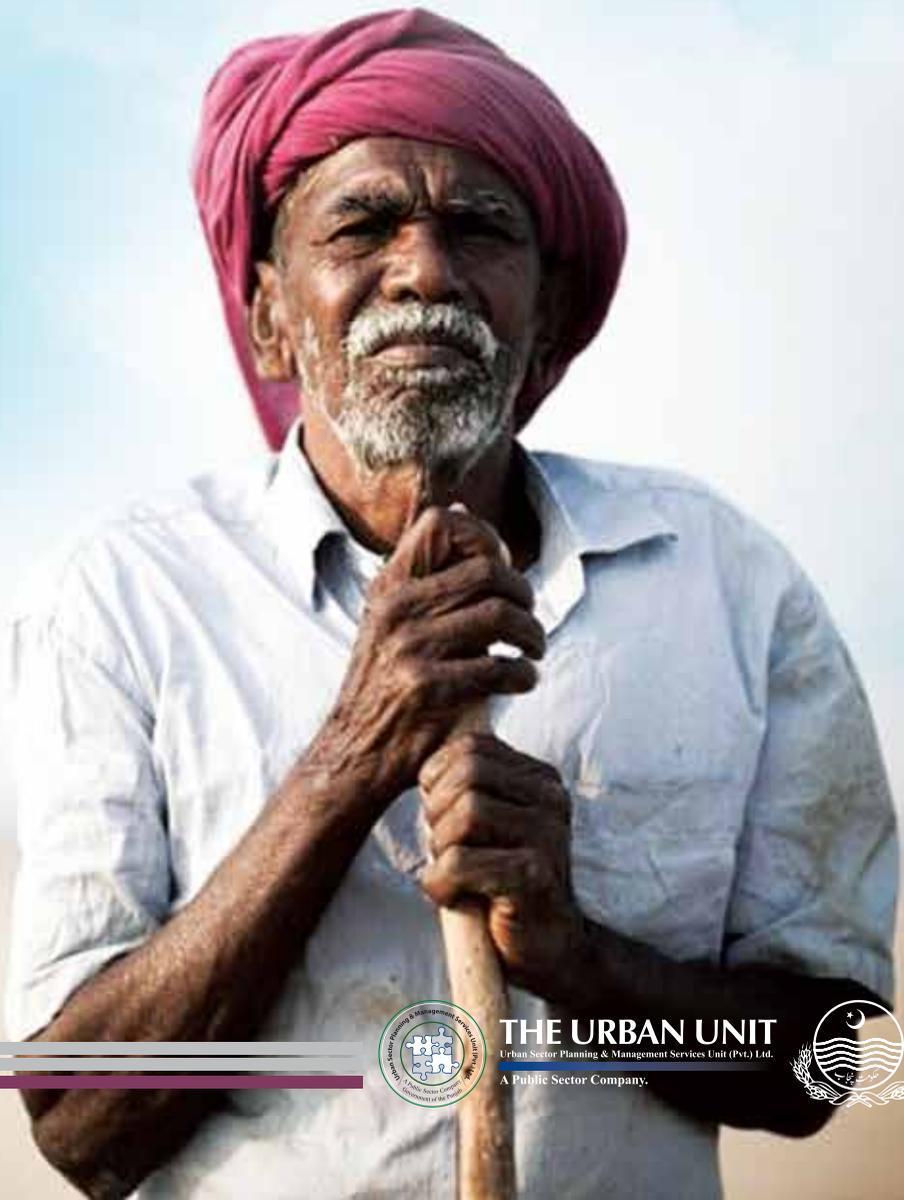


Pension Management *System*

A Fully Computerized Pension System for
City District Governments



THE URBAN UNIT
Urban Sector Planning & Management Services Unit (Pvt.) Ltd.
A Public Sector Company.



©Urban Unit 2016

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical or photocopying, recording, or otherwise without the prior permission of the publisher.

Published by:
The Urban Unit

503-Shaheen Complex, Egerton Road, Lahore
Telephone: 92 42 99205316-22
www.urbanunit.gov.pk

Table of Contents

1

About the Urban Unit

2

Preface

3

Towards Smart Governance

4

An introduction to the
Pension Management System

8

How Pension Management System
helps Local Governments

11

Frequently Asked Questions



About The Urban Unit

The Urban Unit is a multi-disciplinary organization centered upon systematic development of urban areas through shared data repository, international and local collaboration with research centers and international donor agencies. The core objective of the company is to facilitate government-run agencies, private entities and donor agencies with reliable and legitimate technical advisory services. The aim is to achieve socio-economic goals in public servicing as cities become engines of growth.

