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Addressing delays in payments of pension benefits



The serious delay in processing pension payments for newly retired/separated staff has been a source of concern to the Administration for several months. The UN Management has met with the CEO of the Pension Fund Secretariat during this period to identify the cause of the delays and to urge that all necessary measures be taken to address the situation promptly. The CEO has acknowledged that a serious backlog exists mainly due to the delay in introducing new IPAS system in August 2015, and has given his personal assurances that the backlog would be eliminated and that by the end of May 2016 payments would be processed within 3-4 weeks of receipt of all necessary documentation.

To this end, the UN Management and the CEO of the Pension Fund Secretariat have agreed to establish performance indicators (Q Gates) so as to be able to monitor and ensure progress; Q-Gate 1 – by 31 March 2016 to reduce the backlog at least by 35%; Q-Gate 2 – by 30 April 2016 to reduce at least by 70%; and Q-Gate 3 – by 31 May 2016 to eliminate 100% of the backlog.

The Pension Fund Secretariat will take the following measures:

- **A task force with additional staff** to process backlog;
- **Creation of a help desk** to reply to inquiries from staff and former staff;
- **A review of the end-to-end separation process** to streamline the entire process and to ensure timely payment of pension benefits.

The UN Management, on its part, will take the following steps:

- **Send reminders to HR teams** at OAH and field missions about the importance of expediting submission of required documents;
- **Give additional guidance to Pension focal points in all duty stations and missions** to advise separating staff on documentation requirements;
- **Enhancing the pre-retirement seminar and online programme.**

The timely payment for new retirees is one of the most crucial responsibilities of the UNJSPF. In the weeks to come, the UN Management will continue to monitor closely and to maintain an open dialogue with staff representatives and impacted staff to resolve all outstanding issues.

Click here for more information on how to expedite the processing of your pension benefits.

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