



PARLIAMENT
OF THE REPUBLIC OF SOUTH AFRICA

| YOUR BENEFITS our responsibility |

**PORTFOLIO COMMITTEE ON
PUBLIC SERVICE AND
ADMINISTRATION AS WELL
MONITORING AND
EVALUATION**

Wednesday, August 15, 2018



the gpa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

AGENDA

**GPAA – The
Organisation and
Administrator of Funds.**

**Public Service
Commission Report and
progress on
recommendations**



**Intergovernmental
Initiatives**

Modernisation

AGENDA

**GPAA – The Organisation
and Administrator of
Funds.**



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

| YOUR BENEFITS our responsibility |

LEGISLATIVE MANDATE

- GPAA is a government component, established in terms of the Public Service Act (1994) with effect from 1 April 2010.
- Mandate to render pensions administration and other relevant services to the Government Employees Pension Fund (GEPF) and the National Treasury (NT).
 - in accordance with the administration and service level agreements concluded by GPAA with the GEPF and the NT.

GOVERNING STRUCTURE



the gpa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

Administration of GEPF & NT Programme 7 - 2017/18

- 1.85 million Clients
- R70 billion Contributions Collected
- R91 billion Paid cases



national treasury

Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

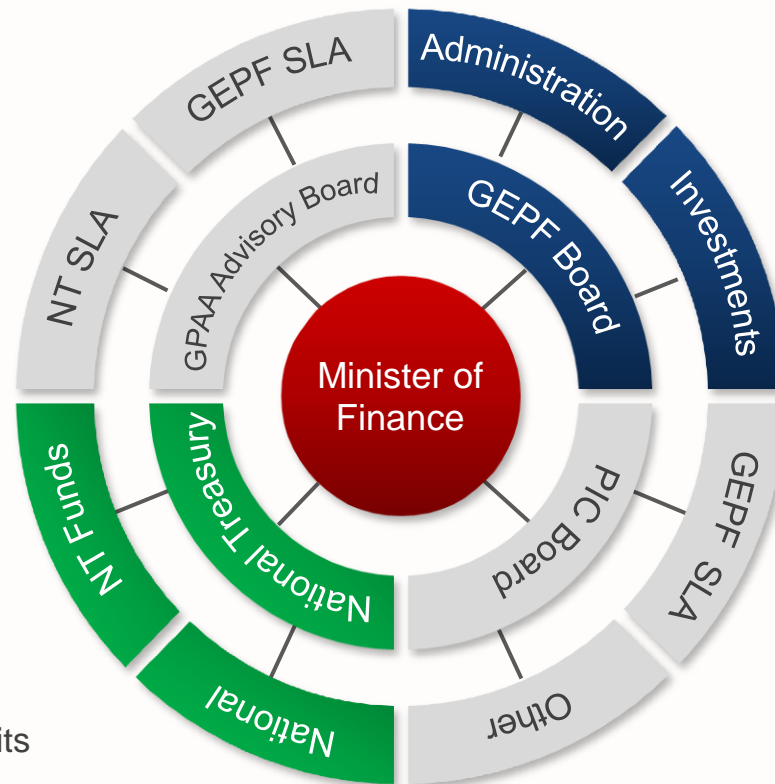
Programme 7 (Non-Contributing)

- Special Pensions
- AIPF
- TEPF
- Post Retirement Medical Benefits
- IOD
- Other Pensions



the gpa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA



- 1.273 Million Contributing Members
- 450 322 Pensioners, Spouses and Orphans



PUBLIC INVESTMENT CORPORATION

Investment of about R1.814 trillion for GEPF

VISION, MISSION AND VALUES

Vision

- A client-base that is satisfied, served, valued, dignified cared and empowered.

