Programme 1: Administration

+ **Purpose:**
  - Overall management of the Agency
+ **Key Measurable Objectives:**
  - Regular reports to principal stakeholders
  - Quality internal audit reports on risk management and control
  - Quality internal audit reports on governance strategy
  - Implementation of fraud prevention strategy

Programme 2: Corporate Services

+ **Purpose:**
  - Overall management of human capital, delivery of auxiliary services and the provision of legal services

Programme 3: Communications, Marketing and Change Management

+ **Purpose:**

   ▪ Provision of advice on marketing and communication

   ▪ Media liaison and public relations

Programme 4: Finance and Supply Chain Management

+ **Purpose:**

   ▪ The provision of Financial Management Services

Programme 5: Information Communication Technology

✚ **Purpose:**

- The provision of Information and Communications Technology Services

Programme 6: Customer Services

✚ **Purpose**
- Grant administration that improves delivery of social security services

✚ **Key Measurable Objectives**
- Improve service delivery to restore the dignity of beneficiaries
- Design and introduce standardised contracts

Programme 6: Customer Services

✤ Key Measurable Objectives

- ▸ Improve access to social assistance through the optimisation of infrastructure
- ▸ Implement a customer relationship strategy
- ▸ Plan and introduce appropriately located call centres
- ▸ Develop customer charter for beneficiaries
- ▸ Service delivery integrity
- ▸ Improvement of data quality

Programme 7: Strategy and Business Development

✤ Purpose:

- ▸ To develop innovative strategies and mechanisms to improve service delivery

SERVICE DELIVERY IMPROVEMENT INITIATIVES

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IMPROVING APPLICATIONS PROCESSES FOR GRANTS

- **CHALLENGE:** Varying and lengthy turn around times across and within provinces
- **PROPOSED SOLUTION**
  - Implementation of improved business processes
  - Design streamlined business processes for grant administration to reduce turnaround time in relation to grant applications

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IMPROVING APPLICATIONS PROCESSES FOR GRANTS

- **Pilot on turnaround time in 3 provinces:**
  - **Nelson Mandela Metropolitan, P.E, E.Cape**
  - **Bellville district office , W.Cape;**
  - **Ehlanzeni district, Nelspruit, Mpumalanga**

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IMPROVING APPLICATIONS PROCESSES FOR GRANTS

- **Benefits of pilot:**
  - **1 day turnaround when technology enabled**
  - **3 day turnaround, otherwise**
  - **Previously, 35 day turnaround**

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ANTI-FRAUD MEASURES TO IMPROVE THE INTEGRITY OF SOCIAL GRANTS ADMINISTRATION

- **Problem Statement**
    - **Weak reporting and investigation systems**
    - **Millions of rands lost**

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ANTI-FRAUD MEASURES TO IMPROVE THE INTEGRITY OF SOCIAL GRANTS ADMINISTRATION

- Proposed Solutions – Indemnity Project
    - Minister announced the indemnity -13 Dec 2004 to March 2005
    - 86 000 applications received and 9 721 inquires calls via fraud hotline
    - Suspended payment - estimated saving in excess of R400 million made, assuming the grant would have been active for the remained of the year.

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ANTI-FRAUD MEASURES TO IMPROVE THE INTEGRITY OF SOCIAL GRANTS ADMINISTRATION

- ♣ **Proposed Solutions – Fraud Hotline and Fraud Register**
    - Management and facilitation of Fraud Hotline
    - 24 hour toll free number, with free e-mail and fax facilities
    - Over 41 000 cases have been reported to date, SIU assisting with investigations.

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ANTI-FRAUD MEASURES TO IMPROVE THE INTEGRITY OF SOCIAL GRANTS ADMINISTRATION

- ♣ **Proposed Solutions – Data Quality Management Project**
    - Focusing on data cleaning which includes addressing business process weaknesses, weak system controls and other loopholes which lead to data corruption and fraudulent activity

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ANTI-FRAUD MEASURES TO IMPROVE THE INTEGRITY OF SOCIAL GRANTS ADMINISTRATION

- Proposed Solutions - Appointment of Special Investigation Unit
  - Appointment of Special Investigation unit, to collaborate with SASSA to build in-house investigation capacity
  - Outcome of investigations – criminal procedures, recovery of debts and disciplinary hearing

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IMPROVING ADMINISTRATION AND DELIVERY OF SOCIAL SECURITY

- Background
  - **Until 1 April 2006 Provinces were autonomous with their own administrative structures and service delivery priorities and outputs.**
  - **This resulted in disparate and non-uniform service delivery levels.**

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IMPROVING ADMINISTRATION AND DELIVERY OF SOCIAL SECURITY

- Proposed Solutions to improve Administration
  - Standardised administration of contracts and services across all regions
  - Significant reduction in the waiting time for grant approval and payment
  - Introduction of ICT systems improve service
  - Start implementation of norms and standards
  - Enhance quality of data

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IMPROVING ADMINISTRATION AND DELIVERY OF SOCIAL SECURITY

- Efficiency Gain Projects
  - Migration of beneficiaries to the formal financial institutions over time
  - Allocation of adequate financial resources to address infrastructure backlog
  - Develop customer relationship strategy
  - Systems development and necessary linkages with other government departments including Labour, Home Affairs, Health, Housing

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IMPROVING ADMINISTRATION AND DELIVERY OF SOCIAL SECURITY

- **Efficiency Gain Projects**
  - **Comprehensive Social Security: Initiate a process to be coordinated by the Presidency and the National Treasury to promote the integration into the Agency of:**
    - Unemployment Insurance (agency route)
    - Compensation Fund (agency route)
    - RAF (agency route)
    - Social Health Insurance
    - Justice and
    - Housing

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IMPROVING ADMINISTRATION AND DELIVERY OF SOCIAL SECURITY

- **Progress to date**
  - Tender for 40 mobile vehicle units – to be rolled out in areas where no infrastructure exists
  - Draft MoU between Agency and Banks to be finalised and signed
  - Blueprints for Service Offices and Pay Points being drafted

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2006 MTEF Social Assistance

- Over 2006 Medium Term Expenditure Framework Social Assistance System is financed through
  - Social Assistance Transfers
  - Social Assistance Administration
- 2006 Strategic Plan shows that the Social Assistance Administration funds comprise:
  - SASSA Establishment and Operational Funds
  - Social Assistance Administration
  - Grants Administration Integrity

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2006 MTEF Social Assistance

- Social Assistance Administration funds mainly covers expenditures in current provinces – regions on:
  - Compensation of Employees
  - Goods and Services such as Payment Contractors (Handling Fees, which is budgeted slightly above R2billion per annum)
  - Transfers and subsidies
  - Payments for Capital Assets such as Infrastructure (Rental and maintenance for buildings, etc)

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Communication & Marketing	22,868	32,517	31,850
Compliance and Grants Reviews	40,559	60,674	69,674
Office of the CEO	10,027	10,428	10,845
Total	**231,086**	**312,737**	**324,479**

CONCLUSION

+ **This presentation has covered:**

  ※ **Progress on the Establishment & Operationalisation of the Head and Regional Offices**

  ※ **Strategic Plan for 2006/07 to 2008/09**

  ※ **Service Delivery innovations**

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THANK YOU

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