



national consumer tribunal

Briefing on the Strategic and Annual Performance Plan
NATIONAL CONSUMER TRIBUNAL

Date : 05 April 2016



The NCT's Mandate

- To adjudicate on applications and referrals in terms of the National Credit Act, No 34 of 2005, the National Credit Amendment Act 19 of 2014, and the Consumer Protections Act, No 68 of 2009, as amended.



Strategic Goals

Goal 1: To effectively and efficiently manage and adjudicate on matters brought to the NCT

Goal 2: To contribute to an efficient and effective Consumer Regulatory environment

Goal 3: To ensure effective and efficient Organisational Management



Core Programs

- Adjudication – Provide the necessary administrative and adjudicative and other related services to ensure that the NCT delivers successfully on its legislative mandate
- Administration – Provide strategic leadership to the Tribunal to ensure the successful implementation of its legislative mandate through flexible, efficient and sustainable resource solutions and supporting services.

Alignment to NDP

The National Development Plan	
The Plan	NCT alignment to NDP
An approach to prosperity and equity can be achieved when South Africans:	There's a shared vision to fully commit and contribute to the goals of the NDP through:
Provide for job creation and quality education	Employment of the Youth through internships, contingent employment of young people, and skills development for the youth
Fight corruption	Fair adjudication of cases, sound governance and fraud management
Build a capable and developmental state	Public access and provision of redress
Ensure active Citizenry	Access remote areas through ICT interventions
Overall impact service delivery	Committed to service delivery, constitution, committed staff, proactive thinking driven to succeed in achieving the mandate of the NCT.

Alignment to MTSF

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Alignment to Government's Medium Term Strategic Framework (MTSF)	
MTSF Outcome 4: Decent employment through economic growth	NCT alignment to MTSF Alignment is achieved through:
Sub Outcome Two: The productive sectors account for a growing share of production and employment	<ul style="list-style-type: none"> Procure from local service providers. Prioritise Black Economic Empowerment (BEE) suppliers for general services
Sub Outcome Three: The elimination of unnecessary regulatory burdens and lower price increases for key inputs and wage goods fosters investment and economic growth	<ul style="list-style-type: none"> Make submissions to the dti in relation to reducing regulatory burden within the NCT environment and reviewing NCT's filing fee structure. Interactions with regulatory stakeholders in relation to rule amendments to facilitate ease of filing with NCT. Input into Socio-Economic Impact Assessment Systems Committee in relation to regulatory impact. Commissioning of research to contribute to this study.
Sub Outcome Four: Workers' education and skills increasingly meet economic needs	<ul style="list-style-type: none"> Training and development of NCT staff to obtain key skills necessary in the NCT environment Debt management training and retirement fund preparation training to be compulsory courses for all NCT staff members.
Sub Outcome Seven: Reduced workplace conflict and improved collaboration between government, organised business and organised labour	<ul style="list-style-type: none"> Participation in the Collective Bargaining Forum Interactions and engagements with staff Finalise Space Planning Project Create OHS Awareness in the Workplace
Sub Outcome Eight: Expanded economic opportunities for historically excluded and vulnerable groups	<ul style="list-style-type: none"> Employment opportunities for youth, including woman, and historically disadvantaged individuals, through the NCT's intern programme and contingent resources pool. Equity targets set at minimum target of 45% female.
Sub Outcome Nine: Public employment schemes provide short-term relief for the unemployed and build community solidarity and agency	<ul style="list-style-type: none"> Ad hoc employment opportunities provided through contingent resources pool

Alignment to dti

the dti (CCRD)	Strategic Goals
<ul style="list-style-type: none"> <li data-bbox="378 545 1027 725">❑ To create a fair regulatory environment that enables Investment, Trade and Enterprise Development in an equitable and socially responsible and socially responsible manner <li data-bbox="378 782 1027 916">❑ Promote a professional, competitive and customer-focused working environment that ensures effective and efficient service delivery 	<p data-bbox="1066 545 1557 625">GOAL 1: To effectively and efficiently manage and adjudicate on matters brought to the NCT</p> <p data-bbox="1066 688 1557 768">GOAL 2: To contribute to an efficient and effective Consumer Regulatory environment</p> <p data-bbox="1066 831 1557 911">GOAL 3: To ensure effective and efficient Organisational Management</p>



