

# Pension Transitional Arrangement Directorate



# PTAD



## SERVICE CHARTER

Published by  
**PENSION TRANSITIONAL  
ARRANGEMENT DIRECTORATE**

22, Katsina Ala Crescent, off Yedseram Street,  
Maitama, Abuja.





Pension Transitional  
Arrangement Directorate

# BEWARE OF PENSION FRAUDSTERS!

## Don't Give Money To Anybody!

The general public is warned not to be misled by the fraudulent activities of pension scammers (or pension agents) who call pensioners to request for processing fees, and/or cash to fast track the payment of their outstanding entitlements.

Furthermore, pensioners are advised to contact PTAD **directly**. They do not need to go through a 3rd party, or pay money to anybody to assist them to process outstanding arrears.

Please report any fraudulent or corrupt act to:

**08144607574** (Rates Apply), Email: [monitoring@ptad.gov.ng](mailto:monitoring@ptad.gov.ng), [actu@ptad.gov.ng](mailto:actu@ptad.gov.ng)

If you need any information regarding your pension, Please call PTAD toll free on:

**0800-CALL-PTAD (080-2255-7823)**

or **09-4621721, 09-4621700** (Rates Apply)

**Address:** Pension Transitional Arrangement Directorate,  
No. 22 Katsina Ala Crescent, off Yedseram Street, Maitama, Abuja.  
**Email:** [complaints@ptad.gov.ng](mailto:complaints@ptad.gov.ng), [info@ptad.gov.ng](mailto:info@ptad.gov.ng)

**Facebook:** [PTADNigeria](https://www.facebook.com/PTADNigeria)  
**Twitter:** [@PTADNigeria](https://twitter.com/PTADNigeria)  
**Website:** [www.ptad.gov.ng](http://www.ptad.gov.ng)



## SERVICOM PRINCIPLES

### CONVICTION

That Nigeria can only realise its full potential if citizens receive prompt and efficient service from the estate

### RENEWAL

Of commitment to the services of the Nigeria Nation

### CONSIDERATION

From the need and right of all Nigerians to enjoy social and economic advancement

### AVOWAL

To deliver quality services based upon the needs of citizens

### DEDICATION

To provide the services to which each citizen is entitled in a timely, fair, honest and transparent manner





## **VISION**

To be a model organization delivering innovative, efficient and sustainable pension services.

## **MISSION:**

To achieve stakeholder's satisfaction through the delivery of exceptional pension services.

## **CORE VALUES**

L- Learning Innovation & Growth  
E- Empathy  
A- Accountability & Transparency  
P- Professionalism



**His Excellency**  
**MUHAMMADU BUHARI**  
*President and Commander in Chief of the Armed Forces*  
**Federal Republic of Nigeria**



**Hon. Minister**  
**ZAINAB AHMED**  
*Hon. Minister of Finance, Budget and National Planning*



**DR. CHIOMA N. EJKEME**  
Executive Secretary PTAD.



## **EXECUTIVE SECRETARY'S MESSAGE**

As the Pension Administrator for the Federal Government retirees whose pensions are managed under the Defined Benefits Scheme (DBS), Empathy and Care are our watch words when delivering service.

PTAD receives and handles numerous pensioners' complaints on a daily basis, and as such it is important that we convey to our pensioners at every point of interaction that they are highly valued members of society and that we are there to provide them quality service.

While providing quality service, we expect our pensioners and stakeholders, to hold us accountable when service delivery is poor, and express dissatisfaction or report confirmed acts of misconduct.

We are committed to ensuring the integrity of PTAD's pension administration system so that pensioners are rest assured that their entitlements will be paid accurately, fully and on time.

Thus, this service charter is to simply communicate our service promise and expected service delivery standards. This way, collectively, we can improve pensioners' welfare across the nation.

The charter is expected to evolve as the organization grows and as changes take place internally and externally. While PTAD will remain responsive to pensioner/stakeholder feedback and their changing needs, please note that PTAD's service charter is not intended to extend any legally enforceable rights to any stakeholder group. It is meant as a service delivery guide for all stakeholders and staff.