The Urban Unit effectively operates as Punjab Government's core urban research and policy management unit. By efficiently managing resources and providing optimal quality services resulting in sustainable urban development, we are striving to ensure improved quality of life for the people of Pakistan.

Preface

The idea to create a state of the art pension system was borne while we were working on The Punjab Cities Governance Improvement Project of the Government of Punjab. The project focuses on strengthening the institutional capacity and service delivery of local governments in key cities.

It was not possible for us to look at innovative solutions to strengthen institutional capacity of local governments and not think about ways to improve the obsolete and decades-old pension system.

Local governments struggle under their existing pension systems. Delays are common and new pension cases take forever to be included in the system. Pensioners suffer as they wait for hours in queues, month after every month – people who are old and unable to stand for long periods. These are the same people who have given the best years of their life to public service. They deserve our respect.

City district governments suffer their own tests and trials as they try to facilitate pensioners, spending days collecting and sorting pension forms, entering information manually and facing frustration as forms are torn or lost.

Our fully-computerized pension management system is an efficient system. It facilitates city district governments, builds their institutional capacity, reduces their work-load and increases their transparency. It provides relief to pensioners.

Lahore City District Government is a pioneer of the new pension system. We started working there last year. To date, some 17,000 pensioners are benefitting under the new system. Currently, we are setting up the system for Faisalabad City District Government.

We have had some wonderful feedback from both these cities. We are now looking to expand this system to your local government. The pages ahead will guide you on what to expect from the new fully computerized pension system.

Dr. Nasir Javed
CEO, The Urban Unit
November 2016

Towards Smart Governance

Smart governments have smart systems. The Pension Management System is the latest step towards smart governance. It introduces efficiency and transparency to the monthly pension disbursement and provides greater control to the Local Government.

The Pension Management System replaces a decades-old and obsolete system of pension disbursement. Under the existing system, Local Government staff collect pension forms and manually stack them together for processing. Pensions are calculated on paper and are prone to human error and discrepancies. Cases of pension restoration take even longer. Pensioners suffer the indignity and frustration of waiting for long hours under harsh weather conditions. The system lacks transparency. Pensioners' complaints are difficult to register and harder to address.

The Pension Management System offers a state of the art system that encourages transparency in pension disbursements, cuts pension processing time and places information at your fingertips.



Picture: Currently pensioners have to wait for hours under harsh conditions to submit their monthly pension forms.

An Introduction to the Pension Management System

What is Pension Management System?

This is a fully computerised system. It is a web-based software application that generates an online case file of every pensioner, calculates their individual gratuity and pension and links that information to their bank accounts. It does all this at the touch of a button.

The Pension Management System offers a breakthrough in dispensing monthly disbursements. The system generates daily reports and traces progress of pension disbursement and distribution. The system gives control to the Local Government at each and every step of the process.

How does Pension Management System work?

The Pension Management System is a robust system. Qualified IT consultants have developed the system after extensive research on pension management and related laws. It involves three easy steps:



1- Initial one-time Registration of Pensioners

Every pensioner has a record file. Trained staff scan every document contained in that file and save it on the system. This is similar to taking pictures of each document and saving it as a soft copy.

Trained operators go through scanned files. They enter information from the scanned files and create an individual profile of each and every pensioner. Every file is assigned a unique pensioner number, called PONO. From here onwards, the local government can access data by simply punching in the PONO in the system.

Every pensioner has a record file. Trained staff scan every document contained in that file and save it on the system. This is similar to taking pictures of each document and saving it as a soft copy.

Trained operators go through scanned files. They enter information from the scanned files and create an individual profile of each and every pensioner. Every file is assigned a unique pensioner number, called PONO. From here onwards, the local government can access data by simply punching in the PONO in the system.

Pensioners provide their finger scan and an electronic photo. This information is captured using a finger-scanner and a camera attached to a computer. This unique biometric information of every pensioner is stored against individual files.

Every pensioner case falls under one of five categories – superannuation, voluntary retirement, compulsory retirement, in-service death, and after-retirement death. The system is designed to prepare every case against individual category rules. It calculates gratuity, arrears and monthly pension as per government rules, starting from the date of retirement and puts this information against the PONO.

②- Case approval by City District Government

After initial registration of individual pensioners, the system sends each case to the accountant in the relevant Local Government department. The accountant may reject the case in case of any discrepancy. If this happens, the case is reverted back for correction.