3 Year Annual Performance Plan

Programme 1: Adjudication

Strategic Goal/Outcome	Output	Performance Indicator	Estimated Performance	Medium Term Targets		
			2015/2016	2016/2017	2017/2018	2018/2019
To effectively and efficiently manage and adjudicate on matters brought to the NCT	Responsive, timeous service to stakeholders in line with mandate	Average number of days from date of complete filing of DRA to date of issuing order to filing parties	75 days	75 days	75 days	75 days
		Average number of days from date of close of pleadings of non-DRA to date of issuing judgment to filing parties.	Not applicable (new calculation method)	70 days	70 days	70 days



3 Year Annual Performance Plan

Programme 1: Adjudication

Strategic Goal/Outcome	Output	Performance Indicator	Estimated Performance	Medium Term Targets		
			2014/2015	2015/2016	2016/2017	2017/2018
To effectively and efficiently manage and adjudicate on matters brought to the NCT	Ensuring that NCT decisions are substantively and procedurally correct and creating jurisprudence in consumer and credit matters	% Decisions overturned on appeal or review	0.03%	<5%	<5%	<5%



Quarterly Milestones for Programme 1

national consumer tribunal

Strategic Goal/Outcome	Output	Performance Indicator	Base line	Annual Target 2016/17	Quarterly Milestones			
					Q1	Q2	Q3	Q4
To effectively and efficiently manage and adjudicate on matters brought to the NCT	Responsive, timeous service to stakeholders in line with mandate	Average number of days from date of complete filing of DRA to date of issuing order to filing parties	75 days	<75 days	< 75 days	< 75 days	< 75 days	< 75 days
		Average number of days from date of close of pleadings of non-DRA to date of issuing judgment to filing parties.	Not applicable (new calculation method)	<70 days	<70 days	<70 days	<70 days	<70 days



Quarterly Milestones for Programme 1

national consumer tribunal

Strategic Goal/Outcome	Output	Performance Indicator	Base line	Annual Target 2015/16	Quarterly Milestones			
					Q1	Q2	Q3	Q4
To effectively and efficiently manage and adjudicate on matters brought to the NCT	Ensuring that NCT decisions are substantively and procedurally correct and creating jurisprudence in consumer and credit matters	% Decisions overturned on appeal or review	0,00%	<5%	<5%	<5%	<5%	<5%



3 Year Annual Performance Plan

Programme 2: Administration

Strategic Goal/Outcome	Output	Performance Indicator	Estimated Performance	Medium Term Targets			
			2015/2016	2016/2017	2017/2018	2019/2020	
To contribute to an efficient and effective Consumer Regulatory environment	Co-operation and partnership between stakeholders	Number of structured engagements with external stakeholders, including events, structured meetings and joint forums	10 engagements	12 engagements	14 engagements	16 engagements	
	Increased knowledge	Number of research and approved briefing papers on consumer protection and credit related matters added to the NCT knowledge database	22	24	26	28	



3 Year Annual Performance Plan

Programme 2: Administration

Strategic Goal/Outcome	Output	Performance Indicator	Estimated Performance	Medium Term Targets			
			2015/2016	2016/2017	2017/2018	2018/2019	
To ensure effective and efficient Organisational Management	Adequate Human Resources to fulfil NCT mandate	Percentage positions filled on approved organisational structure	85%	85%	85%	85%	
	An ICT Enterprise Architecture that supports, enables and meets NCT requirements	Number of identified project deliverables implemented	Implementation of HR performance management module – ESS	Implement NCT Website interface to enable access to CMS by filing parties for status updates	Maintenance and support of systems	Maintenance and support of systems	