Please accept the assurances of my best regards.

Dr. Chioma .N. Ejikeme  
**Executive Secretary**

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## **1.0 INTRODUCTION/BACKGROUND**

The Pension Transitional Arrangement Directorate (PTAD) was established by the Pension Reform Act of 2014 and is responsible for the administration of the pensions of retired Civil / Public Servants under the Defined Benefit Scheme (DBS).

PTAD was established to address the numerous pensioners' complaints that existed in the 'Old' pension schemes such as, the non-payment of monthly pension, short payment of pension and gratuity, removal of names from payroll, non-payment of pension arrears, irregular payment of pensions, non-receipt of pension and/or gratuity after retirement, to mention a few.

Empowered by the Pension Reform Act (PRA) of 2014, PTAD took over the management of three offices of the old pension schemes. These were the Civil Service Pension Office, the Police Pension Office and the Customs, Immigration and Prisons Pension Office. It was also mandated to consolidate and take over the management of all Treasury Funded parastatals.

The history of pension management before the establishment of PTAD was filled with sad tales of less than standard service, and a general disregard for the welfare of pensioners. Since its establishment, PTAD has improved the welfare of pensioners and given them a renewed hope that their pensions will continue to be administered professionally. PTAD's operations and service delivery model are designed to reform the marred history of pension administration in Nigeria, and improve the provision of pension services to pensioners; some of whom are among the oldest retired government servants. Our service delivery is thus focused on easing the process of their interaction with the Agency and complaint's resolution.

## **1.1 Purpose of the Charter**

PTAD's Service Charter provides information about the services we undertake to provide, and the service standards our pensioners/stakeholders can expect to experience from PTAD staff as they interact with them. It sets out our service delivery style, standards, mode of communication and interaction with pensioners.

It provides all the channels that pensioners/stakeholders can use to contact/obtain information about PTAD, as well as the channels of communication available for providing us with feedback on the quality of our service.

The improvements the service charter brings will help sustain the reform agenda for which PTAD was created. Furthermore, the charter will help improve PTAD's operational performance and customer satisfaction ratings as we use stakeholder feedback to improve our services.

## **2.0 VISION, MISSION AND CORE VALUES**

### **Our Vision**

To be a model organization delivering innovative, efficient and sustainable pension services.

### **Mission**

To achieve stakeholder's satisfaction through the delivery of exceptional pension services.

## Core Values

**L**- Learning, Innovation & Growth  
**E** –Empathy  
**A**- Accountability & Transparency  
**P** –Professionalism

## 3.0 SERVICES RENDERED

Our pensioners across the nation and in the diaspora deserve our utmost regard, and as such staff must accord them due respect and necessary courtesy at every interaction.

### 3.1. Working Hours

PTAD's gates are opened to visitors as follows:

PENSIONERS	9:00am – 3:00pm
OFFICIAL VISITORS	8:00am – 5:00pm
PRIVATE VISITORS	10:00am – 2:00pm
VENDORS/CONTRACTORS	10:00am - 3:00pm

### 3.2. Broad Service Areas





### **3.3 List of Services**

- A. Payroll Management
- B. Pensioner Verification
- C. Benefit Computation
- D. Complaints management
- E. Data/information management
- F. Stakeholder engagement
- G. Legal Mediation

#### **A. Payroll Management**

Payroll management consists of a number of inter-related processes that are carried out monthly to ensure that pensioners receive their monthly payments and/or entitlements and genuine pensioners remain the beneficiaries of government funds. The key activities the pension departments perform are:

- Variation Analysis(Preparation of payroll)
- Removal of deceased pensioners from payroll
- Upload/Payment of pensions
- Resolution of failed payments with Banks
- Payment of arrears
- Confirmation of 'I am Alive' status

#### **B. Verification of Pensioners**

The verification process involves biometrically capturing the information of all eligible pensioners, digitalization and warehousing of pensioners bio-data and employment information.

##### **➤ Field Verification**

Verification of pensioners in various states, which has so far been concluded for all departments.

