

TECHNICAL **INDICATOR DESCRIPTORS** 2015/16

PROGRAMME 7:
**CIVIL & MILITARY PENSIONS,
CONTRIBUTIONS TO FUNDS
AND OTHER BENEFITS**



national treasury
Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

PERFORMANCE INDICATOR 7.1.1

Indicator title	Pay 100 % of benefits within liability date
Short definition	<p>Payments of benefits accurately and on time:</p> <ul style="list-style-type: none"> • Post-retirement medical benefits paid within 30 days • Injury on duty paid within 45 days • Special pension paid within 60 days • Military pensions within 45 days
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 – performance indicator title changed as necessary
Desired performance	Aim is to exceed targeted performance
Indicator responsibility	General Manager: Programme 7 (GPAA)

PERFORMANCE INDICATOR 7.1.2

Indicator title	Ensure 100 % 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 – performance indicator title amended as necessary
Desired performance	To comply with customer service level agreement
Indicator responsibility	General Manager: Programme 7 (GPAA)

PERFORMANCE INDICATOR 7.1.3

Indicator title	To consistently improve client data integrity
Short definition	To consistently improve client data integrity, to the extent that the quality of client information is consistently accurate and difficult to compromise
Purpose/importance	In order to ensure that the right person (i.e. the lawful member or beneficiary) is paid every time, client data of high integrity is critical. For this purpose the GPAA has resolved to ensure that client data integrity is increased substantially over the medium-term.
Source/collection of data	<ul style="list-style-type: none"> • Evidence of progress against workplans • Evidence of improved client data integrity, as specified in the Annual Performance Plan
Method of calculation	<ul style="list-style-type: none"> • Extent of progress against work plans; and • Extent of improvement of client data integrity
Data limitations	Delays by Employer in submitting original awards from Compensation Fund, delays by applicants in submission of banking details. No MIS for reporting
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	Yes
Desired performance	Aim is to exceed targeted performance
Indicator responsibility	GENERAL MANAGER: PROGRAMME 7 (GPAA)

PERFORMANCE INDICATOR 7.2.1

Indicator title	100 % 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 within defined timeframes
Indicator responsibility	General Manager: Programme 7 (GPAA)