

# United Nations Nations Unies

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27 June 2016

Dear Mr. Richards,

The Secretary-General has asked me to respond on his behalf to your letter dated 13 June 2015 on the delays in pension payments to retirees.

We are equally concerned about the backlog on payments of pension benefits to newly retired/separated staff members. I have been monitoring the situation including through monthly meetings with the CEO of the Pension Fund since March 2016 and have been regularly keeping the staff abreast of the latest developments reported to me through iSeek articles.

In your letter, you make reference to one of those iSeek articles dated 8 June 2016 relating to the Fund's reporting of the backlog reduction by 97% contesting the accuracy of this figure.

For accurate data analysis, it is important to understand that the term "backlog" as defined by the Fund and the Administration in March 2016 referred to the outstanding cases unassigned for processing within the Pension Fund as of 1 March 2016 (a total of 3,436 cases). The Fund committed to eliminate these "backlog in three months. The Fund reported that out of 3,436 cases, the Fund processed/paid 3,341 separation/retirement cases (or 97%) by the end of May 2016.

The new cases received in March, April and May 2016 totalled 3,417 cases for the UN Secretariat and UN agencies, of which 1,328 cases were cleared during this period.

In your letter, you suggest that only 36 per cent of the backlog has been cleared. Even if the initial "backlog" and the "new cases" are combined to calculate the overall reduction, 4,669 cases were cleared out of all 6,853 backlog and new cases, resulting in the overall reduction of 68%, leaving 2,134 cases still outstanding.

The UN management is working closely with the Fund to take urgent measures to prevent these outstanding cases turning into another backlog.

We will continue to monitor the progress closely with the Pension Fund and communicate the outcome on a monthly basis.

Mr. Ian Richards  
President, CCISUA  
Geneva



You may be interested to note that OIOS has issued a notification of planned audit on 11 May 2016 (assignment No. AS2016/800/03) to audit the process of resolving delays in payments of pension benefits. OIOS intends to conduct field work at the Fund's New York and Geneva offices over the period from June to September 2016 so we should expect their report sometime in the fall.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Yukio Takasu'.

Yukio Takasu  
Under-Secretary-General  
for Management