

## **Western Cape HR Forum a huge success**

The Human Resource Forum popularly known as HR Forum received a major boost when majority of HR practitioners in Western Cape attended in numbers. The Western Cape leg of the forum took place last week Friday in Cape Town, 01 October 2016.

The main objective of the forum is to collaborate with HR practitioners dealing with pension issues to ensure that blockages are resolved well in time so that pension is paid timeously.

Western Cape practitioners have the HR forum a thump ups and urge GPAA to prioritise these forums.

General Manager responsible for CRM, Ms Kedibone Madiehe urged attendees to work together with GPAA as this will ensure that problems are resolved speedily. The main presentation was done by both Acting Senior Managers responsible for Western Cape, Mr Manelisi Luxande together with Western Cape Branch Manager, Mr Mario Johns. The forum agreed on the following;

1. A need to reduce and simplify "many forms" HR practitioners are expected to fill in.
2. Notification letters to be issued to main members once an ex-spouse is paid his/her divorce interest.
3. While acknowledging that pension redress is not GPAA's project, the forum urged GPAA to communicate more regarding the project as majority of claimants are in the dark.
4. HR practitioners appealed to GPAA to look at modalities of assisting the departments with debt deductions.
5. Finally, it was also agreed that GPAA review the issue of piece-meal rejection of documents. Rather GPAA must identify documents submitted and reject it once by identifying all errors at once.

Ms Madiehe has assured the practitioners that GPAA will sympathetically address all the challenges identified. This will be done to ensure that pension is paid out timeously and to reduce unnecessary bottlenecks.