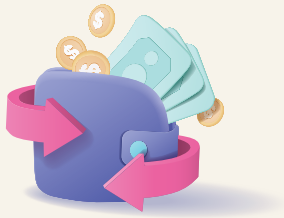


ACCEPTABLE METHODS OF PAYING RATES

- **Cash or Bank guaranteed cheques**
- **Electronically (Internet banking, bank transfer, stop orders)**
- **Debit orders**
- **Postal /money order**
- **Debit/credit card swiping**
- **Mobile swiping machine** (Just phone the department. They will come and swipe your card wherever you are)



CHALLENGES

- Rating Act – The general view is that the Act is now outdated and does not take into consideration the current economic situation in the Kingdom of Eswatini such as;
  - Urban poverty
  - HIV/AIDS – child headed households
  - Elderly/pensioners
  - Mandate linking rates to utilities/financial institution loans
  - Mandate linking rates to the Eswatini Revenue Authority and the tax clearance system
  - There is no way of recouping rates lost due to the exemption of certain properties e.g. churches, public schools, hospitals.
- Bad debts date back as far as five (5) years and beyond partly due to the economic situation mentioned above.
- Estate properties that cease to pay rates contrary to the provisions of the Rating Act that estate properties are not exempt from payment of rates.



An ISO 9001:2015 Certified Municipality

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Box 418 Manzini M200. Tel: +268 5085000
Call Centre: 8002004/25057000.

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CALL CENTRE:
800 2004/ 2505 7000

https://mzcitycouncil.sz

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ALL THERE IS TO KNOW ABOUT COUNCIL'S FINANCE DEPARTMENT

A City Inspired by Excellence

ABOUT US

The Finance department has a responsibility, under the Financial Regulations of 1969, to manage the financial business of Council. The finance director has to ensure that departmental sectional procedures and processes are documented and used appropriately for the proper functionality of Council. The department forms the backbone to the effective functioning of Council; and its operations must therefore enhance achievement of Council's vision and mission. One of the major objectives of the department is to ensure the integrity, prudence and authenticity of Council's financial systems and transactions as well as their appropriate recording to improve the organisation's liquidity levels. This is done to enhance the functionality of the organization and to facilitate the completion of a substantial number of capital projects and other services. **It is, therefore, extremely important that all property owners pay their due rates.** Without payment of rates (in full) Council cannot be able to deliver expected municipal services to the satisfaction of stakeholders.



SECTIONS

The department comprises of five (5) sections as illustrated below:

1. **Revenue section** - the main objective of this section is billing and collection of rates and user fees from the various sources of income of Council
   Rates- Council levies property taxes on immovable property located within the Manzini urban boundary. This tax is referred to as rates. It is through these taxes that Council can carry out her financially reliant responsibilities such as maintenance of road infrastructure, high mast security lights, refuse collection and other services required by city residents
   User Fees – Council also charges user fees for other services provided such as building inspectorate, trading licenses, public toilet fees, vending fees, advertising, etc. Through these service charges, Council is able to supplement rates income on financing operational expenditure.
2. **Creditors section** - the main objective of this section is to pay creditors on time and accurately and maintain supplier relationships.
3. **Stores Section** - the main objective of the Stores section is to coordinate the acquisition, upkeep, safety and issuing of inventory required for daily discharge of services by Council's core departments.
4. **Payroll Section** – the main objective of this section is processing of employee benefit expenses and Council allowances. This section ensures that staff emoluments are processed timely on a monthly basis.
5. **General Ledger & Cashbook** - the main objective of this section is to record all cash and bank transactions systematically into Council's main cash book. This section ensures that all records of bank deposits, bank withdrawals, receipts and payments through cheques and Electronic Funds Transfers (EFTs) are safe-guarded and maintained on a daily and monthly basis

RATES AND PROPERTY VALUATION

DIFFERENTIAL RATING

The rates differ according to the following designations:

- **Residential properties** – refer to properties zoned for private dwelling purposes only. No commercial activity
- **Commercial 1 properties** – refer to properties zoned as fully commercial activities
- **Commercial 2** – refer to properties zoned as semi- commercial; that is, those that serve both dwelling and commercial purposes
- **Urban farmland** – refer to properties zoned for agricultural purposes
- **Government properties** – refer to properties owned by the State
- **Vacant Land** – refer to all undeveloped properties across all the zones; commercial, residential, Government and farmland

NOTE:

- The Rating Act states that an independent valuer must be approved by the Minister of Housing and Urban Development to valuate the properties.
- Rates are charged based on the value of immovable property.
- A property owner may object against the value given to his property through the Valuation Court by filling in an objection Form as soon as they receive the valuation notice from Council.
- The Valuation Court deals strictly with discrepancies in property values and not rates.
- Complaints pertaining to rates are attended to by Council.
- Bad debts owing rates beyond a year are handed over to collection law firms to institute legal proceedings for recovery of arrear rates.
- In terms of section 37(5) of the Rating Act, an owner of an immovable property must provide Council with postal address and other contact information within two weeks of acquiring such property.

BANKING DETAILS FOR MANZINI MUNICIPALITY

YOUR REF: ACCOUNT/ PLOT NO. & TOWNSHIP

A/C NAME:	MUNICIPAL COUNCIL OF MANZINI
BANK:	NED BANK (MANZINI)
ACCOUNT NO:	40000001308
BRANCH CODE:	360264

A/C NAME:	MUNICIPAL COUNCIL OF MANZINI
BANK:	FIRST NATIONAL BANK (MANZINI)
ACCOUNT NO:	62770574434
BRANCH CODE:	282064

A/C NAME:	MUNICIPAL COUNCIL OF MANZINI
BANK:	STANDARD BANK (MANZINI)
ACCOUNT NO:	9110001190655
BRANCH CODE:	660564

NAME:	MUNICIPAL COUNCIL OF MANZINI
ACCOUNT TYPE:	CURRENT ACCOUNT
BANK:	ESWATINI BANK (MANZINI)
ACCOUNT NO:	77402086885
BRANCH CODE:	770002
SWIFT CODE:	SDSBSZMB

NAME:	MUNICIPAL COUNCIL OF MANZINI
ACCOUNT TYPE:	COLLECTION ACCOUNT
BANK:	SWD BUILDING SOCIETY (MANZINI)
ACCOUNT NO:	52000222820