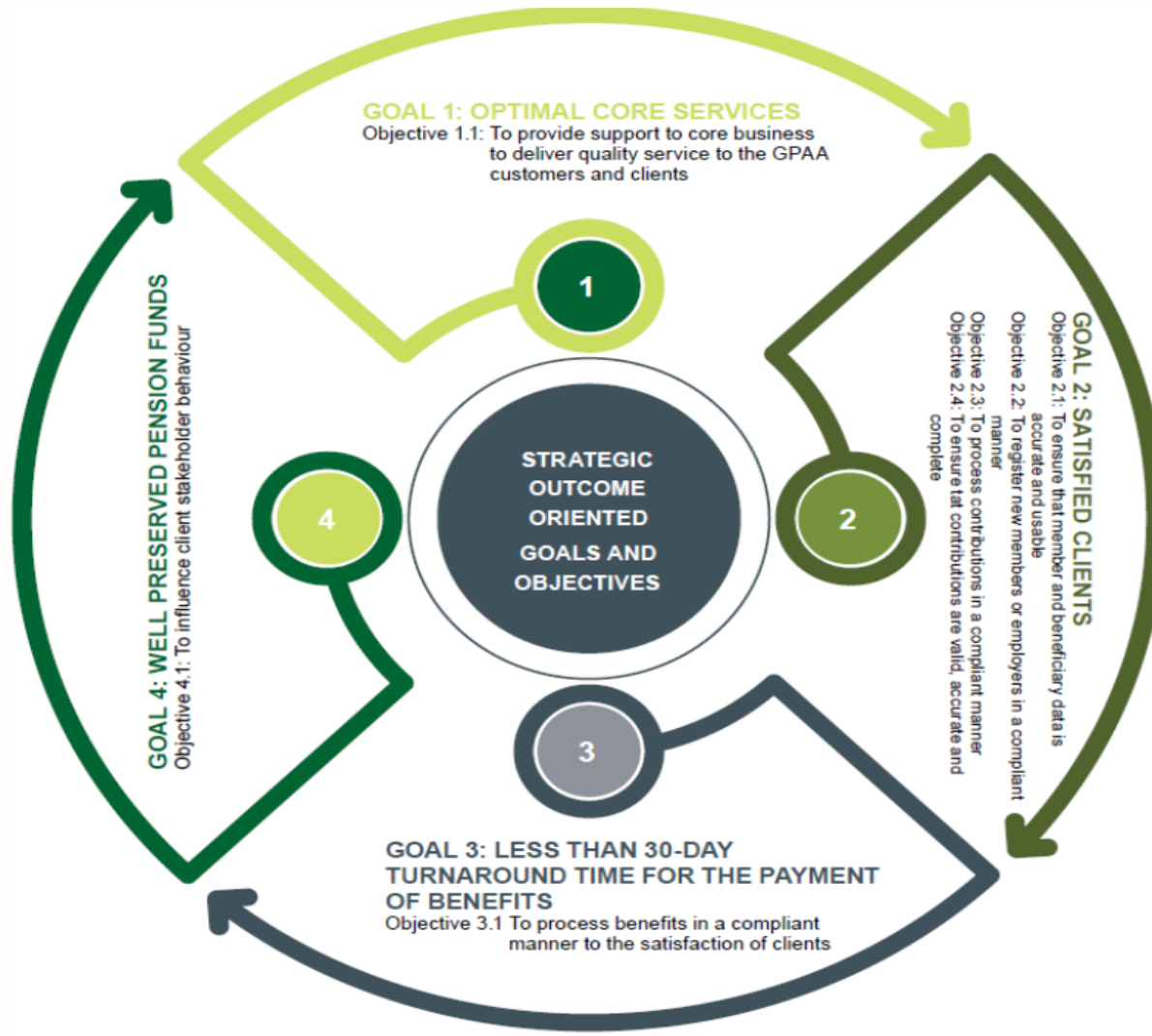
Mission

- To provide administration services to the Government Employees Pension Fund (GEPF) and National Treasury Programme 7 funds and schemes

Values

- Transparency
- Integrity
- Service Excellence
- Respect
- Courtesy
- And Passion

GOALS AND OBJECTIVES



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

| YOUR BENEFITS our responsibility |

PUBLIC SERVICE COMMISSION – PROGRESS REPORT



**Public Service
Commission Report and
progress on
recommendations**



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

PUBLIC SERVICE COMMISSION REPORT

- Identified areas of concern
- Met and agreed with PSC Commissioners to deal with findings - Have designed various initiatives
- Met with DG of DPISA to deal with employer department related findings - Regular collaboration in support of initiatives

OVERALL PRINCIPLE CONCERNS / FINDINGS

- Insufficient and incorrect documentation and information received.
- Technology challenges in respect of GPAA new systems but also Employer departments technology capability
- Delays in pension pay-outs
- Lack of education and outreach with in respect of departments and or members
- Client Care Inefficiencies

OVERALL PRINCIPLE CONCERNS / FINDINGS

Insufficient and incorrect documentation and information received.