3 Year Annual Performance Plan

Programme 2: Administration

Strategic Goal/Outcome	Output	Performance Indicator	Estimated Performance	Medium Term Targets		
			2014/2015	2015/2016	2016/2017	2017/2018
To ensure effective and efficient Organizational Management	Reliable budgeting and forecasting model developed, implemented and enhanced	Reliable budgeting and forecasting model developed, implemented and enhanced – as approved by the Executive Chairperson	Research and develop model for approval	Implement approved model	Refine and enhance implemented model	-
	Youth with employable skills and experience	Number of youth employed through structured opportunities created for youth development	4	4	4	4



Quarterly Milestones for Programme 2

Strategic Goal/Outcome	Output	Performance Indicator	Base line	Annual Target 2016/17	Quarterly Milestones			
					Q1	Q2	Q3	Q4
To contribute to an efficient and effective Consumer Regulatory environment	Co-operation and partnership between stakeholders	Number of structured engagements with external stakeholders, including events, structured meetings and joint forums	10 engagements	12 engagements	3	3	3	3
	Increase d knowledge	Number of research and approved briefing papers on consumer protection and credit related matters added to the NCT knowledge database	22	24	6	6	6	6

Quarterly Milestones for Programme 2

Strategic Goal/Outcome	Output	Performance Indicator	Base line	Annual Target 2016/17	Quarterly Milestones			
					Q1	Q2	Q3	Q4
To contribute to an efficient and effective Consumer Regulatory environment	Adequate Human Resources to fulfil NCT mandate	Percentage positions filled on approved organisational structure	85%	85%	85%	85%	85%	85%
	An ICT Enterprise Architecture that supports, enables and meets NCTs requirements	Number of predefined ICT systems developed and/or implemented	HR performance management module –ESS	Implement NCT Website interface to enable access to CMS by filing parties for status updates - cases filed	Approved Business req and functional spec	Approved Detailed Designed Specification	Build and test Website/CMS interface	Deploy Website/CMS interface with filing parties.

Quarterly Milestones for Programme 2

Strategic Goal/Outcome	Output	Performance Indicator	Base line	Annual Target 2015/16	Quarterly Milestones			
					Q1	Q2	Q3	Q4
To contribute to an efficient and effective Consumer Regulatory environment	Reliable forecasting & budgeting	Achievement of milestones in the development of a reliable budgeting and forecasting model – approved by the Executive Chairperson	Model approved and developed -	Implement approved model	Implement model	Test model with MTEF database submissions	Test model with ENE database submissions	Make correction so that it is fully implemented by 31/03/2017
	Youth with employable skills and experience	Number of youth employed through structured opportunities created for youth development	4	4	-	-	-	4

Caseload projected as per the APP

Type of cases	Financial Year					
	2013/14 actual	2014/15 actual	2015/16 forecast	2016/17 forecast	2017/18 forecast	2018/19 forecast
Debt re-arrangement agreements	5 315	9 142	16 942 (80%)	27 107 (60%)	37 950 (40%)	49 335 (30%)
Non-debt re-arrangement matters	71	177	230 (30%)	300 (30%)	390 (30%)	508 (30%)
Total number of filings	5 386	9 589	17 172	27 407	38 340	49 843

Budget as per the APP

	Actual 2014/15	Forecast 2015/16	Budget 2016/17	Budget 2017/18	Budget 2018/19
Grant allocation	40 164 000	43 029 000	46 151 000	48 459 000	51 270 000
Additional Grant / Donor funding	-	-	1 620 000	4 330 000	8 950 000
Other income	1 953 564	2 775 000	3 470 704	4 608 905	5 833 705
Surplus B/F	1 017 085	3 786 000	-	-	-
Total income	43 134 649	49 590 000	51 241 704	57 397 905	66 053 705
Expenditure	39 348 518	49 590 000	51 241 704	57 397 905	66 053 705
Compensation of employees	20 178 007	25 217 000	28 398 543	30 122 755	32 029 188
Goods and services	18 028 748	23 643 000	21 631 161	26 540 150	33 166 516
Capital expenses	1 141 763	730 000	1 212 000	735 000	858 000
Surplus / (Deficit)	3 786 131	-	-	-	-



THANK YOU