

**Pension Transitional
Arrangement Directorate**

MONTHLY UPDATE REPORT TO THE MINISTRY OF FINANCE

AUGUST 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 AUGUST 2018

The Directorate holds its first ever Stakeholder Engagement in the South West (Lagos)

“To achieve and sustain optimal pensioner satisfaction and stakeholder buy-in and collaborations” is a key ‘Strategic Objective’ which the Directorate strives to achieve. With that in mind, the Directorate held a Stakeholder Engagement for South West, in Lagos. The forum has provided the opportunity for Management to connect well with stakeholders in the Pension Sector, Legislators, Unions and of course the Pensioners. This continuous engagement with Stakeholders is key to the gains made so far by the Directorate. At a time when Fraudsters are at large and thousands of Pensioners are being added/removed on payroll, it is important for the Pensioners to know and understand what to expect and possible challenges they may face.

PTAD holds regular stakeholder meetings and workshops where important issues are raised and deliberated. Pensioners are updated on new policies, processes and tools that are relevant. These are also communicated and discussed with Stakeholders. PTAD always plans to ensure that pensioners have a clear understanding of the Directorates activities (as well as Verification plans) and are carried along.



LEADERSHIP PAPERS

PTAD Paid N8.20bn To 237,933 Pensioners In Q1 2018

The Pension Transitional Arrangement Directorate (PTAD) paid a total of N8.20 billion to 237,933 pensioners in the first quarter ended 31 March, 2018, a review of the statutory monthly returns rendered has revealed.

LEADERSHIP exclusively gathered that total pension payment to the Nigerian Social Insurance Trust Fund (NSITF) pensioners' amounts to N4.13 billion as at the end of the first quarter of 2018.

SUMMARY OF AUGUST 2018 PENCOM STATUTORY RETURNS

| DEPARTMENTS | NUMBER OF PENSIONERS | AMOUNT UTILIZED FOR PAYMENTS OF PENSIONS AND GRATUITIES |
|--------------|----------------------|---------------------------------------------------------|
| CIPPD | 11,925 | 617,436,176.67 |
| PaPD | 101,315 | 4,090,934,183.71 |
| CSPD | 99,645 | 1,674,142,366.34 |
| PPD | 16,013 | 557,505,536.69 |
| TOTAL | 228,898.00 | 6,940,018,263.41 |

VARIANCE ANALYSIS

| DEPTS | NUMBER OF PENSIONERS | | CHANGE IN % | AMOUNT PAID FOR PENSIONS AND GRATUITIES | | CHANGE IN % |
|--------------|----------------------|----------------|----------------|-----------------------------------------|-------------------------|----------------|
| | JULY | AUGUST | | JULY | AUGUST | |
| CIPPD | 11,939 | 11,925 | ↓ 0.12% | 618,724,994.05 | 617,436,176.67 | ↓ 0.21% |
| PaPD | 101,041 | 101,315 | ↑ 0.27% | 4,082,695,603.00 | 4,090,934,183.71 | ↑ 0.20% |
| CSPD | 96,191 | 99,645 | ↑ 3.47% | 1,638,354,126.40 | 1,674,142,366.34 | ↑ 2.14% |
| PPD | 16,033 | 16,013 | ↓ 0.12% | 557,928,344.22 | 557,505,536.69 | ↓ 0.08% |
| TOTAL | 225,204 | 228,898 | ↑ 1.61% | 6,897,703,067.67 | 6,940,018,263.41 | ↑ 0.61% |

CIPPD

The variation in number of pensioners on the payroll and the total amount is as a result of the net decrease in the number of pensioners on the Payroll between the two months' period under review. There were 2 Pensioners restored to the payroll; 2 newly enrolled; 9 Pensioners were reported as deceased and 9 Pensioners were suspended after three consecutive failed payment yielding a net decrease of 14 on the payroll and a Monetary Value of N1,288,817.38.

