

Programme 1: Administration

- ♣ Purpose:
 - 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
 - M Implementation of fraud prevention strategy

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Programme 2: Corporate Services

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

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Programme 3: Communications, Marketing and Change Management

- * Purpose:
 - » Provision of advice on marketing and communication
 - Media liaison and public relations

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Programme 4: Finance and Supply Chain Management

- ♣ Purpose:
 - The provision of Financial Management Services

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Programme 5: Information Communication Technology

Purpose:

The provision of Information and Communications Technology Services

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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

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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

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Programme 7: Strategy and Business Development

→ Purpose:

To develop innovative strategies and mechanisms to improve service delivery

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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
 - M Introduction of ICT systems improve service
 - M 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
 - M 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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