

**Pension Transitional
Arrangement Directorate**

MONTHLY UPDATE REPORT TO THE MINISTRY OF FINANCE

JANUARY 2018

This report provides a summary view of PTAD's key achievements and performance on its pension payments for the month. Further details and information on any aspect of this report is available upon request.

MONTHLY UPDATE REPORT

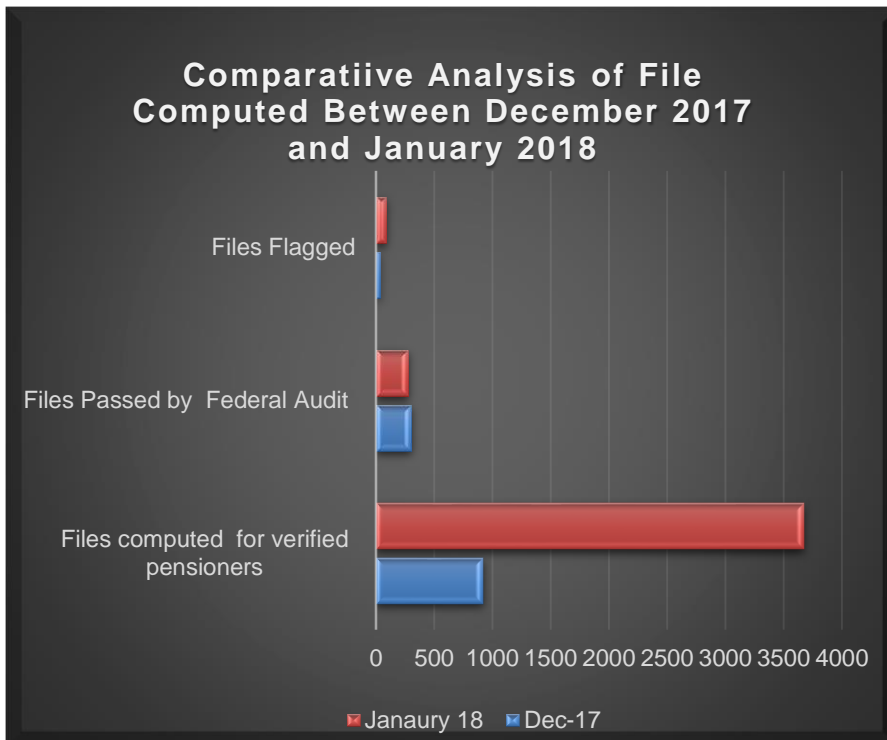
JANUARY 2018

VERIFICATION FOR NITEL/MTEL 2018

The verification of over 20,000 pensioners from NITEL/MTEL which was privatized in 2006 commenced on the 15th of January 2018 in Lagos, Enugu, and PH. The second phase of the exercise will continue on the 5th of February 2018 in Kano, Gombe and Abuja. The purpose of the verification exercise is to:

- validate the nominal roll received from the BPE,
- Digitize the pensioners Service Records to file and
- Build a comprehensive database of this group of pensioners, towards estimating the Governments outstanding pension liability.

The below chart shows a comparative analysis of the verified Pensioners under the Civil Service sector. Evidently showing over 3670 computed and ready for payment.



PTAD commences verification of 6000 NITEL/MTEL pensioners

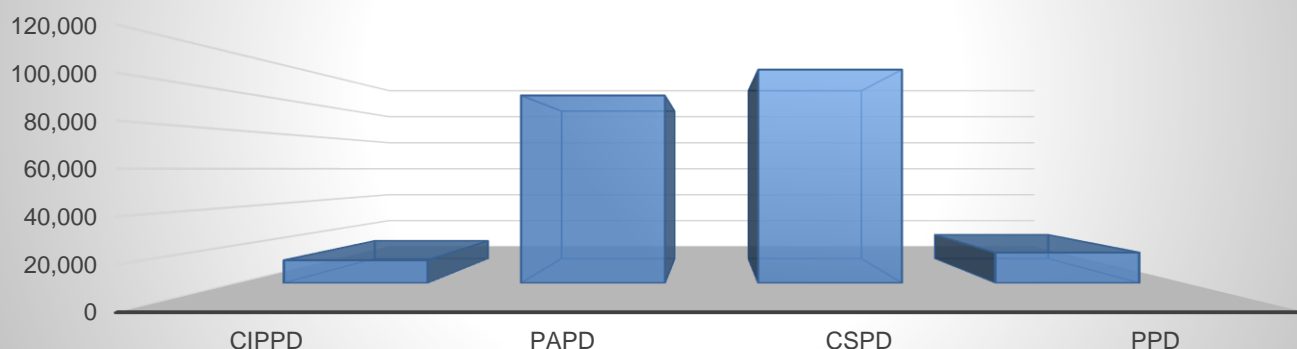
The Vanguard, 27th January 2018.

THE Pension Transitional Arrangement Directorate (PTAD) has commenced verification of about 6000 pensioners of Nigerian Telecommunications Limited, (NITEL) and its mobile subsidiary, MTEL in Ketu (Lagos).