##### **➤ In-house verification**

In-house verification is conducted for pensioners who were unable to attend the field verification exercise in their region for whatever reason. This service is currently accessible at PTAD's Head office and also Lagos state Office, PTAD is also considering providing the same facility in Kano and Benin based on an appointment as various pension departments have designated days for verification. The days for in-house verification and appointment scheduling are in



table 1.0, but updates to the stated dates can be obtained by calling our contact center, visiting our Head office or regional offices.

➤ **Mobile verification**

Mobile verification is provided for the infirm and those pensioners that are well advanced in age with mobility challenges. Pensioners can access this service by contacting PTAD's call center, sending an email or visiting any of our regional offices. The visit to the home or location of the pensioner will be pre-scheduled and all necessary information required ahead of the visit of PTAD staff will be provided to their caregivers. This service is subject to the availability of funds, and visits are scheduled around state or regional clusters.

➤ **'I am Alive' verification**

The confirmation of the status of life is carried out bi-annually and is also subject to the availability of funds.

➤ **Diaspora verification**

For pensioners who live outside the country, PTAD accepts scanned copies of their full service records and confirmation of life from the Nigerian consulate closest to their location of abode via email –[complaints@ptad.gov.ng](mailto:complaints@ptad.gov.ng). They must send the necessary documents to PTAD for them to remain on the payroll for a maximum period of six (6) months after which they must present themselves for physical verification.

### **C. Computation of Pensions Benefits**

The pensions of eligible and authentic pensioners are computed after they have been verified with PTAD. The computation process is automated and all calculations are based on the various pension circulars issued by government over the years. All computed files are audited by both Internal and Federal Auditors for accuracy, such that pensioners or the government do not suffer any financial losses.

- Computation of benefits should commence within 3-12 months after verification, subject to the availability of funds and human resources

## **D. Complaints management**

PTAD's complaints management procedure is simple. However the nature of the complaint, determines the resolution timeframe. A complaint can only be resolved within a payment cycle which is monthly. Thus the minimum time frame for complaint resolution is four (4) weeks. Please note that the timeframe for reviewing a complaint and its resolution are distinct, the two are also distinct from the timeframe for payment (Please see table one for timeframes).

- Pensioners can use multiple channels for sending in their complaints to PTAD. Holding responses are sent to pensioners where solutions to their complaints are not immediately available. General enquiries by email, telephone or our walk-ins also receive immediate responses.
- Staff directly manning contact points are knowledgeable and amiable to put pensioners and their representatives at ease when interacting with PTAD staff.
- Please see table 1.0, under the performance target for the timeframes for complaints resolution.

## **E. Data/Information Management and Communication**

Notifications to our stakeholders are sent out promptly and using channels that can reach them quickly. The more quickly the information reaches our targets, the easier it is for PTAD to douse tension and anxiety. We strive to maintain a clear communication system for our external adverts, good relationships with the Unions across the country as well as up and running electronic and social media platforms to help deliver our messages.

- Notifications to pensioners are done by email, phone or text as necessary. As much as possible we ensure we deal directly with the pensioner and not a third party for security purpose.
- Adverts are placed in the national daily newspapers and radio as necessitated by the exigencies of duty.

## F. Stakeholder Management

- Stakeholder engagement sessions are held quarterly (subject to the availability of funds) across the regions to pass across new information, activity plans and challenges. Pensioners from various sectors are personally invited to the engagement sessions through their Union representatives

## G. Legal Mediation

- Legal Mediation is a preferred approach for pensioners to resolve issues instead of going to court for resolving complaints against PTAD. Pensioners can make an appointment to meet with the legal team to resolve grievances instead of incurring the expensive route of the courts. Please send an email to [legal@ptad.gov.ng](mailto:legal@ptad.gov.ng)

