



**national treasury**

Department:  
National Treasury  
REPUBLIC OF SOUTH AFRICA

# **Programme 7:**

## **Civil & Military Pensions, Contributions to Funds and Other Benefits**

**Technical Indicator Descriptions**

**2014 / 15**

### Performance Indicator 7.1

Indicator title	Benefits paid accurately and on time: <ul style="list-style-type: none"><li>• Post-retirement medical benefits: 30 days.</li><li>• Injury on duty: 30 days.</li><li>• Special pension: 60 days.</li><li>• Military Pensions 60 days</li><li>• Other benefits 30 days</li></ul>
Short definition	Payments of benefits accurately and on time
Purpose/importance	To measure the level of accuracy and the time it takes in administering and processing of benefits
Source/collection of data	Benefit application forms and system reports
Method of calculation	In accordance to respective and guiding legislation within the Programme.(e.g. Government Employee Pension(GEP) Law, Compensation for Occupational Injuries and Deceases Act (COIDA), Special Pensions Act, Military Pension Act and Pension Scheme for Officers of Parliament(PSOP) Rules
Data limitations	Delays by Employer in submitting original awards from Compensation Fund, delays by applicants in submission of banking details.
Type of indicator	Efficiency, Effectiveness and impact on Customer and client satisfaction
Calculation type	Mainly cumulative but have non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Aim is to exceed targeted performance
Indicator responsibility	General Manager: Programme 7 (GPAA)

## Performance Indicator 7.2

Indicator title	80% re-engineered core business processes implemented.
Short definition	To re-engineer and implement core business processes
Purpose/importance	To modernise and improve GPAA administration
Source/collection of data	Mapped business processes
Method of calculation	% of core business processes re-engineered
Data limitations	Change of priorities
Type of indicator	Efficiency, output and impact
Calculation type	Cumulative
Reporting cycle	QUARTERLY
New indicator	No
Desired performance	To improve on benefit administration in terms of efficiency and optimum level of performance
Indicator responsibility	Programme Manager: Modernisation (GPAA)

### Performance Indicator 7.3

Indicator title	90% customer service complaints are resolved within seven days.
Short definition	Acknowledgement and resolution of customer complaints with predetermined time frame.
Purpose/importance	To improve customer experience
Source/collection of data	Telephone, letters, walk-ins, email and faxes
Method of calculation	Time taken to resolve the complaints from date and time of receipt
Data limitations	Delays by Employer in submitting necessary information, delays by Appeal Board in finalization of appeal cases
Type of indicator	Output, outcomes, impact and efficiency
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Maintain 100% complaint resolution time
Indicator responsibility	General Manager: Programme 7 (GPAA)

#### Performance Indicator 7.4

Indicator title	Mutually beneficial partnerships with employer departments.
Short definition	Establish mutually beneficial partnerships with employer departments
Purpose/importance	To harness, maintain and improve relationships with employer departments
Source/collection of data	From Employers and collected by Client Liaison Officers
Method of calculation	Number of employer training initiatives conducted
Data limitations	Delays by employer in submission of important documentation that enables GPAA to process and finalize benefits on time
Type of indicator	Inputs, activities, outputs and impact
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To encourage compliance in benefits administration requirements by participating employers
Indicator responsibility	General Manager: Programme 7 (GPAA)

### Performance Indicator 7.5

Indicator title	Ensure 90% compliance with National Treasury service level agreement (SLA).
Short definition	Compliance to Service Level Agreement with National Treasury
Purpose/importance	To comply with all predetermined service levels
Source/collection of data	Systems reports : Excel spread sheets, MIS and CIVPEN
Method of calculation	% of total achieved indicators against total number indicators
Data limitations	Delays by employer departments in submitting outstanding information to enable GPAA to process and finalize benefits in time
Type of indicator	Output, impact and efficiency
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To comply with customer service level agreement
Indicator responsibility	General Manager: Programme 7 (GPAA)