



Day 1 – 29 April 2019

Program Director:

Ms Ennie Tema

Time	Topic	Speaker
07:30 – 08:55	Arrival, Registration and welcome tea	
09:00 – 09:30	Welcome and Introduce Chairperson and CIGFARO	CIGFARO Representative + Chairperson
09:30 – 10:30	A Journey to a sustainable future with regards to Revenue today	Nextec
10:30 – 11:30	Breakfast	
11h30 – 12h30	Revenue Enhancement and protection	LPT
12:30 – 14h00	Lunch	
14h00 – 15h00	Panel Discussion Challenges facing revenue enhancement, collection and protection, AG Findings relating to revenue.	AG, LPT, SALGA, CIGFARO
15h00 – 16h30	Revenue Enhancement Solutions	Crosscheck
16h30 – 16h45	Closing Remarks	

Day 2 – 30 April 2019

Programme Director:

Mr. Simon Shokane

08:00 – 08:30	Opening and Welcoming	Program Director
08:30 – 9:30	Revenue Value Chain: Property as a Driver for Billing	Facilitator
9:30 – 10:30	Revenue Protection: <ul style="list-style-type: none"> • Legislative Framework • Important Judgement • Institutional Readiness 	Facilitator
10:30 – 11:30	TEA/COFFEE	
11:30 – 13:00	Tariff Setting: Highlight Tariff Principles How to adjust endues cash Requirements	Facilitator
13:00 – 14:00	LUNCH	
14:00 – 15:30	Customer: <ul style="list-style-type: none"> • Care • Registration • Management 	Facilitator
15h30 – 15h45	Closing Remarks	Program Director