Table 1.0 – Schedule for Service Provided

1	Payroll Management	Monthly before 15 <sup>th</sup> of every month
2	Verification(In-House)	
	CSPD	Wednesday
	PPD	Thursday
	PAPD	Tuesday
	CIPPD	Tuesday
3	Mobile Verification	All year round based on scheduling by regions
4	Diaspora Verification	All year round by sending written request by post or email (see page 21 for email)
5	Computation	3-12 months
6	Placement on payroll	4-12 weeks after verification or computation as the case maybe
7	Stakeholder engagement	Quarterly (Subject to management approval)
8	Legal Mediation	Based on request

#### **4.0 LIST OF STAKEHOLDERS**

- a) Defined Benefits Scheme pensioners comprising of:
  - i. Civil Service pensioners (Pure Federal and State with Federal Share)
  - ii. Police Pensioners,
  - iii. Customs, Immigration and Prisons and
  - iv. Parastatals pensioners.
- b) Regulator – National Pension Commission
- c) Supervising Ministry – Federal Ministry of Finance
- d) Sister Government Agencies (but not limited to):
  - i. Office of the Accountant General of the Federation
  - ii. Office of the Auditor General of the Federation
  - iii. National Salaries, Income and Wages Commission
  - iv. SERVICOM
  - v. Bureau of Public Enterprise
  - vi. Public Complaints Commission
- e) Vendors/Contractors
- f) Departments / Internal Units
  - i. Corporate Services Department (CSD)
  - ii. Civil Service Pension Department (CSDP)
  - iii. Customs, Immigration and Prisons Pension Department (CIPPD)
  - iv. Parastatals Pension Department (PAPD)
  - v. Pensioner Support Services Department (PSSD)
  - vi. Finance and Account Department (F & A)
  - vii. Internal Auditors
  - viii. Federal Auditors
  - ix. Corporate Communication Unit
  - x. Information Technology
  - xi. Legal Unit
  - xii. Monitoring and Compliance Unit
  - xiii. Policy and Strategy Unit
  - xiv. Procurement Unit

#### **5.0 PERFORMANCE TARGET**

The time frames below are guidelines, and can vary depending on the nature of the complaint, eligibility of the pensioner, availability and access to the pensioner's employment file/documents amongst a number of variables. Most importantly, all payments are subject to the availability of funds. Therefore, whatever channel,



***Table 2.0: performance target/timeframe for complaint feedback and resolution***

		Contact Center	Call center	Email	Letter	Web	Dept. /Unit.	Max Total
1	General enquiries	24hrs	48hrs	48hrs	7 days	5 days	N/A	5 days
2	Submission of compliant and update into PTAD complaints portal for processing	3 days	N/A	N/A	5 days	3 days	5 days	5 days
3	Submission of pension complaints and documents to operations department	5 days	N/A	2 days	5 days	N/A	N/A	5 days
4	Complaint resolution	N/A	N/A	N/A	N/A	N/A	4-16 weeks	16 weeks
5	Response on general information requests e.g. computation, FOI etc.	1 day	N/A	48 hrs	5 days	N/A	5 days	5 days
6	Response to requests for information on pension computation from pension departments	5 day	N/A	48 hrs	5 days	N/A	5 days	5 days
7	Update of pensioners change requests to their profile and documents	5 days	N/A	5 days	5 days	N/A	5 days	5 days
8	Payments of arrears	N/A	N/A	N/A	N/A	N/A	3-12 months	12 months
9	Removal of death cases	3 days	N/A	3 days	7 days	N/A	1 day	7 days
10	Confirmation of "I am Alive Status"	5 days	N/A	5 days	7 days	N/A	2 days	7 days

## **6.0 OBLIGATIONS OF STAFF, MANAGEMENT, AND PENSIONERS**

### **6.1 Obligations of Staff and Management**

In general, Staff and Management must:

- Accord stakeholders, visitors and particularly our aged pensioners the respect due to them at all times;
- Speak calmly and in a respectful tone of voice so that they feel comfortable to communicate their needs;
- Provide timely responses to enquiries and provide realistic feedback about the status of their requests and the most realistic timeframe for resolution;
- Provide accurate and expert information;
- Show regard for pensioners privacy and dignity when dealing with them;
- Always seek the opinion of a superior officer when further clarification is needed on any issue;
- Allow pensioners who are not satisfied with the explanation given to speak with a superior officer.
- Welcome feedback on our service delivery to ensure we are meeting/exceeding our pensioners' expectations; and
- Never ask or accept gratification of any sort from any pensioner or his relations, including Next-Of- Kin to help facilitate the processing, payment of pension or provision of information regarding the status of complaints.

