

**Pension Transitional
Arrangement Directorate**

MONTHLY UPDATE REPORT TO THE MINISTRY OF FINANCE

JUNE 2018

This report provides a summary 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 JUNE 2018

PTAD CONTINUES TO VALIDATE ITS PARASTATAL PENSIONERS

The Directorate has continued its validation of the Parastatals Pensioners, particularly the Universities payroll to generate additional value for money to Government. This process saves Government a lot of money through prompt delisting of deceased pensioners from the Payroll, as well as Savings through elimination of fraud and unqualified persons on payroll.

Furthermore, the Directorate continues to work hard in treating Pensioners complaint whilst showing empathy. In the Parastatal Pension Department alone, the Directorate has made payment of arrears totaling **₦109, 577,878.87** to **239** pensioners (in the month of June, 2018).

PTAD CONDUCTS ITS 2018 CORPORATE STRATEGIC RETREAT.

The Pension Transitional Arrangement Directorate conducts its corporate strategic retreat. The retreat was held at the Fifth Chukker resort, Kaduna, during the last weekend of June, 2018.

The main objectives of the 3 day Strategic Retreat include:

1. To take stock and assess PTAD's progress in achieving the 2018 strategic plan.
2. Create a strategic direction for the next 3 years and develop a strategic document to guide the process.
3. Foster team building amongst the Management staff and discuss other pivotal organizational issues.

Punch, June 24, 2018.

EFCC NABS AUDITOR FOR EXTORTING MONEY FROM RETIRES

The Pension Transitional Arrangement Directorate in conjunction with the Economic and Financial Crimes Commission has arrested a federal auditor with the PTAD for extorting money from retirees.

PTAD stated that the arrest of the auditor was a sign that its anti-corruption programme was beginning to yield results.

The directorate had advised the federal retirees to beware of fraudsters that might want to take advantage of them.

PTAD explained that in conjunction with the EFCC, it planned and coordinated the apprehension of the auditor, who was calling pensioners and demanding that a percentage of their pensions be paid to him after they had received payments.

According to the commission, the suspect claimed that the payments were tokens for helping to fast-track the processing of their payments.

PTAD said, "His actions are completely against the arrangement of PTAD. Our policy of not accepting any gratification from pensioners means that any staff caught in such misdemeanor will be handed over to security operatives."

The agency added that the auditor had been released on bail pending the conclusion of the investigation against him.

The directorate stated that its employees were also being trained on how to recognize and deal with bribery and corruption issues, as well as to understand their responsibilities, especially when faced with an ethical dilemma.

PTAD added that it would continue to work with security operatives to track and monitor the activities of scammers and fraudsters.

The directorate also disclosed that over 24,000 pensioners from the Civil Service Pension payroll were suspended in April because they were not available for verification.

He added that it was now inevitable that pensioners would approach the directorate immediately as hundreds of genuine pensioners had been contacting the directorate weekly to be reinstated on the payroll.

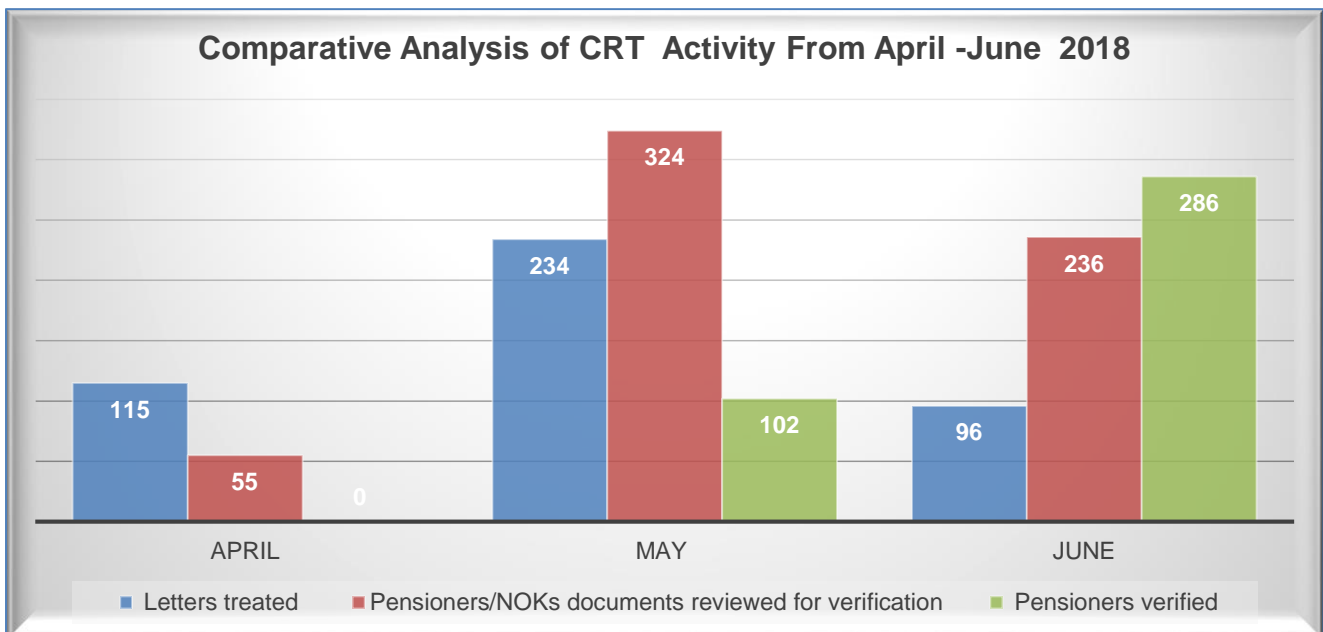
4. Provide soft skill training for Management staff.