- Employer Departments using Pension Case Management (PCM) and E Channel for the submission of pension claims.
- GPAA still continues to receive insufficient and incorrect documentation from employer departments, however this has reduced to some degree.
- GPAA has been improving the PCM and Benefit Payment Automation System (BPA) to improve turnaround times for the payment of benefits.
- Use of Home Affairs data to confirm identity of member information.
- Bank Validations confirmed via the utilisation of National Treasury SafetyWeb systems.

OVERALL PRINCIPLE CONCERNS / FINDINGS

Insufficient and incorrect documentation and information received.

- Systems improvement for the current year include amongst others;
 - Upfront Contribution verification
 - Upfront Personal details verification
 - Upfront Membership verification.
- These systems improvements will help to
 - Reduce rejections
 - Improve turnaround
 - Reduce data errors

OVERALL PRINCIPLE CONCERNS / FINDINGS

Technology challenges in respect of GPAA new systems but also Employer departments technology capability

- Employer Departments have embraced the use of PCM
- E Channel phased out and Employer Departments requested to use PCM.
- Table below shows the growing number of pension claims received electronically versus manual claims

Electronic and Manual Payments			
Channel	2015/2016	2016/2017	2017/2018
Electronic	51 239	56 128	64 150
Manual	28 544	17 636	9 216
Total Paid	79 783	73 764	73 366

- Working closely with SITA and Employer Departments to assist where necessary with issues surrounding technology capability.

OVERALL PRINCIPLE CONCERNS / FINDINGS

Technology challenges in respect of GPAA new systems but also Employer departments technology capability

- Regional Offices set up with required technology and infrastructure (PC's) to allow Employer Departments to process pension claims on PCM.
- Looking at a multifaceted approach in dealing with technology challenges employer departments have, which include amongst others;
 - Requesting Departments to budget
 - Mobile offices to be used in future
 - Dedicated employer work stations at walk in centres.
 - Client Liaison Officers support

OVERALL PRINCIPLE CONCERNS / FINDINGS

Delays in pension pay-outs

- Claims turnaround has improved with 82% of claims paid within 45 days and 89 %within 60 days.
- Systems enhancements has helped to improve reduce delays
- Drive by GPAA and Employer Departments with respect to completion of nomination forms has helped improve payment of death claims.

OVERALL PRINCIPLE CONCERNS / FINDINGS

Lack of education and outreach with in respect of departments and or members

- Client Liaison Officers (CLO's) continuously training and empowering Employer Departments

Site visits	11139
eChannel Training sessions – systems training	3689
Pre-retirement workshops	655
Member Education – onsite member engagements	2035
RMC interviewed – onsite member engagements	2463

- Visits to Employer Departments 2018 - 11 139
- Outreach programmes included Roadshows; Retiring Member Campaigns; Human Resources Forums