PaPD

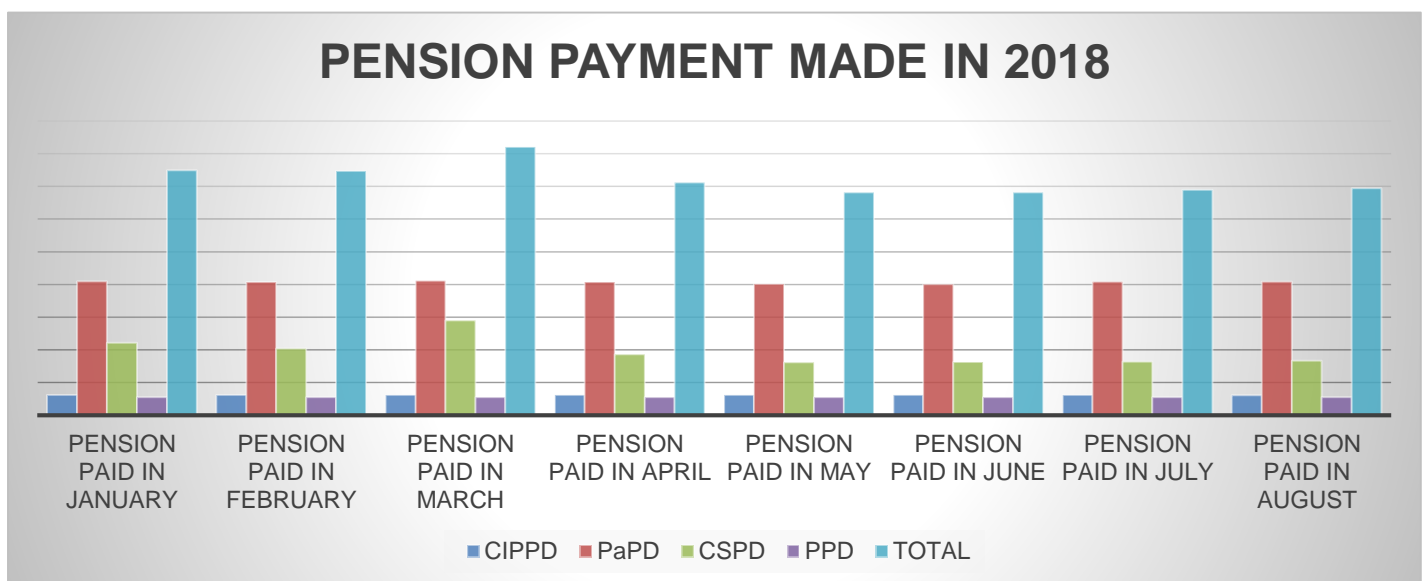
Total number of pensioners has increased by 274 largely due to the addition of Nigeria Re-Insurance Corporation (Nigeria Re) pensioners to the payroll. This is shown largely by a N8, 741,041.77 increase in Monthly pension of the Other Public Sector & Research Institute sector which houses the Nigeria-Re pensioners. It should be noted that despite a cumulative net increase in total number of pensioners, few pensioners were removed from the payroll due to death which shows that the rate of new enrollee is higher than the death rate for August 2018.

