

## KEY PERFORMANCE INDICATOR 2024



<b>DIVISION</b>	Finance
<b>DEPARTMENT</b>	Treasury Services and Revenue Management
<b>UNIT</b>	
<b>JOB TITTLE</b>	Accounts Reconciliation Officer

**Objective:** Ensure that targets are defined and agreed with the employee and communicate to the employee the employer's expectations of the employee's performance and accountability in alignment with the company's strategic focus for the Financial Year. The KPIs stated in this document shall form the basis for employees' monthly scorecard which shall be communicated accordingly.

**Please note that the cumulative score of every individual will ultimately be read as the team's monthly performance.**

JOB KEY PERFORMANCE INDICATORS(KPI)		Target	WEIGHT	TIME BOUND OUTCOME (TURN AROUND TIME) 24hrs/48hrs/72hrs
1	<b>Ensures monitoring of customers' payments and making sure the payments are properly accounted for.</b> a. Daily reporting accounting for customers' payment. b. Error free records of customers payment. Nil financial loss due to error and/or fraud on customers' payment	100%	20	24Hrs
2	<b>Ensures reconciliation with Project Collection Aggregators in respect of metering projects.</b> Daily reconciliation with the Project Collection Aggregators while the month end reconciliation report must be completed not later than 5th of every month.	100%	15	24Hrs
3	<b>Ensures monthly reconciliation of operating accounts with the business hubs.</b> The reconciliation exercise must be concluded by 8th day of the month.	100%	15	Monthly
4	<b>Prepares all metering project bank reconciliation accounts.</b> All Metering Project Accounts must be fully reconciled and the reconciliation report concluded on or before 5th of every month.	100%	15	Monthly
5	<b>Ensures that customer complaints reported daily are resolved immediately.</b> Resolutions of issues observed within 24 Hours of receipt of complaints	100%	10	24Hrs
6	<b>Monitors customers' payments on the internet banking platforms of all metering projects.</b> All issues required to be attended to must be resolved within 24 Hours.	100%	10	24Hrs
7	<b>Maintains day to day banking relationships and operations- with the metering project banks.</b> Issues raised by banks and other stakeholders to be resolved within 24 Hours	100%	10	24Hrs
8	<b>Carry out other sundry assignments as directed by the Head Treasury Services &amp; Revenue Management.</b> assignments executed within timeline stipulated by HTSRM	100%	5	Daily

### ERODERS

- 5% down for every 24hrs default in meeting timeline
- 5% down for noncompliance with HSE Standards.

### BOOSTERS

- 5% up for all documented cost reduction initiative(s).
- 5% up for all positive activities not captured under this Agreement i.e. Process improvement, Projects, Training/training facilitator etc.