The obligations of PTAD staff to customers remains the same no matter the channel used to communicate with pensioners as follows:

#### **6.1.1 Obligations of staff of the Contact Center & State Offices**

- Staff must welcome visitors warmly and proactively assist them with directions when they are within our premises.
- Frontline service staff must have desk name plates and wear their PTAD name badge/ID cards at shoulder level so that pensioners can easily identify the staff attending to them.

- Our environment, facilities and waiting area must be comfortable, safe and clean for our pensioners comfort.
- While pensioners wait, they will be served light refreshments
- Staff must patiently listen to the pensioners request and ensure the pensioner is satisfied with service delivered before they leave.

### **6.1.2 Call Center Staff**

- Our toll-free line and other contact numbers must be available to all our clients to reach us between 8am and 5pm Monday to Friday.
- Pensioners' calls should not go unanswered. Our automated call answering machines must hold a call and route it to the next available call center staff.
- Call center staff must answer all calls by introducing the agency and themselves by name at the beginning of every call, so that pensioners are rest assured that they know who is serving them.
- Staff must calmly listen to pensioners complaint/enquiries to understand pensioners' needs before responding or acting.
- Every call center staff must take ownership of the complaints/enquiries they receive to reduce the need to unnecessarily transfer pensioners calls to departments.
- In the rare instance that it is absolutely necessary to transfer a pensioners call internally to another unit/dept., the call center staff will introduce the pensioner and his/her case to the call recipient, so that the pensioner does not need to explain the purpose of his call all over again.
- Call center agents must register the pensioners name, phone number and complaint into our customer relationship management system, so that when next they call, their personal details and previous complaints appear on the screen.

### **6.1.3. Written Correspondence**

- All written correspondence will be treated with the same priority given to telephone calls
- General enquiries by email will be answered within 48 hours. A holding response may be sent, if a substantive response cannot be made within 48 hours.

- General enquiries received by postal service will be responded to within seven (7) working days from receipt. If there is no appropriate postal address, it may take longer. Where there is a contact phone number, staff will endeavor to call the pensioner within 24hrs.
- If the pensioner's enquiry or complaint requires further investigation or follow-up that will take longer than 7 days, they will acknowledge the letter with a holding response and where possible provide the pensioner with a projected date for the provision of the response.
- All written correspondence to pensioners must be in simple and clear language that can be easily understood.

#### **6.1.4.Web and Social Media Platforms**

- PTAD's website and electronic communication platforms are regularly updated with relevant information about our mandate and operations.
- All information posted to any of our e-platforms have been approved to be in the public domain and are presented in a format that is easy to understand and access.
- Complaints accepted via our website will be accorded similar priority and importance as telephone or written correspondences.
- Responses to complaints/enquiries received through any of our authorized e-platforms will be provided in a timely and professional manner. (see table 1.0 and 2.0 for time frames)
- Social platforms such as twitter and facebook will only be used for general dialogue. Complaints/enquiries should be redirected through other platforms such as the website, email or contact center for feedback resolution.

#### **6.2 Obligations of Security Officers**

PTAD security officers will:

- Welcome all visitors warmly and guide them through our security procedures.
- Appear in neat clothing and represent the Agency properly in their conduct
- Speak in a respectful manner and cordial tone of voice to all visitors.
- Never be rude or use foul language while speaking to pensioners and/or to their drivers or personal assistants when they visit our premises

- Direct pensioners to where they can park their cars appropriately so that they do not get into accidents, with on-coming vehicles when alighting from their vehicles.
- Usher pensioners into the premises and direct them to where they can be served.
- Ensure pensioners/visitors are not left standing or sitting by the entrance gate.
- Never turn back a pensioner at our gates without allowing them to meet with a staff of the contact center to state his/her business, unless they are exhibiting violent, aggressive or threatening behavior towards any staff.
- Never solicit for gratification from pensioners, visitors or staff to ensure PTAD remains a zero-corruption environment.