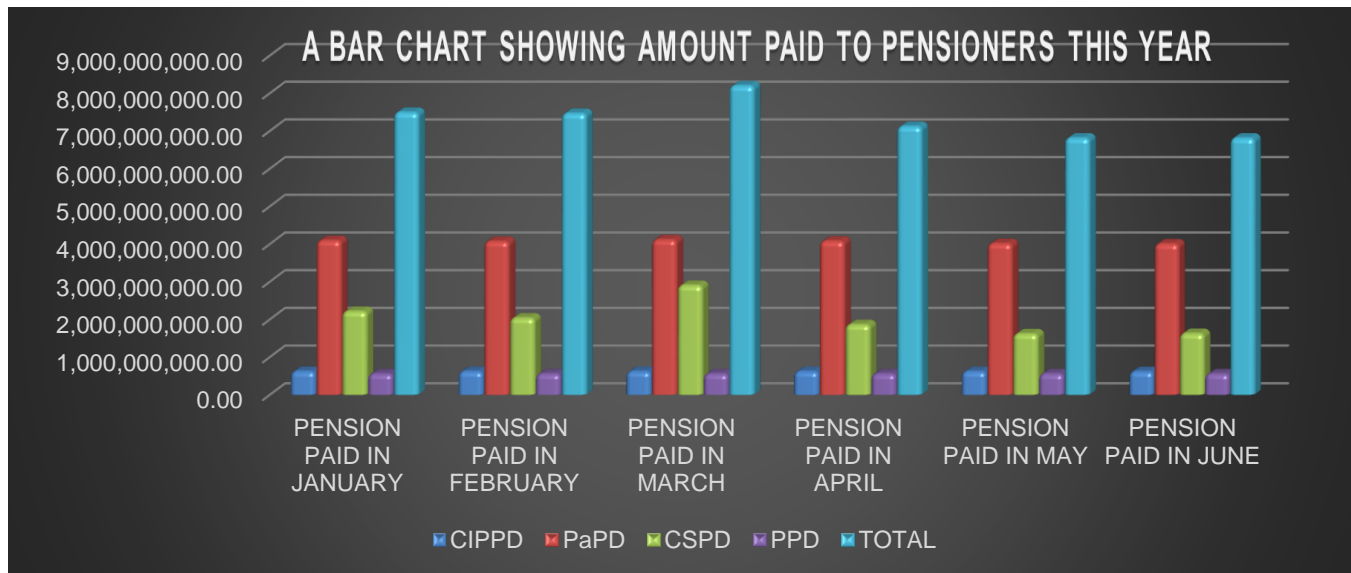
The Senior Management of PTAD and facilitators at the 2018 Corporate Strategic Retreat.

With the recent suspension of over twenty five Pensioners under the Civil Service sector. The Directorate continues to work hard to resolve all complaints raised, as outlined below:

SN	Complaint Resolution Team Activity For June	WK 1	WK 2	WK 3	WK 4	Total
1	Letters treated	13	32	14	37	96
2	Pensioners documents reviewed for verification	43	51	82	60	236
3	Pensioners verified	75	71	63	77	286
4	Verified Pensioners Complaints Reviewed				16	16



DEPARTMENTS	NUMBER OF PENSIONERS	AMOUNT UTILIZED FOR PAYMENTS OF PENSIONS AND GRATUITIES
CIPPD	11,947	619,058,170.71
PaPD	97,512	4,006,974,903.00
CSPD	95,817	1,629,329,761.08
PPD	16,033	557,826,593.54
TOTAL	221,309	6,813,189,428.33



KEY ACTIVITIES/ACHIEVEMENTS FOR THE MONTH OF JUNE, 2018

Pension Administration	<p>PARASTATAL PENSIONS</p> <ul style="list-style-type: none"> ➤ Timely and successful payment of 97,512 Pensioners on payroll, amounting to ₦4,116,552,782.18 ➤ Processing of pensioners' complaints and payment of arrears totaling N109,577,878.87 to 239 pensioners <p>CIVIL SERVICE PENSIONS</p>
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- Timely and successful payment of **95,817** Pensioners on payroll, amounting to **₦1,629,329,761.08**
- Completed review of 16,940 pensioners on PTAD core who retired between June 2004 and June 2007 to determine those that retired voluntarily and those that were disengaged.
- Commenced reviewed of 9,900 verification files flagged during computation, and/or failed QA to pull out those not on payroll that may have been erroneously disqualified.

