality Tourism: Refund/ Claim

SWAKOPMUND MUNICIPALITY TOURISM

REFUND / CLAIM

0850

Head: Community Services
Swakopmund
Private Bag 5017
Swakopmund

Claim Approved
Claim Rejected
Date:

The undermentioned quest has submitted a claim against accommodation due to:
cancellation / credit / other

Reason:

Please issue a cheque to:

Mr / Mrs: _____

Address: _____

Reservation Number: _____


Date	Type	Amount	VAT	CX Fee	CX Fee

Vote Nr.: _____

Administrative Officer Tourism

DO-print 064-20554

Figure 3: Properties section- Refund of registration fee- unsuccessful bidder: Closed bid sale



MUNICIPALITY OF SWAKOPMUND

**APPLICATION FOR REFUND OF REGISTRATION FEE BY
UNSUCCESSFUL BIDDER: CLOSED BID SALE OF
06 December 2019**

1) As per attached proof of payment, name in which payment was made:
.....

2) Contact person:

3) Tel no: E-mail:

4) Bank:

5) Account No:

6) Branch Code: Account type:

7) Payment was made to the Municipality by: (Please tick the appropriate box)

Payment at the Cashiers	<input type="checkbox"/>	Electronic Funds Transfer (EFT)	<input type="checkbox"/>	Deposit into bank account	<input type="checkbox"/>
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8) Please refund me as follows: (Please tick the appropriate box)

Cheque to be collected	<input type="checkbox"/>	Electronic Funds Transfer (EFT)	<input type="checkbox"/>
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Please ensure you attach the original receipt to this application form to complete your application.

Conditions of Refund

- 1) A refund cannot be made without the original receipt issued at the Cashiers attached to this form.
- 2) Refunds for payments can only be made into the name from which payment was received.
- 3) Refunds will be done within 7 working days from the date of receipt of the completed application form with the required proof of payment attached.
- 4) Registration fees paid by cheque will have to clear in Council's bank account before it can be refunded.
- 5) Please attach a copy of your identity document

.....

Date Signature

Official stamp – date received