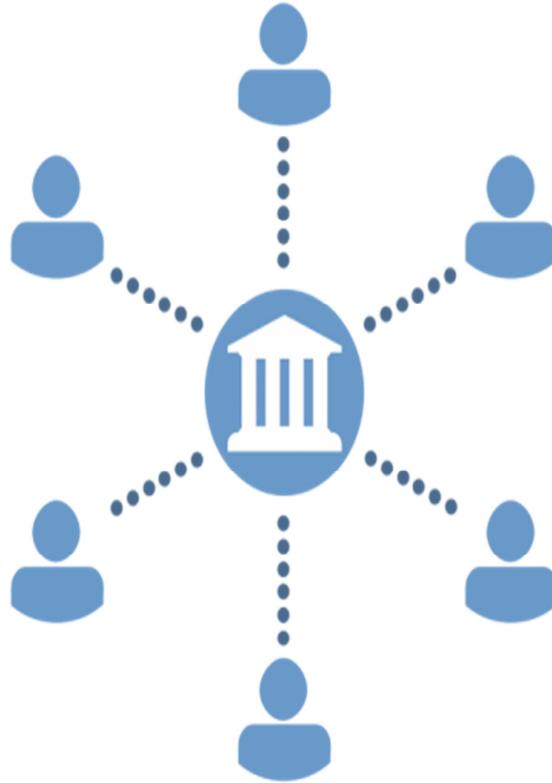


## Addressing backlog in pension benefits



The Department of Management has been closely monitoring the progress of the Pension Fund in eliminating the remaining backlog in the payment of pension benefits and outstanding issues related to the separation process.

Under-Secretary-General for Management, Yukio Takasu has met with CEO Sergio Arvizu and his management team several times and agreed on corrective actions to eliminate the total backlog of 3,436 cases accumulated as of 1 March 2016; 1,706 cases for the UN Secretariat and 1,730 for other UN Agencies.

Three quality checkpoints were agreed, with the goal of reducing the backlog by 35% as of 31 March 2016, by 70% as of 30 April 2016, and by 100% by 31 May 2016.

Following the first quality checkpoint progress featured in an [iSeek article on 14 April 2016](#), the Pension Fund has now reported to UN Management that in line with the target set for Q-Gate 2, two thirds of the backlog has been processed, as a result of concerted efforts by the task force.

A total of 2,382 cases of the backlog (69%) were processed as of 30 April; 1,148 cases for the UN Secretariat and 1,234 cases for other UN Agencies.

Mr. Arvizu has made personal assurances that every effort will be made to eliminate the remaining backlog and achieve the final quality checkpoint target by 31 May 2016.

However, the UN and the Pension Fund Management are concerned with the number of new cases received in the Fund during this last period where they have been systematically addressing the previously reported backlog.

As reported by the Fund, the number of new cases related to the UN Secretariat received in March and April is a major increase from the average monthly intake.

Nevertheless, the Fund reported that during the months of March and April, in addition to processing cases from the backlog, the Fund processed 629 (35%) of 1,775 new cases for the UN Secretariat and 224 (38%) of 594 new cases for other UN Agencies.

Furthermore, the Fund has noted that the new IPAS system is providing for a 25% higher productivity rate, and the new cases not processed in the current month will be promptly processed once the backlog is eliminated at the end of May.

UN Management and the Pension Fund are reviewing the end-to-end process to see where it can be simplified and streamlined in order to expedite the timely payment of pension benefits, and are looking at alternative measures to cope with the increased volumes.

*(Source: UN iSeek)*