POLICE PENSIONS

- Timely and successful payment of **16,033** pensioners on payroll, amounting to **₦557,826,593.54**.
- Paid Pension Arrears to 9 NOKs and 30 Regular pensioners totaling **₦51,703,396.56**.

CUSTOMS IMMIGRATIONS AND PRISONS PENSIONS

- Timely and successful payment of **11,951** pensioners on payroll, amounting to **₦619,058,170.71**.

Table 1: Summary of the progress report on Complaints Portal from Sept 2016 to April 30, 2018

S/No	Department	Total Complaints on the complaints portal as at 29 June 18	Total Rejected Complaints	Total Resolved Complaints	Total Rejected & Resolved Complaints Closed	Outstanding Complaints
		a	b	c	b + c - d	a - d
1	Fresh Complaints	1313	654	0	654	659
2	CIPPD	612	110	109	219	393
3	PPD	418	57	31	88	330
4	CSPD	2745	108	589	697	2048
5	PaPD	1461	104	3	107	1354
	Total	6549	1033	732	1765	4784



Verification

The table below outlines verification conducted within the HQ, during the month of June, 2018.

HQ In-House Verification

	Pure Federal	State with Federal share	NOK	WAR AFFECTED	Total
CSPD	342	37	2	0	381
CIPPD	1	0	0	0	1
PPD	1	0	0	0	1
PaPD	18	0	26	0	44
Total	362	37	28	0	427



Stakeholder Communication & Engagement

- PTAD paid a Visit to MTN and GLO office to find out ways/possibility of PTAD sending out bulk text messages directly to pensioners. This will help prevent the details of our pensioners getting into the wrong hands.
- In an aim to encourage engagement with its stakeholders the Directorate has had Meetings with representatives of some pensioners union, such as: the Association of Federal Health Pensioners of Nigeria, the Federal University Pensioners Union (FUPA), defunct agencies such as those of Nigeria Reinsurance and New Nigeria Newspapers.

Organizational Growth

- Representatives of ARM Financial Advisers Limited tagged “**Financial Planning and Investment Options**” were invited to the Directorate to share their views on various investment options and educate/update staff on the recent developments in the Pension Industry.
- Key staff attended a convention on International Trade law. The outcome from the convention should further strengthen our knowledge on Trade Laws and arbitration.
- Coordination and monitoring the process and progress of the submitted Audit response to the Office of the Auditor General for the Federation’s Observations on Accounts and Books of the Directorate for the year ended 31st December, 2017.

Information Technology

- Provided technical support to Operational Departments in processing June 2018 monthly pension.
- Continuous Data Security Checks. To secure the Directorates network from virus/spyware attacks.
- Generated various analysis on the verification data and payroll pensioner data for CSPD.
- Support the CSPD, PPD and CIPPD in generating pension reports and Payroll
- Preparation for the upcoming PaPD verification, setup and configuration of Laptops and servers.
- Benefit computation for PPD on-going
- Data replication for PaPD verified NITEL pensioners
- Benefit computation for PaPD agencies NICON, Delta

	<ul style="list-style-type: none"> • Manage vendor that is resolving the complaints portal issues • Database Administration & PTAD Domain Management <ul style="list-style-type: none"> ○ Provided technical assistance to the in-house verification activities – system deployment, printing assistance. ○ Created account for operations staff on the complaints system. ○ Transfer of backup data to galaxy backbone • Network Administrator <ul style="list-style-type: none"> ○ Daily routine check on network infrastructures to ensure all device are working properly for the work of the week. ○ Installed CRM supervisor viewer software for call center management ○ Cleaning the data center raised flow ○ Installation of Symantec End User antivirus ○ Resolved various local area network downtime and internet connectivity ○ Implementation of voice operating system to aid to Call-Centre operation ○ Integration of x-lite and desk phone into one answering device ○ Configured desk phones for new staff ○ Provided support for desk phones. Issues resolved range from lack of network connectivity on the phones, upload of phone books, change cables etc. ○ Configuration and installation of new printer to departments • Data Centre Management <ul style="list-style-type: none"> ○ Regularly check that the datacenter temperature, humidity, power system, fire extinguisher is in good working condition.
<p>Fraud Investigations</p>	<ul style="list-style-type: none"> • Documents in the FIRS record of service file of Mr. Ibilolu Salami allowed us make comparison with what his son had submitted during verification. This lead us to the conclusion that the person captured on our data base and the person in the service file Mr. Ibilolu Salami forwarded by FIRS is not one and the same person, as such a memo was forwarded to CSPD requesting for his suspension from monthly pension pending the conclusion of the investigation against him by anti-corruption agencies. • Received and documented Twenty (20) pension scamming cases. A few came through PSSD, while others came through the PTAD fraud line. Four of the fraud victims came in person to lay their complaints. • Extracted all phone numbers from a suspected fraudsters call log to find out if they have ever been contacted by a staff of PTAD demanding for money to process their pension and evidence of payment.
<p>Compliance and Risk monitoring</p>	<ul style="list-style-type: none"> • Designed a Governance and Corruption risk questionnaire in preparation for the 2nd quarter compliance monitoring visits to the various Departments/Units and liaison offices. This was led by the Monitoring & Compliance Unit.