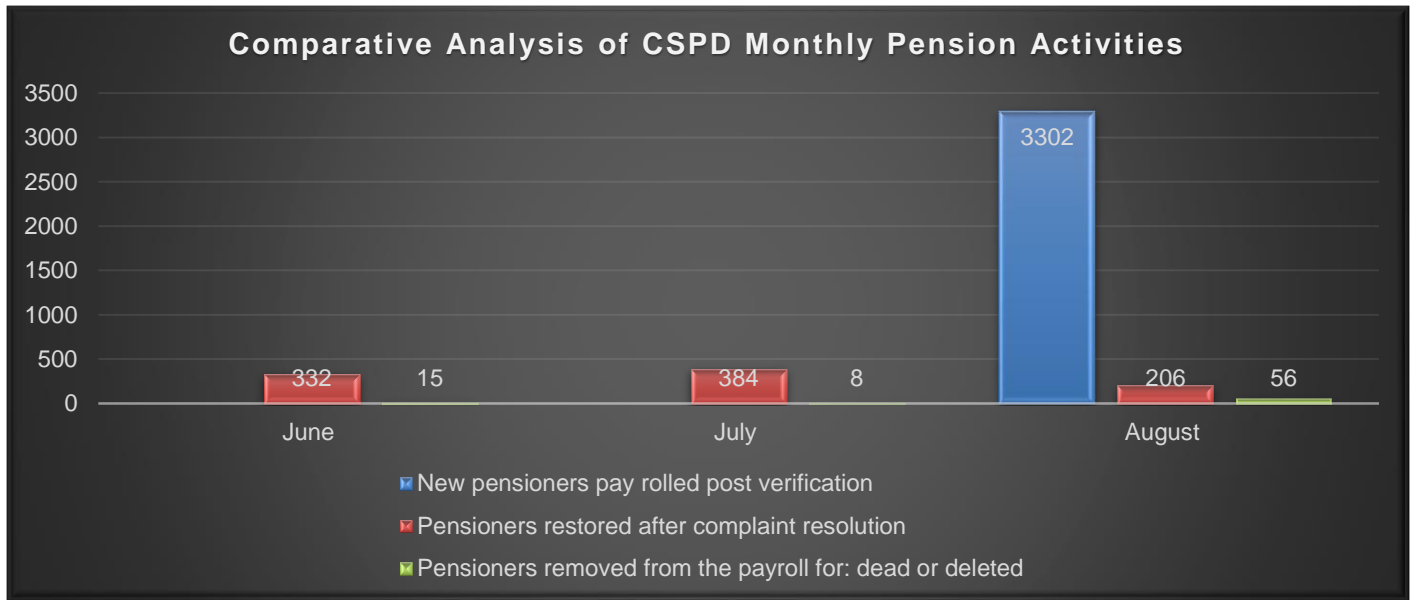
CSPD

The variation in number of pensioners on the payroll and the total amount is as a result of the net increase (Positive Adjustment and addition) in the number of pensioners on the Pay Roll. 3,454 pensioners were added and restored to payroll amounting to N37,062,979.98 and 56 pensioners were removed from payroll due to death cases and joint account amounting to N1,274,736.98, hence the difference of 3.47 % This amounted to a monetary value of N35,788,240.

PPD

There is a negative variation in number of pensioners on the payroll for the month of July and August 2018. There were 31 removals from the payroll: 2 due to section 6 NOKs that matured, 23 pensioners with joint accounts and 6 deceased pensioners amounting to N600, 253.34. There were 9 pensioners restored to the payroll amounted to N177, 445.81.





The above chart outlines a comparative analysis of the Civil Service post verification activity. Clearly showing that over three thousand verified Pensioners were added to the payroll in the month of August.

Table 1: Summary of the progress report on Complaints Portal from Aug 16 to 31st AUGUST 18

| S/No | Department | Total Complaints On the Complaints Portal as at 31th August 18 | Total Rejected Complaints | Total Resolved Complaints | Total Rejected & Resolved Complaints Closed | Outstanding Complaints as at today 31st August 18 |
|------|------------------|----------------------------------------------------------------|---------------------------|---------------------------|---------------------------------------------|---------------------------------------------------|
| 1 | Fresh Complaints | a | b | c | b + c = d | a - d |
| | | 1349 | 654 | 0 | 654 | 695 |
| 2 | CIPD | 625 | 112 | 110 | 222 | 403 |
| 3 | PPD | 451 | 62 | 31 | 93 | 358 |
| 4 | CSPD | 2897 | 109 | 650 | 759 | 2138 |
| 5 | PaPD | 1585 | 106 | 3 | 109 | 1476 |
| | Total | 6907 | 1043 | 794 | 1837 | 5070 |

KEY ACTIVITIES/ACHIEVEMENTS FOR THE MONTH OF AUGUST, 2018

| | |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pension Administration | <p>PARASTATAL PENSIONS</p> <ul style="list-style-type: none"> ➤ Timely and successful payment of 101,315 Pensioners on payroll, amounting to ₦4,090,934,183.71. ➤ Arrears complaints totaling 65, with a cumulative value of N21, 301,556.62 was resolved. |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

CIVIL SERVICE PENSIONS

- Timely and successful payment of **99,645** Pensioners on payroll, amounting to **₦1,674,142,366.34**.
- A total of **9,985** verified pensioners' files (Flagged and/or QA Failed); **6,608** qualified for benefit computation; **2,052** require to provide additional information and **996** disqualified. The others include 27 for PENCOM, 23 for IT technical review and 20 not on system

POLICE PENSIONS

- Timely and successful payment of **16,013** pensioners on payroll, amounting to **₦557,505,536.69**.
- Removed a total of Thirty one (31) pensioners from the payroll. Joint account: 23, Death cases: 6, Matured Section 6: 2
- Successfully added Nine (9) Regular Pensioners back on the payroll

CUSTOMS IMMIGRATIONS AND PRISONS PENSIONS

- Timely and successful payment of **11,925** pensioners on payroll, amounting to **₦617, 436,176.67**.
- Approval was given for the payment to a total of **11,925** pensioners pay rolled for **August, 2018** monthly pension amounting to **₦617, 436,176.67**. Payment completed.
- **2** Newly Enrolled pensioners, **2** Pensioners were Restored, **3** upward adjustments, **4** downward adjustments and **9** dead pensioners removed from the payroll in August, 2018 bringing the total number of CIPPD pay rolled pensioners in August 2018 to **11,925**.

