



Republic of Namibia

Performance Agreement 2017/18

Job holder: Permanent Secretary

Part A: Personal Details

Staff Member	Hon. Hilma Nicanor, MP	Date for Quarterly Reviews Due /Completed	July, October, January, & 31 March 2018
Position	Deputy Minister	Performance Agreement Period	April 2017 – March 2018
OMA/RC	Veterans Affairs	Supervisor	Hon. Frans Kapofi
Final End Of Year Report Due	April 2018	Date Completed	

Part B: High Level Statements

MISSION: To provide social and economic support to veterans, which will enable them to engage in sustainable initiatives, improve their livelihood; and to keep the history of the national liberation struggle alive

VISION: To be recognised for excellence and unwaveringly uphold our values in executing our mandate.

Core Values:	Definitions
Accountability	<i>We shall be accountable for carrying out responsibilities efficiently, timely and with integrity</i>
Integrity	<i>We will demonstrate adherence to ethical principles while caring out professional duties. Perform duties with integrity.</i>
Professionalism	<i>We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive</i>
Responsiveness	<i>We will be act flexibly, timely and accurate in realizing our customers' expectations.</i>
Accessibility	<i>We will avail ourselves in order to provide our customers with service they need.</i>

PART C: WHAT I AM ACCOUNTABLE FOR:

OFFICE, MINISTRY OF AGENCY	OFFICE OF THE VICE PRESIDENT :VETERANS AFFAIRS
NAME OF OFFICE HOLDER	HON. HILMA N. NICANOR
PERFORMANCE AGREEMENT PERIOD	1ST APRIL 2017 – 31ST MARCH 2018

FORM 1: DM's Annual Performance Agreement Matrix (1st April - 31st March of every Financial Year)											
Objective	Weight (distributed across 1% - 100%)	Expected Result	Indicator of Performance	Indicator Definition	Indicator Type	Baseline	Quarterly Targets				Action Steps
							Q1	Q2	Q3	Q4	
Ensure timely recognition of veterans	15%	Granting of veterans status accelerated.	% reduction in backlog	The rate at which applications for veterans status are processed and adjudicated	incremental	89%	90%	95%	98%	100%	Oversee the vetting and appeal process.
Improve Socio-Economic status of veterans	15%	Timorous provision of socio-economic benefits to veterans fast-tracked	% of Welfare Development Programs implemented.	Rate of implementation of welfare development programs (monthly subvention, gratuity, Improvement Welfare, Psychosocial support, IVPs, housing, resettlement, medical and education)	absolute	100%	100%	100%	100%	100%	Oversee the acceleration of all welfare development programs and projects.
Enhance Organisational Performance	25%	Progress in the implementation of strategy	% of Performance Management System implemented	SP in Place, AWP & PAs developed and Reviews and Appraisal conducted.	incremental	80%	85%	90%	95%	100%	1. Ensure leadership & performance of Veterans Affairs 2. Oversee the implementation of reform initiative for better service delivery

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			No of processes re-engineered	Identified processes for reengineering carried out.	absolute	2	1	0	0	1	Oversee the implementation of the processes for reengineering
Improved Service Delivery			Number of functional charters developed and displayed at all offices	Customer service charters implemented and service to veterans improved	absolute	80%	85%	90%	95%	100%	Oversee the sensitization and implementation of the customer service charter
			No of awareness events carried out	Veterans sensitization exercises on welfare programs carried out country wide	absolute	50	3	7	11	7	Oversee sensitization exercise on veteran's benefits.
			% execution	Effective and efficient Financial management and Budget execution rate improved	absolute	100%	100%	100%	100%	100%	Ensure the execution of budget in line with State Finance act, Treasury Instruction and procurement act.
			% of compliance with AA recommendations	Recommendations of the AA fully adhered to.	absolute	100%	100%	100%	100%	100%	Ensure adherence to the AA stipulations.
			% of data uploaded in the HCMS	Records of all staff members are updated	absolute	100%	100%	100%	100%	100%	Ensure the carrying out of HCMS updates.
			% of vacancies funded posts filled	Funded posts filled	absolute	145	3	7	7	5	Ensure filling of vacant positions
			% of VAS accessible online	Implementation of VAS completed	incremental	40	0	20	20	20	Oversee the rolling out of VAS to the regions
			% of document uploaded	All documents uploaded on the EDRMS	incremental	30%	35%	50%	62%	70%	Oversee the uploading of documents on the EDRMS
			% of compliance with AG recommendations	Recommendations of the AG fully adhered to.	absolute	100%	100%	100%	100%	100%	Ensure adherence to AG recommendations

RK #N

STAFF MEMBER : Hon. Hilma Nicanor, MP		SUPERVISOR : Hon. Frans Kapofi		
PERIOD OF PLAN : April 2017 – March 2018				
DEVELOPMENT AREA	COMPETENCIES	INTERVENTIONS/ TRAINING	BY WHEN	DATE COMPLETED

This Performance Agreement and PDP is entered into as follows:

I hereby acknowledge that I accept ownership of and am committed to the terms of this agreement.



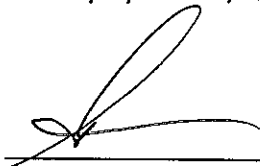
Deputy Minister

Date.....04/09/2017

We agree to support the Deputy Minister in the achievements of his / her objectives.

Hon. Deputy Minister, MP

Date.....



Supervisor: Minister of Presidential Affairs

Date.....04/09/2017