



**Audit Report on Level of Compliance to Customer Service Delivery Charter
Commitments and Standards
For Q1 of FY 2021/2022**

Introduction

The Authority is committed to courtesy and excellence in service delivery. To support this commitment, the Authority has documented service level expectations in the service delivery charter for services offered to its customers.

Internal Audit and Risk Management function performed a review to assess the level of compliance with the service delivery charter commitments and standards.

Scope

The review covered the services documented in the service delivery charter for the period from 1st July 2021 to 30th September 2021.

Objective

The overall objective of the review was to establish the level of compliance with service charter commitments and standards as well as to identify any process improvement opportunities in service delivery.

Approach

The internal audit review of the aforementioned service activities/processes was conducted as follows:

- Testing on a sample basis by variance analysis of timelines.
- Comparison with service charter timelines.

SERVICE CHARTER DELIVERY COMPLIANCE SUMMARY -Q1						
S/n	Service Offered	Actual Service Activity in (Applications received/Persons involved.)	Compliance Indicator- Approvals granted/Person served within service charter timeline.	Service Charter Target Time (days)	Average Time Taken (days)	Percentage % of Compliance
1	Agents Licensing-New/Renewal	414	363	15	8	87.68%
2	Registration of brokers & MIPs	N/A	N/A	N/A	N/A	
3	Registration of ISPs	310	309	30	1	99.68%
4	Lien Approvals	17	16	5	1	94.12%
5	Miscellaneous Approvals	35	27	15	12	77.14%
6	Product Approvals	12	2	15	25	16.67%
7	Customer enquiries/complaints	969	969	0	1	100.00%
8	Customer complaints resolved	411	70	60	23	17.03%
9	Notification of procurement outcome	N/A	N/A	N/A	N/A	
10	Third party payments	44	38	30	17	86.36%
11	Registration of a new insurer.	N/A	N/A	60	N/A	
Average Level of Compliance						72.34%

Figure 1: Compliance Summary

Observations/Results

1. The level of compliance of the Authority in the first quarter of FY 2021/22 was **72.34%** being a **5.49%** drop from **77.83%** average level of compliance for the FY 2020/21. (**Q4 compliance rate was 90.95%**)
2. **Q1** registration of Insurance Agents; both new and renewals was at **87.68%** compliance level with an average of **8 days** of licensing. **88.66 %** was achieved in **Q4** of FY 2020/21.
3. 16 lien approvals out of a sample of 17 applications for creation, liquidation, rollover and the cancellation were approved within the timelines, this was **94.12%** compliant to charter commitments and standards, a **13.35%** improvement from **80.77%** compliance in Q4 of the FY 2020/21.
4. Miscellaneous approvals for expatriates/directors/principal officers/management staff was **77.14%** compliant to the service charter timelines and Standards, this being a **15.78%** improvement from **61.36%** reported in Q4 of FY 2020/2021.
5. Product Approvals were **16.67%** compliant to service charter commitments and standards. This represents a **63.33%** decline from **80%** achieved in Q4. However, previous quarter performance was based on **30 days** service charter timelines and not **15 days** as revised. If 30 days was used, compliance rate would have been **58.33% (7/12)**, being a decline of **21.67%**
6. The resolution of consumer complaints and disputes was **17.03%** compliant being a **13.43% decrease** from the previous quarter in which compliance was **30.46%**.
7. Third party payments had an **86.36%** compliance level based on 44 invoices received and paid within 30 days during the first quarter compared to **77.27%** registered in Q4 of FY2020/21. (a **9.09%** improvement).
8. It was observed that the service delivery charter was reviewed to include notification of procurement outcome and third-party payments which are critical processes. Notification of procurement outcome will be included in the next review.

Recommendations

1. The audit team recommends regular monitoring of processes to ensure that the Authority meets the service delivery charter commitments and standards.
2. Compliance level for resolution of consumer complaints remains very low, there is need for concerted efforts to improve on resolution rate as it has an impact on the Authority's reputation.