### **6.3. Obligations of Pensioners to PTAD**

PTAD within the reason of its mandate, will request that pensioners:

- Prioritize their health and safety ahead of a decision to travel from their location to any of PTAD's locations.
- Fully explore the use of all available channels such as the call center, email or website to reach PTAD, instead of making a hazardous journey to a physical PTAD office to be served.
- Treat PTAD staff with courtesy and respect;
- To approach PTAD staff calmly so that they do not feel threatened or at risk of verbal abuse or physical harm
- Treat other pensioners and visitors with courtesy and respect, noting that all visitors to PTAD have also come to make a personal enquiry, complaint or have come to transact business.
- Provide honest information, communication and feedback to enable us serve them expeditiously.
- Provide complete and genuine documents to ease the process of complaints resolution
- Respond timely to adverts and requests for information etc.
- Inform PTAD of any changes to their personal details, such as mobile number, bank account or home address.
- Use appropriate channels for making enquiries, complaints and feedback while using social media for general dialogue.



- Communicate to PTAD directly on any area where we fall short on our service delivery so that we can improve and make amends.
- Contact PTAD directly for legal mediation before deciding to undertake unnecessary legal costs
- Help PTAD recognize staff that serve above and beyond expectations so that they can be recognized and rewarded
- Uphold PTAD integrity by not compromising PTAD staff.

### **6.3.1. Rights of Pensioners**

The status of being called a 'pensioner' of the Federal Government of Nigeria is acquired by right of law. As such, Federal Government pensioners have rights which all staff of PTAD recognise and respect.

#### **Right to earn a Pension:**

A pensioner has the right to receive all his/her entitlements as at when due and these entitlements include: Gratuity, Pension and other benefits. A pensioner should not be denied access to his/her pensions for whatever reasons, except in the case of an overpayment or suspected fraud.

#### **Right to be heard:**

A pensioner has the right to be heard and a right for audience. Any staff serving a pensioner must give him/her the opportunity to express themselves fully and completely. This is irrespective of whether anything can be done about what they are complaining about or not.

#### **Right to dignity while being served and or investigated:**

Staff shall not insult a pensioner or use harsh words or approach a pensioner in a manner that makes she/he feel threatened physically within our environment. Staff will strive to approach all pensioners with a humane face. Where a pensioner is suspected of fraud, we will assume that he is innocent until proven otherwise. However, once a criminal case has been established against a pensioner, they must be suspended from the payroll.

### **Right to be informed:**

A pensioner should be informed of any changes made to his/her monthly pension payments. Whether these changes be an addition or subtraction from the amount the pensioner would normally receive. Further to this, the pensioner should be told why the change has occurred. In the same vein, if there will be any delays in any month's payment, the pensioner ought to be informed to prevent unnecessary apprehension. The pensioner has a right to know how his pension was arrived at, and the relevant government circulars used to process it, if available. A pensioner has the right to ask questions about anything they find difficult to understand about the operations of the Directorate.

### **Right to change personal information:**

Aside from employment information, a pensioner has the right to change his/her personal information earlier provided to the Directorate e.g. the bank account information (details into which monthly payments are paid). The changes can only be made using appropriate supporting documentation in so far as PTAD is indemnified. The pensioner must however also be able to legitimately justify the need for the change. Such change request may be denied by PTAD if reasons submitted are deemed insufficient.

### **Right to confidentiality:**

All pensioner records will be kept confidential and may not be disclosed to third parties, unless the pensioner has made the request and/or if the information is required to be disclosed by operation of law or any binding court judgment or order, or any requirement of a competent authority.

### **Right to honor his personal will after death:**

In the case of death, a Next- Of- Kin named in the GEN 60/Record of Service/Personal Will/Letter of Administration from a High Court will be honoured if they meet every eligibility criteria. Unless were using either of the above documents will amount to injustice to any aggrieved party that has come forward to claim the pension benefits of a loved one. In such instances, please send an email to our legal team for resolution at [legal@ptad.gov.ng](mailto:legal@ptad.gov.ng) .