An equal number of pensioners are expected to be verified at the Ikeja centre as well. The exercise, which will last for 12 days is the first phase of the verification for NITEL/MTEL pensioners taking place in Lagos, Enugu and Port-Harcourt simultaneously. It will be recalled that the federal government recently gave PTAD the approval to take over the pension liabilities of NITEL/MTEL. Assistant Director, Pension Administration of PTAD, Mr. Jibril Idris, at the Ketu centre said that the verification is necessary to identify genuine and qualified pensioners so as to commence the process of paying them monthly pension and any outstanding retirement benefits. "The exercise has been orderly so far, although, most of them expect to be verified in one day, but we have the expected number that we can deal with for a day. So we advise the others to come back the next day, so far they have been very cooperative," Idris said. PTAD said that the directive to take up responsibility for the pension liabilities of the privatized enterprises by Bureau of Public Enterprises, BPE, amongst which is NITEL/MTEL, was communicated through an approval letter received from the federal ministry of finance sometimes in February 2017. "Given that most of the defunct agencies including NITEL/MTEL were at one time or the other commercialized or privatized, by the (BPE), as part of the government's economic reform program, the Directorate had through its parastatals department initiated a move to collaborate with the BPE to gather relevant information on the nature and status of outstanding pension liabilities of the pensioners of these agencies. Speaking to Vanguard, Comrade Austin Onokpise, a former staff of NITEL, said "As civil servants we are expected after retirement to run pension for life. Nigeria is one of the affiliates of the International Labour Organization and by that you are entitled to life pension.

DEPARTMENTS	NUMBER OF PENSIONERS	AMOUNT UTILIZED FOR PAYMENTS OF PENSIONS AND GRATUITIES
CIPPD	12,019	623,145,648.93
PaPD	98,259	4,097,429,279.59
CSPD	111,744	2,217,263,404.00
PPD	16,048	557,862,130.70
TOTAL	238,070	7,495,700,463

A BAR CHART SHOWING NUMBERS OF PENSIONERS PAID IN THE FOUR PENSION PAYING DEPARTMENT.



KEY ACTIVITIES/ACHIEVEMENTS FOR THE MONTH OF JANUARY, 2018

Pension Administration	<p>PARASTATAL PENSIONS</p> <ul style="list-style-type: none"> With Directorates robust attitude to treating of Pensioners complaints with 'empathy', the Parastatal Department processed 238 pensioners' complaints and payment was also made of up to ₦18,133,332.36, for 40 pensioners. Timely and successful payment of 98,259 pensioners on payroll, amounting to ₦4,097,429,279.59 <p>CIVIL SERVICE PENSIONS</p> <ul style="list-style-type: none"> This department conducted Quality Assurance (QA) on all pensioners verified at the Directorate Headquarter. Up to 458 verified pensioners' files for passed in the month of January.
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- Continued computation of benefits of verified pensioners. Benefits of pensioners from the South-West are still being computed. For the month, **3670** pensioner's benefits were computed, **270** of the computed have been passed by Federal Audit, while **84** files were flagged for various reasons.
- Timely and successful payment of **111,744** pensioners on payroll, amounting to **₦2,217,263,404.00**

POLICE PENSIONS

- Supplementary verification exercise for 4 Pensioners in (Regular-1, due pensioner-1, War affected.
- Timely and successful payment of **16,048** pensioners on payroll, amounting to **₦557,861,681.25**.

CUSTOMS IMMIGRATIONS AND PRISONS PENSIONS

- 4 pensioners newly pay rolled, 3 downward adjustment, 9 upward adjustment, and 1 dead pensioner removed from the payroll in January 2018.
- Payment to a total of **12,020** pensioners, amounting to **₦623,163,357.12**.

Service Summary - HQ

Dept.	Contact center		Call Center			
	Total Walk-in Inquiries	Total walk-in Complaints	Total Calls received	Total Calls made	Total emails received	Total e-mails sent
CSPD	659	45	1271	259	317	98
CIPPD	54	5	67	13	16	6
PPD	134	11	167	34	42	13
PaPD	250	26	134	28	33	10
Others	0	0	33	5	8	2
Total	1097	87	1672	339	416	129



Verification

In-House Verification

	Regular	Due Pensioner	NOK	WAR AFFECTED	Total
CSPD	154	2	18	0	172
CIPPD	0	0	3	0	3
PPD	0	18	0	2	18
PaPD	23	4	0	0	27
Total	177	24	21	2	220

**Stakeholder Communication & Engagement**

- PTAD organised meetings with representatives of defunct and privatised agencies on the on-going verification exercises on sundry issues affecting pensioners. The directorate also held meetings with NICON and Nig-Re pensioners association and representatives of Nigeria Institute for Oil Palm Research (NIFOR) in order to continually encourage a cordial and professional relationship with all stakeholders

Information Technology

- Continue providing support to benefit computation of verified CSPD pensioners.
- Continue data Security Checks on PTAD Databases (Monitoring Audit trails and managing restrictions).
- Provide adequate IT support for PaPD verification exercise

Organizational growth

- Provided fraud detection training for all PTAD staff and AD-HOC staff in preparation for PaPD verification exercise.
- The procurement process of Consultancy firm for Design, Development and Implementation of Biometric Solution for PaPD verification is completed. The report has been transmitted to Bureau of Public Procurement (BPP) as requested. Response is being awaited from BPP.

Fraud

- Continued activities related to an enterprise wide corruption risk assessment. By conducting a corruption risk assessment PTAD will be able to identify corruption risks and take steps to manage those risks. For example required measures can be introduced and necessary training undertaken.

Regulatory Compliance

- Provided an action plan to mitigate the risk of Violent, Aggressive and Threatening Behavior (VATB), to mitigate the risk of violent, aggressive and threatening behavior. The proposed plan puts in place mechanisms that will mitigate the risk of VATB and avail a core group of staff skills that will enable them apply effective conflict management techniques and enable them feel confident about dealing with anger/aggression in people.
- Concluded employee reward system for integrity and utmost professional conduct. Appreciation which shows that staff efforts are appreciated will help to increase productivity and engender excellent service delivery/ an ethical culture within PTAD.

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| | <ul style="list-style-type: none">• Continued implementation of a robust framework to engender effective monitoring of SOP utilization. Sop monitoring will help to bring about efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations. Furthermore the implementation of the mitigating strategies will alleviate the risks attached to the various SOP tasks undertaken by staff. |
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