Approved cases are sent to Deputy District Officers and from there to the District Officer. The Deputy District Officer and the District Officer may revert a case for correction at any stage. Once the District Officer approves a case, the system locks the case file. The case cannot be changed in the system by lower staff. All future changes to the file can now only be initiated after approval from the District Officer.

③- Monthly Disbursements

The Local Government is now ready to launch its fully computerized Pension Management System.

The system provides easy access to pensioners for getting their pension

a. Walk-in Cases

Pensioners come to the office of the Local Government to get their pensions. They walk to the computer operator who takes their biometric scan. The system validates their identification and generates an electronic pension form. The system is also able to generate this form once the PONO is punched in. The date entry officer then sends it for approval to the accountant.

b. Submission by Post

Pensioners do not need to be physically present for submission of their pension forms. They may submit their pension forms by post. The form should be attested by an officer of grade 17 and higher.

Once the local government receives the pension form through post, the computer operator enters the PONO and the system generates an electronic pension form. The date entry officer then sends it for approval to the accountant.

Electronic forms are collected and approved by the accountant. The system generates monthly disbursement reports. These reports contain instructions to relevant banks that have pensioner accounts. Once the system sends these instructions to the banks, the system locks all these approved pension forms.

Biometric Verification

Pensioners have to visit the local government offices for their finger scan at least once every six months. This is to establish their identity and update the system on their living status. The computer links their scans to their individual files.



Restoration of Pension Cases

The Pension Management System incorporates restoration of pension cases. The system calculates past arrears from the date of retirement and restores pending pension within seconds. When pensioners become eligible for restoration of pension, usually when they turn 70 years or older, the system updates this information against their PONO.

The new information appears against their pension cases which is subsequently processed and validated by the Local Government within a matter of hours.

Helpdesk

A helpdesk at the offices of the Local Government is responsible for handling pension case queries. Pensioners who have issues with their monthly disbursements, gratuity and pension calculations, arrears and payment history are able to approach the helpdesk desk. The helpdesk can answer almost every query within seconds by punching in the PPONO. The system generates information on each case as soon as it recognises the PPONO.

SYSTEM-GENERATED MONTHLY PENSION STATISTICS

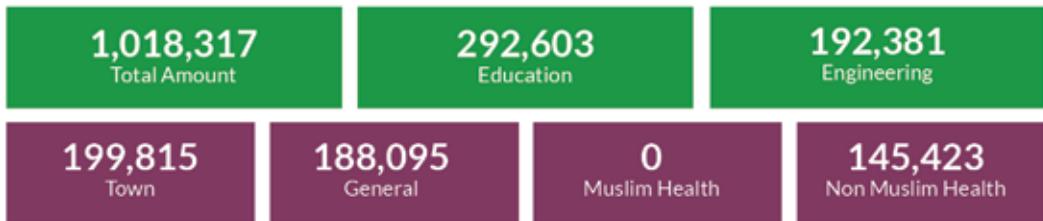
FORMS COLLECTION STATISTICS



FORMS STATUS



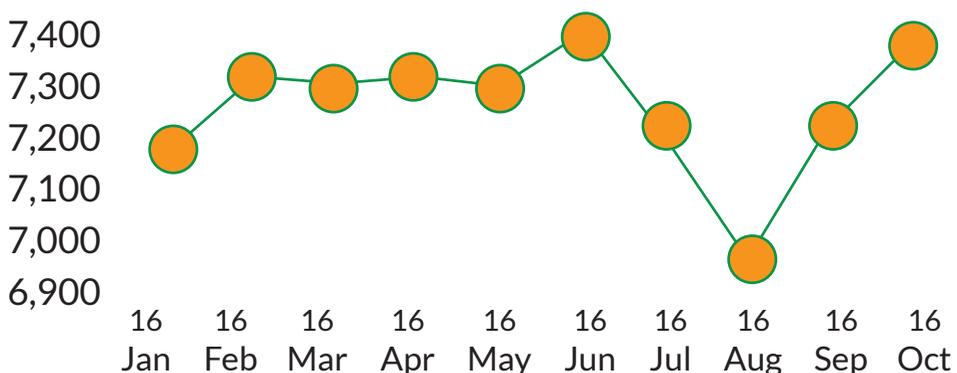
SCROLL DISBURSEMENT DETAILS



Transparency

The Pension Management System guarantees transparency at each and every step of the process. Biometric verification checks bogus cases. The system enables case files to be locked once they are cleared and approved by the District Officer. Monthly pension forms are similarly blocked after monthly payments have been disbursed.