### **Right to Equal Treatment:**

All pensioners shall receive equal treatment while being served. We consider all pensioners as having contributed to the nation in their various capacities and deserving of our respect without bias to rank, religion, ethnic group etc. Octogenarians, infirm and or frail pensioners will be given priority as necessary.

### **7.0 COMPLAINTS/GRIEVANCE REDRESS MECHANISM**

Where a pensioner or stakeholder is unsatisfied with our service delivery, facilities or attitude of any of our staff, kindly send a mail to [servicom@ptad.gov.ng](mailto:servicom@ptad.gov.ng) or speak to a member of the SERVICOM team in PTAD, or write directly to the Executive Secretary. SERVICOM team will make every effort to ensure the service failure is immediately rectified. In the event that you remain unsatisfied with the solution proffered by SERVICOM, please ask to speak with the Director, Corporate Services Department who will ensure the matter is resolved amicably and sanction any staff found erring.

#### **7.1. Freedom of information (FOI) act 2011**

Pensioners can request to view their records with us upon written request and sufficient notification. We may however restrict access if the release of the information requested:

- (i) Interferes with pending or actual and reasonably contemplated law enforcement proceedings against such a pensioner/stakeholder.
- (ii) Proceedings being conducted by any law enforcement or correctional agency, interferes with pending administrative enforcement proceedings conducted by any public Institution,
- (iii) Obstruct an ongoing criminal investigation.
- (iv) Where a third party is making the request for the release of personal information, such a request maybe denied if it is found that it would be an invasion of privacy and access to such information would be harmful to the pensioner.

Email requests for information should be sent to [foi@ptad.gov.ng](mailto:foi@ptad.gov.ng). All written correspondences under the FOI Act should be addressed to the: The Executive Secretary, Pension Transitional Arrangement Directorate, No. 22 Katsina-Ala Crescent, Maitama, Abuja.

## **8.0 STAKEHOLDER PARTICIPATION IN SERVICE PROVISION**

Stakeholders such as Unions, and the National Pension Commission, Office of the Accountant General (OAGF) who play a major role in ensuring the smooth operation of the DBS pension are fully engaged and have up to date information on PTADs activities at all times. Our service delivery approach to stakeholders is hinged on direct engagement such that they feel they are valued players in the delivery of our mandate.

### **8.1 Stakeholder engagement**

Stakeholders are to be held in high regard and accorded the respect due to them. They will also be accorded the same level of service that is given to pensioners and stakeholders. All correspondence and complaints from Union/Stakeholders should be routed through the Executive Secretary's Office for prompt attention.

- Quarterly Stakeholder engagement forums hold across the six regions.
- Meetings also hold regularly at the Executive Secretary's or stakeholders request.
- Information notices are placed regularly on PTADs website, Facebook page and Twitter.
- Newspaper adverts are placed in the major dailies to communicate important information and events( subject to the availability of funds)

## **9.0 SPECIAL NEEDS PROVISION**

Wheelchairs and ramps are available in all PTAD state offices to assist pensioners who are unable to walk or climb stairs.

Mobile verification is available for infirm, hospitalized or immobile pensioners, as well as octogenarians across the nation. All Mobile verification requests must be made in writing for the attention of the Executive Secretary with evidence confirming that the pensioner is truly unable to travel/visit a PTAD office for verification. Please note that mobile verification is subject to the availability of funds and the Agency's schedule for visiting a particular region or state. Please note that PTAD staff will have to ascertain the condition of the pensioner, as well as ensure that all necessary documents for verifying the pensioner are available ahead of the visit.

