Quarterly Performance Report: 3rd Quarter 2017/18

WCGRB

			Quarter - 1			Quarter - 2			Quarter - 3	
Programme	Sub Programme	Indicator	Target Q1	Preliminary Q1	Validated Q1	Target Q2	Preliminary Q2	Validated Q2	Target Q3	Preliminary Q3
Programme 1:Board and Administration	Sub Programme 1.1:Board	Number of meetings to give effect to statutory mandate.	11	13	14	10	12	12	10	12
	Sub Programme 1.2: Executive	Number of awareness programmes participated in	1	1	1	1	1	1	1	2
		Percentage of Board resolutions given effect by CEO within 1 month.	95	100	100	95	100	100	95	100
		Number of operators monitored for compliance with CSI Commitments.	1	1	1	1	1	1	1	2
	Sub-programme 1.2.2: Human Resources (HR)	Number of reports on the implementation of the HR Plan	1	1	1	1	1	1	1	1
		Percentage of performance reviews completed timeously.	0	0	0	95	100	100	0	0
	Sub-programme 1.3: Administration and Finance	Number of financial reports to stakeholders	9	9	9	8	8	8	8	8
		Percentage of undisputed invoices received paid within 30 days from receipt of a statement.	100	100	100	100	100	100	100	100
Programme 2: Licensing	Programme 2: Licensing	Percentage of new applications in respect of employee licences (key and gambling) received processed within 30 days of receipt	85	93.6	94	85	89.5	89.5	85	88.9

			Quarter - 1			Quarter - 2			Quarter - 3	
Programme	Sub Programme	Indicator	Target Q1	Preliminary Q1	Validated Q1	Target Q2	Preliminary Q2	Validated Q2	Target Q3	Preliminary Q3
		Percentage of renewal applications received processed within the 3 month renewal period.	96	98.8	98.8	96	99.7	99.7	96	98.2
Programme 3: Regulatory Compliance	Programme 3: Regulatory Compliance	Number of compliance assessments conducted at licenced gambling premises	300	294	294	350	350	350	250	230
		Percentage of investigations conducted timeously for all allegations of illegal gambling received by the Board.	95	100	100	95	100	100	95	100
Programme 4: Information and Communication Technology	Programme 4: Information and Communication Technology	Number of instances to maintain current information technology systems, hardware, software and network infrastructure	1000	3251	3251	1000	4770	4770	1000	4173
		Number of scheduled preventative and knowledge empowerment activities conducted.	15	17	17	15	18	18	15	15
Informtion Submitted by CEO: Mr P Abrahams										
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