OVERALL PRINCIPLE CONCERNS / FINDINGS

Client Care Improvements

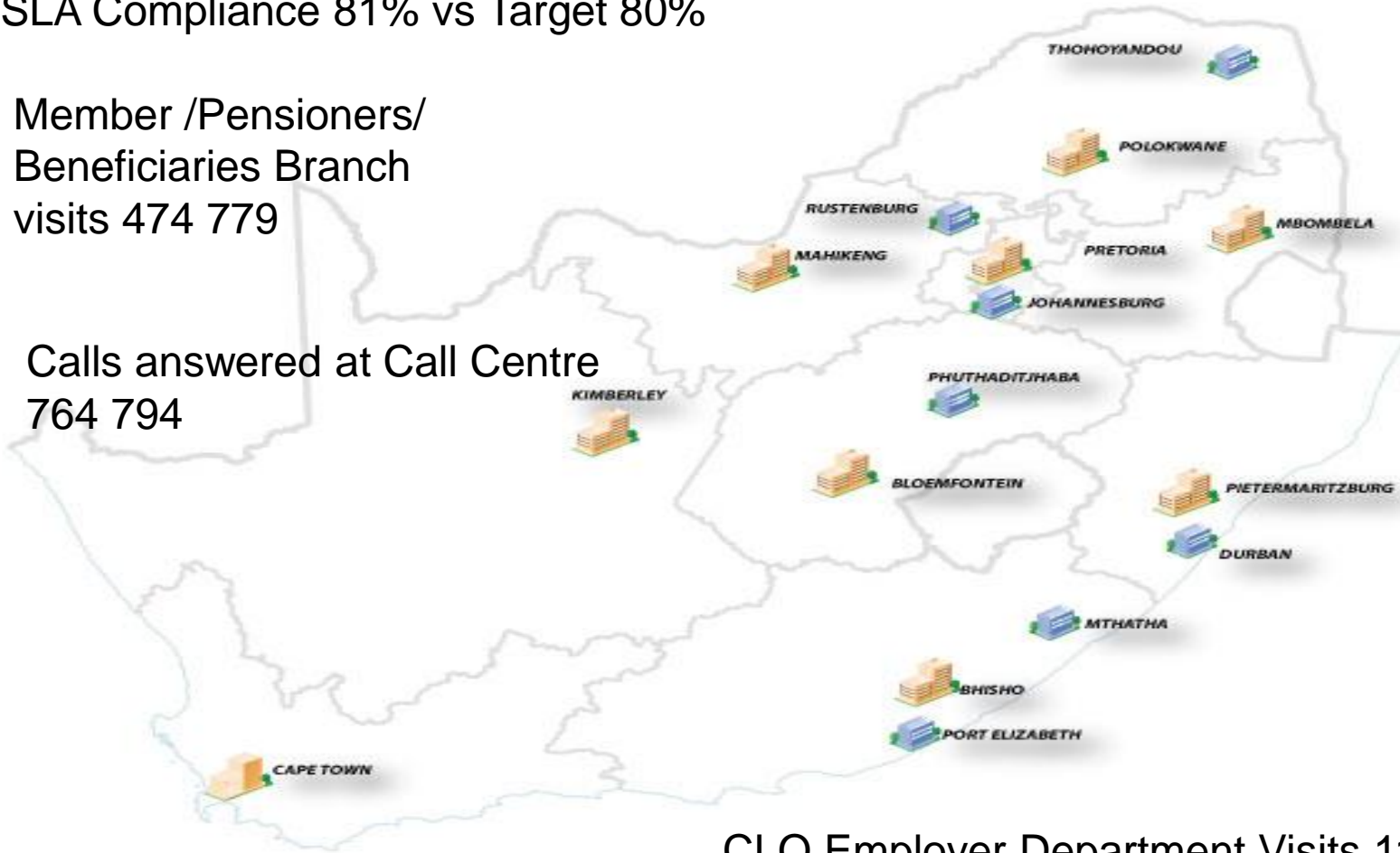
- 2017/18 customer feedback = 94% satisfaction rating
- Implemented Queue Management System (QMS) in Walk-in Centres to accurately document services, waiting times, service times and improve service offerings.
- On-going refinements includes implementation of QMS in the Mobile vans, together with implementing language options to route clients to specific agents speaking their home languages.
- Multi-language projects – currently English and Afrikaans dominant but clients are routed to agents with the language preference.
 - Call routing in Call Centre
 - In process of implementation in QMS
 - Majority of call centre, walk-in centre and mobile office staff are multilingual speaking agents.
- Outreach programmes are presented in the predominant language of the area.
- Creating a data-base of languages preference.