#### **10.0. EXISTING LIMITATIONS TO SERVICE DELIVERY**

There are a number of limitations that directly impact some of the time frames presented in table 1.0 and 2.0. The most important are the following:

- a) Availability of funds by the Federal Government for the payment of monthly pensions and outstanding pension arrears.
- b) Presentation of incomplete documentation by a pensioner elongates the resolution of complaints
- c) Where a pensioner has lost his/her original service documents, and the Ministry, Department or Agency from where he/she retired from is unable to trace his/her personnel file to assist us with our investigation.
- d) Where there is a Legal case against the pensioner
- e) Activities of pension phone scammers who present themselves as PTAD staff, and intercept or truncate the pensioner's complaint with PTAD. This happens when pensioners fall prey to pension phone scammers calling to solicit for money to facilitate the processing of their entitlements or Make a request for a token or any form of gratification upon the receipt of their pension.



## **11.0 MEASURING OUR SERVICE DELIVERY STANDARDS AND CLIENT SATISFACTION**

This is done regularly using feedback gathered from pensioners when they are being served and also annually through formal research surveys. The results are to support management's decision making internally, and to ensure that PTAD provides predictable and reliable service into the future. The feedback we receive will also expose poor performance, operational service gaps and seek ways for improvement and communication.



## **12.0 PTAD CONTACTS:**

SERVICOM:	<a href="mailto:servicom@ptad.gov.ng">servicom@ptad.gov.ng</a>
General Enquiries:	<a href="mailto:info@ptad.gov.ng">info@ptad.gov.ng</a>
Submitting Complaints:	<a href="mailto:complaints@ptad.gov.ng">complaints@ptad.gov.ng</a>
Request Verification:	<a href="mailto:verification@ptad.gov.ng">verification@ptad.gov.ng</a>
Request for Information:	<a href="mailto:foi@ptad.gov.ng">foi@ptad.gov.ng</a>
Call our Toll Free line:	0800-CALL-PTAD (0800-2255-7823)
Call our other numbers:	09 -462- 1700, 09-462-1721, 09-462-1722
Report Fraud:	<a href="mailto:monitoring@ptad.gov.ng">monitoring@ptad.gov.ng</a> or call 08144607574
Report Corruption:	<a href="mailto:actu@ptad.gov.ng">actu@ptad.gov.ng</a>
Legal Mediation:	<a href="mailto:legal@ptad.gov.ng">legal@ptad.gov.ng</a>
Complaints box:	Drop a confidential note or whistleblower information
Visit our website:	<a href="http://www.ptad.gov.ng">www.ptad.gov.ng</a> (Fill out and submit your complaint online)
Visit our Facebook:	<a href="https://www.facebook.com/PTADNigeria">www.facebook.com/PTADNigeria</a>
Twitter:	@PTADNigeria and hashtag us with 'The Pensioner'

S/N	STATE OFFICE ADDRESSES	STATES	OFFICE NUMBER
1.	The Federal Secretariat Complex, Ground floor N0.065A & 065B Yola, Adamawa State	Adamawa	08022847780
2.	Jerome Udoji State Secretariat Awka, Anambra State	Anambra	07038854604
3.	The Federal Secretariat Complex, Independence Layout, Enugu State	Enugu	08138408305
4.	The Federal Secretariat Complex, Auchi -Benin Expressway, Aduwawa (Opp. EBS), Benin City	Edo	08131670504
5.	Old National Assembly Complex, High Court Building, Tafawa Balewa Square (TBS), Lagos State	Lagos	08136048117 08130464417
6.	The Federal Secretariat Complex, Kawo Quarters, Kaduna State	Kaduna	09091001579
7.	Kano State Pension Fund Trustees. No. 9 Sokoto Road, Nasarawa G.R.A Kano State	Kano	07080927979
8.	The Federal Secretariat Complex, Kaduna Road, Near Immigration Passport Office, Sokoto State	Sokoto	09067191238
9.	SSG/HOS office building Damaturu Yobe State	Yobe	07067077011
10.	No. 22 Katsina-Ala Crescent, Off Yedseram St, Maitama, Abuja	FCT	094621700 080022557823
11.	Ministry of Establishments and Training Building, Mokola Ibadan	OYO	08081997333



Pension Transitional  
Arrangement Directorate

# PTAD CALL CENTER



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