Branch: Civic Services	Note: Published KPIs are for public information purposes only, certain information may be excluded from the published version due to security reasons
Target title for 2016/17	Identify the title of the target
	90% of IDs (first issues) issued within 54 working days for applications collected and processed within the RSA.
Indicator / Measure title	Identify the title of the indicator
	Percentage (%) of IDs (First issues) issued within 54 working days for applications collected and processed within the RSA (from date of receipt of application until ID is scanned at office of application).
Short definition	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator
	To issue 90% of ID first issues within 54 working days (in respect of applications collected locally).
Purpose/importance	Explain what the indicator is intended to show and why it is important
	The department's service standards in terms of the manual ID issuing process is critical to ensure that our clients receive transparent services with a level of predictability in terms of the duration required to finalize / issue products. This is also critical to show efficiency in operations. IDs are critical to execute basic rights and predictable turnaround times are therefore key.
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
	Information pertaining to the issuance of IDs is extracted from the ID Track & Trace system.
Description of the source	A description of where the information originates from - by indicating name of responsible unit, person/designation etc.
	Chief Director (Back Office ID Processing)
Standard operating procedure	For each indicator or target indicate the standard operating procedure (where applicable):
	Yes. Approved.
System used	Name of system used to process performance information:
	ID Track & Trace and National Population Register (NPR).
Type of system	Electronic or manual
	Electronic.
Method of calculation	Describe clearly and specifically how the indicator is calculated
	Data is extracted from the ID Track & Trace system. The data provides two critical dates used for the calculation. These dates are (1) date of application and (2) date product was received at the local office. All data is imported into an excel spread sheet for purposes of calculation. The following formula is used for measurement of each set of dates (this is a manual process of calculation): =networkingdays(start date,end date,public holidays). Once calculated, a summary is created depicting the total number of applications finalized within the 54 working day threshold versus those processed above the threshold. The total number of applications processed within the threshold is then compared against the total population of ID first issues issued in order to deduce a percentage.
Baseline calculated against	Indicate the performance as at the end of previous financial year
	93,90%
Availablility of total population	The total polpulation refers to the number and / or list of all members in a defined group. (If the indicator is a rate or percentage, indicate the numerator)
	The population refers to all ID first applications processed, ID documents issued and IDs received by the office of application.
Unit of measure	In what unit will the indicator be captured? (percentage/number/currency)
	The primary unit of measure is percentage and secondary unit of measurement is number.
Data limitations	Identify any limitation with the indicator data/other, including factors that might be beyond the DHA's control
	(i) Capturing delays at front offices can undermine the level of measurability (e.g. applications taken through mobile units in rural areas where the date of application can be different from date of capture). (ii) Applications received from foreign missions are measured from the time of arrival at the head office. It is not practical to measure these applications as they are distributed to Pretoria via the diplomatic bag and this is under the control of DIRCO. Furthermore, foreign missions do not have access to the National Population Register and therefore cannot register applications on the track & trace system (They are therefore excluded from the scope of the target). (iii) The permanent residence ID applications takes long to verify and this affects the turnaround time for first issue IDs. A proposal to delink the PR process from the ID issuing process will be considered.
	Delays: mobile office usage, system downtime, non compliance with requirements by front offices. Difference of between 1 and 3 working days between date of application and capturing on track and trace allowed due to operational procedures.
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?
	Director: Fingerprint Verification
	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
	Chief Director (Civic Services Support)
	3. Activities/steps that goes into reporting at business level?:

	Monthly data extraction (or collection) and analysis by the Business Intelligence Unit. Monthly report signed-off by the Director: Fingerprint Verification. Collection and consolidation of monthly evidence by the CS Support. Quarterly reporting to the Departmental Performance Review committee (Reports submitted to Directorate M&E as part of quality assurance for quarterly reviews). Annual reporting in the annual report.
	4. Who extracts data and frequency? (Designation of official)
	Chief Administration Clerk, Civic Services Support.
	5. Who checks data extraction? (Designation of official)
	Deputy Director: Planning, Monitoring & Evaluation, Civic Services Support.
	6. Who does the calculation? (Designation of official)
	Chief Administration Clerk, Civic Services Support
	7. Who checks the calculation? (Designation of official)
	Deputy Director: Planning, Monitoring & Evaluation, Civic Services Support
Frequency of reporting on this indicator	Indicate: eg monthly, quarterly and annually
	Monthly, quarterly and annually.
Desired performance	Identify whether actual performance that is higher or lower than the targeted performance is desirable
	Issue 90% of ID first issues within 54 working days.
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 and efficiency

Key activity list (Description of processing activities (where applicable)			
Number	**Activity**	**Responsibility for Each Activity**	**Evidence for Each Activity**
1	Applicant completes DHA-9, provides 2 recent photos and supporting documents at the front office. Front Office Clerks conduct quality assurance and thereafter registers the applications on Track & Trace.	Front office clerk	Application forms on request
2	Processing of applications at head office	Back office clerk	Track and trace report
3	Dispatch section tracks, sorts according to province and offices and tracks out and hands document to courier services	Back office clerk	Track and trace report
4	Front offices receive IDs and scans for receipt thereof	Front office clerk	Track and trace report