Verification

| UNIT: VERIFICATION | CSPD | PPD | CIPPD | PaPD | TOTAL | |
|------------------------------------|-------------|------------|--------------|-------------|---------------|--------------|
| Pure Federal | 151 | 0 | 0 | 58 | 209 | |
| Due Pensioner | 2 | 0 | 0 | 0 | 2 | |
| SWFS | 40 | 0 | 0 | 0 | 40 | |
| section 5 | 0 | 0 | 0 | 0 | 0 | |
| Section 6 | 0 | 0 | 0 | 0 | 0 | |
| War affected | 0 | 0 | 0 | 0 | 0 | |
| Steel Rolling | 0 | 0 | 0 | 0 | 0 | |
| Downsized | 0 | 0 | 0 | 0 | 0 | |
| NOK | 4 | 0 | 0 | 26 | 30 | |
| Total | 197 | 0 | 0 | 84 | 281 | |
| LAGOS VERIFICATION | 132 | 0 | 0 | 119 | 251 | |
| SUMMARY FOR THE WEEK ENDING | CSPD | PPD | CIPPD | PaPD | OTHERS | TOTAL |
| Complaints received | 308 | 64 | 35 | 132 | 0 | 688 |
| Complaints sent to Departments | 111 | 40 | 9 | 55 | 0 | 215 |

| | |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stakeholder Communication & Engagement | <ul style="list-style-type: none"> • PTAD has continued to sustain its fraud awareness campaign through the Print and Electronic Media • PTAD held its Stakeholders' Forum for South West Zone pensioners under the Defined Benefit Scheme (DBS), on August 30th, 2018, in Lagos. |
| Organizational Growth | <ul style="list-style-type: none"> • The Staff Promotion framework has been developed and submitted to the Executive Secretary. The Directorate is in the process of conducting its 1st ever promotion exercise for staff since the creation of the agency. • The PTAD Conditions of Service and the PTAD Schemes of Service have been ratified by the Office of the Head of Service of the Federation, approved and delivered to the Directorate. This has now been shared with all staff. • Attended SERVICOM Ministerial Committee Meeting held at OAGF to discuss the progress of Ministerial agencies, in driving the SERVICOM initiative forward and challenges they are experiencing in their respective agencies. • Arranged for the SERVICOM advocacy visit to PTAD. This visit was aimed at giving them a general understanding of the workings of PTAD and its complaint resolution process. |
| Information Technology | <p style="text-align: center;">Key Activities for the month</p> <ul style="list-style-type: none"> ○ 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 support in for in-house verification exercise ○ Prepare laptops in readiness for the proposed PaPD verification exercise. ○ Setup video call session with state offices ○ In-house training for call center staff ○ Activation of Windows key on Desktops ○ Trouble shooting <ul style="list-style-type: none"> • Application Management <ul style="list-style-type: none"> ○ Generated various analysis on the verification data and payroll pensioner data for CSPD. ○ Support all Pension paying departments in generating pension reports and Payroll ○ Preparation for the upcoming PaPD verification, setup and configuration of Laptops and servers. ○ Benefit computation for PPD was presented to stakeholders for review and input, project on-going ○ Benefit computation for PaPD agencies NICON, Delta Steel and Nigerian Reinsurance ○ Mail tracker development in progress • 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 ○ Bi weekly backups of databases for enhance data protection • 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. |

| | |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> ○ Resolved various local area network downtime and internet connectivity ○ 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 data-Centre temperature, humidity, power system, fire extinguisher is in good working condition. ● Security Administration <ul style="list-style-type: none"> ○ Ensure security of PTAD network ○ Recorded fraud call for M and C unit ● Help Desk Support Services <ul style="list-style-type: none"> ○ Created New Staff Profiles on Active Directory. ○ Issued Access/staff identity cards for the new staff. ○ Provide various printer support to all operational department. ○ Activation of RPC Remote service through Sysaid application control |
| Fraud Investigations | <ul style="list-style-type: none"> ● Continued the follow- up with ICPC, EFCC, and the Police FIB unit on ongoing fraud investigations. ● 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. ● Followed up with some pensioners who had made fraud complaints, to find out their wiliness to testify in court and also to avail us with any incriminating evidence that they may have against scammers who had scammed them. ● Mr. Ifeanyi Offodile (Pensioner) made a statement at EFCC, in furtherance of the ongoing fraud investigation against Mr. Charles Abonyi (former Federal Auditor accused of scamming the above Pensioner). |
| Compliance and Risk monitoring | <ul style="list-style-type: none"> ● Forwarded CCB Assets Declaration reminder to all staff. This reminder was to ensure the commitments of all staff to the Federal Government fight against corruption in the Public service, by ensuring that all public servants declare their assets according to stipulated time frames ● An email requesting for an unannounced fire drill was forwarded to CSD to ensure more practice by staff, so as to familiarize themselves on what to do in the event of a fire. ● With a view to making M & C communications lighter and more engaging, the first edition of an Ethics & Compliance newsletter was circulated to staff. The first edition of the newsletter focused on conflicts of interest and educated staff how to identify them, and intimated them on steps to take thereafter. ● Prepared and forwarded to Management a comprehensive report on the outcome of the 2nd Quarter compliance and monitoring review. This report addressed corruption awareness and governance in PTAD and highlighted arrears of risk and improvement for each Unit/Department ● Prepared and forwarded a report on the corruption awareness survey, members of staff were requested to fill this. |