CRM – CLIENT & EMPLOYER MANAGEMENT

SLA Compliance 81% vs Target 80%

Member /Pensioners/
Beneficiaries Branch
visits 474 779

Calls answered at Call Centre
764 794



CLO Employer Department Visits 11 139

CRM – CLIENT OUTREACH

Client Satisfaction 94% vs target 80%

Pre-Retirement Workshops – 655

Member awareness sessions - 2035

Mobile Office Visits – 90 634

Mobile Site Visits – 767

MODERNISATION



Modernisation

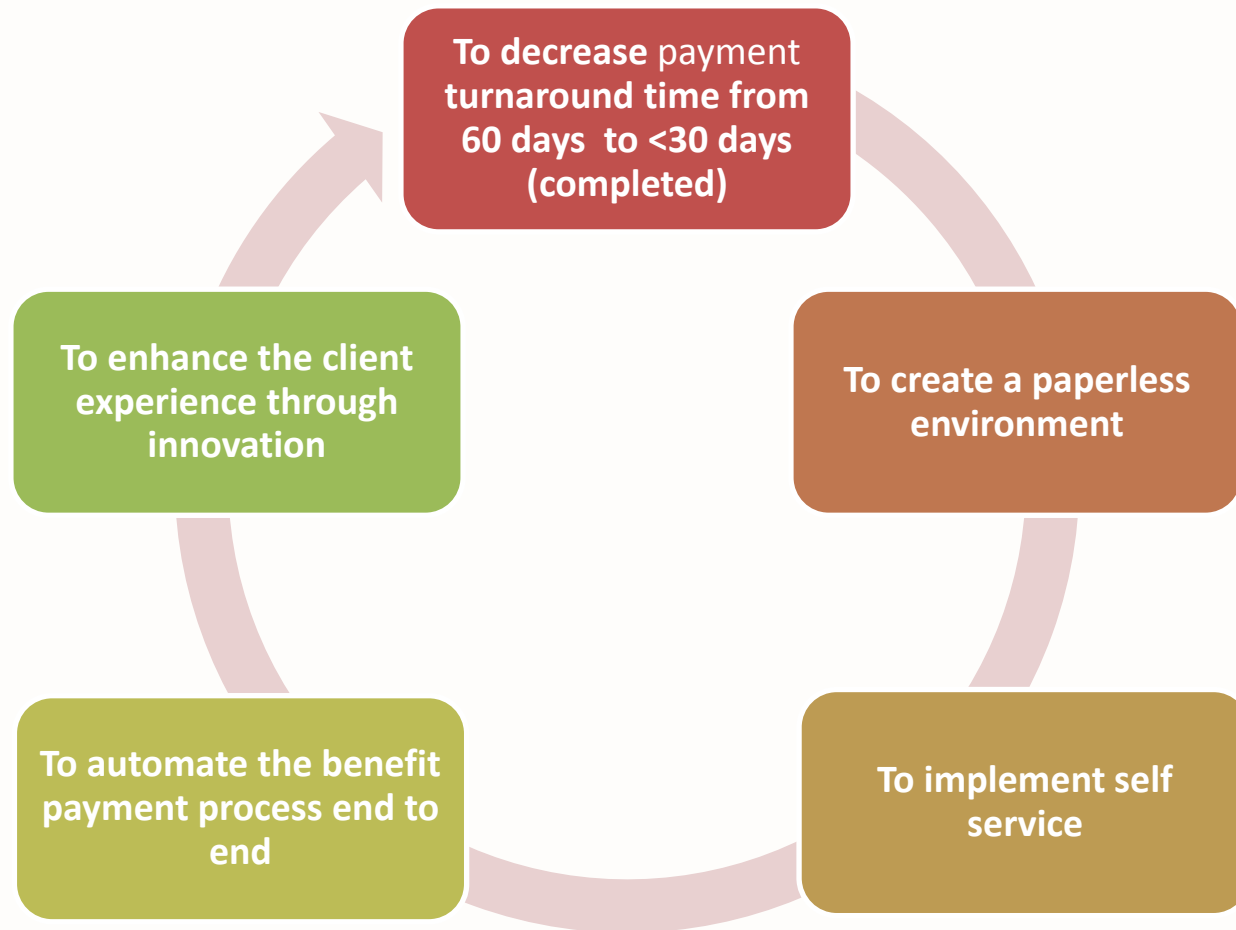


the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

| YOUR BENEFITS our responsibility |

MODERNISATION OBJECTIVES 2016 -2019

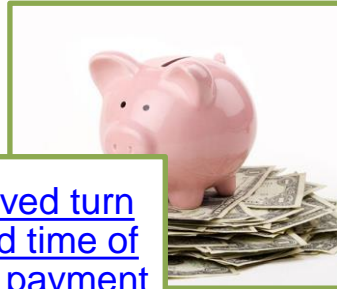


MODERNISATION OBJECTIVES 2016 -2019

Client focused communication to members via email



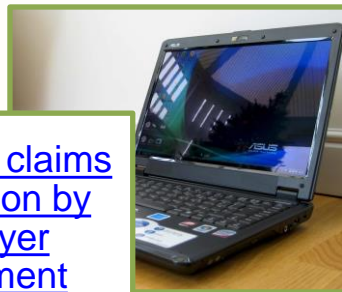
Improved turn around time of claims payment via automation



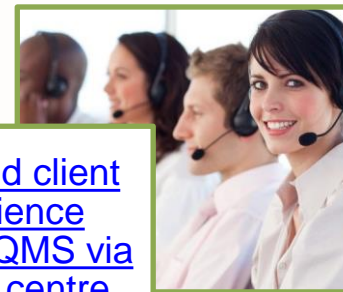
Self Service Functionality



Simplified claims submission by employer department



Improved client experience through QMS via the call centre



INTERGOVERNMENTAL INITIATIVES



**Intergovernmental
Initiatives**



the gpa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

INITIATIVES

- Regulation passed for data sharing with SARS – economically active members / pensioners
- SARS Quarterly update
 - 500 000 email addresses
 - 900 000 Cell numbers
 - 900 000 Postal and Residential Addresses
- Collaborating with employer departments on data sharing and cleansing activities.

