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Backlog in payments of pension benefits is being eliminated

The timely payment for new retirees is a crucial responsibility for the United Nations Joint Staff Pension Fund (UNJSPF).

<https://iseek-newyork.un.org/article/backlog-payments-pension-benefits-being-eliminated>
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In order to address the serious delay in the processing of pension payments for newly retired/separated staff members, Mr. Sergio Arvizú, CEO of the Pension Fund Secretariat provided his personal assurances to the Under Secretary-General for Management, Mr. Yukio Takasu during a recent meeting that every effort will be made to eliminate the backlog by the end of May 2016, and thereafter payments would be processed within 3-4 weeks of receipt of all necessary documentation.

To this end, the Pension Fund Secretariat and UN Management agreed to establish performance indicators (Q-Gates) so as to be able to effectively monitor and ensure progress: Q-Gate 1, ending 31 March 2016, is to reduce the backlog by at least 35%; Q-Gate 2, to reduce it by at least by 70% by 30 April 2016; and Q-Gate 3, to eliminate all of the backlog by 31 May 2016.

The Pension Fund has informed UN Management that they were able to accelerate the processing of benefits during March through establishing a task force with dedicated staff. A total of 665 cases (or 39 %) of the 1,700 cases previously reported as outstanding for the UN Secretariat and Funds and Programmes were processed in the month of March, exceeding the Q-Gate 1 target. A total of 460 cases (or 27 %) were processed from the outstanding case-log of 1,700 cases associated with Specialized Agencies. In addition, a number of special cases not included in the backlog were also processed, bringing the total number of processed and paid cases in the month of March to 1241 (withdrawals and new benefits), a much higher number than in preceding months.

The Pension Fund Management also briefed USG/ DM concerning measures they were taking to improve customer service and respond to enquiries.

The UN Management has been undertaking a parallel effort to expedite the necessary HR and Payroll processes needed for pension purposes and successfully released a total of 141 case files to the Fund Secretariat last week alone. These efforts will continue with the aim of eliminating the backlog within the UN Secretariat no later than 31 May 2016.

UN management together with the Pension Fund and other member organizations will further review the internal processes end-to-end so as to simplify and streamline wherever. A pre-retirement seminar will also be held on 2 May 2016; the details of which will be announced shortly.

In the weeks to come, the UN Management will continue to closely monitor the progress being made in eliminating the remaining backlog in the payment of pension benefits and to resolve any outstanding issues with regards the separation process.

[Click here for more information on how to expedite the processing of your pension benefits.](#)
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