Branch: IMS	Note: Published KPIs are for public information purposes only, certain information may be excluded from the published version due to security reasons
Technical indicator descriptions	PERMANENT RESIDENCE PERMITS
Target title for 2015/16	Identify the title of the target
APP 2.3.1	70% of permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is received at the office of application) (Above applications refer to: critical skills (s27a&b), general work (s26a) and business (s27c) only)
Indicator / Measure title	Identify the title of the indicator/target
	Percentage (%) of permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is received at the office of application) (Above applications refer to: critical skills (s27a&b), general work (s26a) and business (s27c) only)
Short definition	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator

	Measuring performance against set service delivery standards in terms of the duration to deliver the service applied for. The process starts when the application is received and captured at the Visa Facilitation Service Center (VFS) with supporting documents and biometrics, dispatched to head office ON-LINE, received at Head Office by IS, forwarded to the adjudication hub for adjudication purpose, applications that require investigations are referred to Inspectorate, recommendations are forwarded to the Authorization stage (CD, DDG, DG) whereby a decision is made by DG, by either approving or rejecting the application. Once the application has been processed, there are 2 possible outcomes: 1) the application is approved and the relevant document is issued (permit) or 2) the application is rejected and the relevant document is issued (rejection letter). The outcome (permit or rejection letter) is dispatched to VFS for further transmission to the applicant. The clock stops when receipt of outcome is acknowledged at VFS Center where the applicant submitted the application. For rejected applications, a rejection letter is issued with reasons for rejection and an advice to the client to lodge an Appeal within 10 working days on-line through VFS if aggrieved by the decision. For approved applications, a permit is issued (Applications refer to: critical skills (s27a&b), general work (s26a) and business (s27c) only)
Purpose/importance	Explain what the indicator is intended to show and why it is important
	The indicator aims to assist with the attraction of critical skills into the country in line with government outcome 4. It monitors compliance with turn-around times. In terms of service delivery standards, clients are entitled to receive the outcome of their application within a reasonable timeframe. The indicator measures efficiency.
Source documentation/information used	Describe where the information comes from i.e. source of information that is used as a basis for actual performance achievements

	Application forms (files) and VFS System Reports. Visa Adjudication reports
Description of the source	A description of where the information originates from - by indicating name of responsible unit, person/designation etc.
	Chief Directorate: Permits (CD:P)
Description of processing activities (where applicable).	Document the understanding for the performance processing for each target
	See activity sheet
Standard operating procedure	For each indicator or target indicate the standard operating procedure (where applicable)
	No updated standard operating procedure for this process- SOP's are currently being revised due to amended Regulations and systems update but not available as yet.
System used	Name of system used to process performance information:
	VFS System, Visa Adjudication System
Type of system	Electronic or manual:
	Electronic Systems: VFS System (within RSA) Visa Adjudication System
Method of calculation	Describe clearly and specifically how the indicator is calculated

	1. Group all applications received between 14 August 2014 and 12 August 2015. 2. Calculate how long it took to finalize each application from the date of receipt to outcome received at office of application (the result is in number of days, excluding weekends and public holidays). 3. Calculate how many months it has taken to finalize each application (Number of days divide by 20 working days, the result is in number of months). 4.Formula: The number of applications finalized within 8 months must be divided by the total number of applications received from 14 August 2014 to 12 August 2015 , equals to percentage of applications finalized within 8 months in the period under review 5. An application will only be considered finalized if it's process stage is at "Outcome received at VFS Center of application"
Baseline calculated against	**Indicate the performance as at the end of previous financial year**
	50 per cent (Estimated performance 2014/15)
Availability of total population	**The total population refers to the number and / or list of all members in a defined group.**
	List of all applications received which will mature during the period under review
Unit of measure	**In what unit will the indicator be captured? (percentage/number/currency)**
	Percentage
Data limitations	**Identify any limitation with the indicator data, including factors that might be beyond the DHA's control**
	Permits applied for within RSA utilize an electronic system; Applications at foreign missions are out of scope. It should be noted that the indicator does not include Appeals following rejections. The Appeals constitute a separate process not covered by this target. Possible factors that may limit the operational procedures are: malfunction of VFS and Visa Adjudication Systems,

	possible power failures.
Output reporting	Indicate responsibilities regarding output reporting, archiving, key steps iro reporting, data extraction, calculation and the checking thereof (where applicable)
	1. Who is responsible for reporting at business level?
	Deputy Director - Central Adjudication (Immigration Services)
	2. Who archives the reports i.e. the person the AG will be in touch with for any form of business related reporting / Where can the collated information be found? / operational reporting level
	Deputy Director - Central Adjudication (Immigration Services) VFS System archives the applications electronically
	3. Activities/steps that goes into reporting at business level?
	Quarterly reporting as part of M&E process, annual progress reporting against planned target - reports submitted to Directorate M&E as part of quality assurance for quarterly reviews and annual report Annual progress reporting against annual target
	4. Who extracts data and frequency? (Designation of official)
	Assistant Director - Central Adjudication quarterly
	5. Who checks data extraction? (Designation of official)
	Deputy Director - Central Adjudication (Immigration Services)
	6. Who does the calculation? (Designation of official)

	Assistant Director - Central Adjudication
	7. Who checks the calculation? (Designation of official)
	Deputy Director - Central Adjudication (Immigration Services)
Frequency of reporting on this indicator	Indicate: e.g. monthly, quarterly and annually
	Quarterly and annually
Desired performance	Identify whether actual performance that is higher or lower than the targeted performance is desirable
	Achievement of the target or beyond is desirable.
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	No
Calculation type:	Identifies whether the reported performance is cumulative, or non-cumulative
	Non cumulative
Type of indicator:	Identifies whether the indicator is measuring inputs, activities, outputs, outcomes or impact, or some other dimension of performance such as efficiency, economy or equity.
	Output (target) and efficiency

Key activity list (sheet):			
70% of permanent residence applications adjudicated within 8 months for applications collected within the RSA (from date of receipt of application until outcome is received at the office of application) - critical skills (sections 27a & b); general work (section 26a); business (section 27c)			
Activity	Responsibility for Each Activity	Evidence for Each Activity	% weight for each activity (importance of activity in relation to achieving the target)
Receipt of application at VFS Center	VFS	VFS System reports	5%
Dispatch to VFS ops center in Pta from office of application	VFS	VFS System reports	5%
Dispatch from VFS operational center to DHA Head Office	VFS	VFS System reports	5%
Receipt of application at Head Office for adjudication	VFS/Visa Adjudication system	VFS System reports	5%
Assign application to adjudicator	Supervisor	Visa Adjudication system report	5%
Adjudication conducted and recommendation made by adjudicator	Adjudicator	Visa Adjudication system report	20%
Applications referred to D:CLE for investigations where necessary	Adjudicator D: CLE	Visa Adjudication system report	20%
Recommendations done by CD and DDG	CD, DDG	Visa Adjudication system report	15%
Decision taken by DG	DG	Visa Adjudication system report	10%
Dispatch outcome to a VFS Operational Center	Support Staff	VFS System reports	5%
Outcome received by VFS Center of application and ready for collection	VFS	VFS System reports	5%