INITIATIVES

The GPAA in collaboration with departments should create a database of unclaimed pension benefits by dependants or beneficiaries and employ a tracing agent to find the dependants or beneficiaries and process their claims.

Departments should submit details of pension members or beneficiaries who have not claimed their pension to GPAA to add to the work of the tracing agent.

- A team of 20 – 25 internal tracers are working on tracing beneficiaries
- Appointed 10 Tracing Companies to assist with tracing of beneficiaries of unclaimed benefits. Limited success with these tracing agents.
- Working closely with DPSA and Presidency (DPME) on unclaimed benefits program.
- Utilising Community Development workers of the provinces to assist in tracing of members on the unclaimed benefits database.
- Departmental engagements through Premier's offices.
- Use of Client Liaison Officers to support employer departments.
- Advertisements in Provincial Newspapers and local radio stations.
- Engaging communities at Roadshows, Retirement Member Campaigns and HR Forums.

COMMUNICATION

- The GEPF and GPAA have embarked on a number of communication and education programs to empower members and beneficiaries. The following channels are utilised;-
 - Print Media
 - Television – khumbul'ekhaya
 - Radio
 - Bill boards
- In addition the Fund have held Roundtable discussions with
 - Organised Labour
 - Media

On matters surrounding getting to know and understand the Fund, it's benefits, administrations and investments.

COMMUNICATION

TEACHERS

The rewards of remaining in service

You are the mother, father and leader of our nation; you mould us from nursery school through our energetic and rebellious teenage years until we are hopeful and yet doubtful young adults. We are all products of teachers.

remaining

The re

You are the mother, father and leader of our nation; you mould us from nursery school through our energetic and rebellious teenage years until we are hopeful and yet doubtful young adults. We are all products of teachers.

You are the shield and protector of your nation. You have followed your calling. You risk your life every day so that we can be safe. You bravely protect us from those who want to harm or rob us. You are committed to serve your nation.

Your daily work is full of risks to your life but you continue to do it because you love it. You are a faithful servant of your nation, your resilience is immeasurable. You continue to follow your calling to nurse us well we are

the GEPF, your investment, your future

GEPF

Toll free no: 0800 117 669
email: enquiries@gepf.co.za
www.gepf.co.za

POLICE

The rewards of remaining in service

You are the shield and protector of your nation. You have followed your calling. You risk your life every day so that we can be safe. You bravely protect us from those who want to harm or rob us. You are committed to serve your nation.

GOVERNMENT EMPLOYEES

The rewards of remaining in service

really pays off. In the meantime, you want to know that your money is well taken care of.

So, while you continue to serve, let GEPF take care of your investment to make sure that you are well-taken care of when you retire!

EPF

ment. your future

EPF, your investment, your future.

Toll free no: 0800 117 669
email: enquiries@gepf.co.za
www.gepf.co.za

EPF

your investment, your future

Toll free no: 0800 117 669
email: enquiries@gepf.co.za
www.gepf.co.za

BENEFICIARIES

The GEPF

your investment, your future

Are you a former government employee who has not claimed your pension?

Are you a dependent of a deceased person who worked for government and pension was not claimed?

Talk to GEPF now to find out if you qualify for benefits on 0800 117 669.

GEPF

Your investment, your future

Toll free no: 0800 117 669
email: enquiries@gepf.co.za
www.gepf.co.za

EPF

ment. your future

EPF, your investment, your future.

Toll free no: 0800 117 669
email: enquiries@gepf.co.za
www.gepf.co.za

COMMUNICATION

- The GEPF embarked on a number of media campaigns to empower and educate members and beneficiaries about their benefits. Below Video clip.



toll free: 0800 117 669
www.gepf.gov.za

COMMUNICATION

- The GEPF embarked on a number of media campaigns to empower and educate members and beneficiaries about their benefits. Below are sound clips from some of the radio adverts we introduced.



CONCLUDING REMARKS

- We are strongly committed to service delivery
- We continue to modernise and innovate on our business processes and systems.
- We encourage our employees to empathise and care for our customers.



Ngiyathokoza
Enkosi
Dankie
Ngiyabonga
Ke A Leboga
Ndi A Livhuha
Ndza Khenza



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

| YOUR BENEFITS our responsibility |