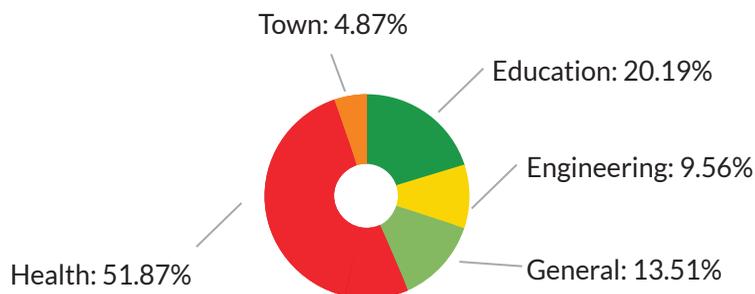
Pension Forms Collection in Previous Months



How Pension Management System helps Local Governments

- ▶ The system generates new pension cases and calculates arrears at the touch of a button. This saves effort.
- ▶ The system generates a record on every pensioner, outstanding amounts and arrears due within seconds. This saves time every month.
- ▶ Local governments can view pensioner details within seconds. This increases their efficiency.
- ▶ The system verifies pensioners through finger scans and electronic pictures. This increases transparency.
- ▶ The system is almost completely paperless. This saves valuable resources and leaves a green print on our planet.
- ▶ The system addresses queries within seconds. As soon as the PONO is punched in, the system opens the individual case and gives access to all concerned. This increases trust with the Local Government.
- ▶ The system generates a daily report of activities by throwing information on a dashboard. This saves the hassle of manually collecting information.

Breakdown of Pension Cases According to Departments



Education 2,630
Engineering 1,245

General 1,760
Health 6,757

Town 634

Pension Management System Offers



Accountability



Paperless Procedures



Transparency



Public Facilitation and Services



Enhanced Control and Monitoring



Revolutionary Monthly Disbursements



Time efficiency and management



Reporting of Monthly Disbursement



Restoration of Pension Cases

Pension Disbursement in Previous Months



Why should we switch to Pension Management System?

The Pension Management system is a smart system. It replaces a decades-old obsolete system of manual pension disbursement.



Old system

Countless working hours are wasted. Manual collection and staking of pension forms every single month is an exhausting task.

Prone to human error. Pensions may be miscalculated. Forms may be torn or lost. Pension books may be misplaced.

Pension restoration cases take months to be streamlined.

It takes months for a new case to be streamlined into the system.

System leakages are easy to instigate and hard to detect and plug.

Discrepancies are easily overlooked.

Redressing complaints takes a lot of effort and time.

Old pensioners, people who have given their best years to their departments, suffer the indignity of standing for hours under harsh conditions, waiting to submit their pension forms.

Reports are generated manually and take days to be generated.

Pension Management System

▶ It takes seconds to collect and organise pension forms and locate individual cases.

▶ Every pensioner has an electronic case file in the server. It can never be lost. Pensions are generated using a computing tool.

▶ Pension restoration cases take hours to be streamlined.

▶ It takes less than 5 minutes for a new case to be registered and validated.

▶ There isn't any margin for system leakages. Once a case file is locked by the district officer, it cannot be tampered with.

▶ System offers immense transparency.

▶ Complaints are redressed quickly and hassle-free.

▶ Pensioners enjoy the dignity of submitting their pension forms through post.

▶ Reports are generated within seconds.

Frequently Asked Questions

Are any other local governments using the Pension Management System?



The City District Government Lahore and City District Government Faisalabad are both using this system.

How many pensioners are benefiting under the Pension Management System?



Around 17,000 pensioners in Lahore and 4,000 pensioners in Faisalabad are registered under the new system.

What is the amount of pension that Pension Management System has disbursed so far?



1.5 billion rupees have been disbursed through the Pension Management System so far.

How long does it take for putting Pension Management System in place?



It takes 2-3 months for the system to become fully operational.

Who will provide technical support if anything goes wrong?



The Urban Unit is responsible for putting Pension Management System in place. Our strong technical support is available for trouble shooting at all times, throughout the week.

How does the Local Government access pensioner's information?



The Urban Unit provides a unique web address, known as a URL, and its login details to the Local Government. The Local Government accesses the Pension Management System through this URL by using a login and a password. The URL can be accessed from anywhere.

Who will help the Local Government to operate this system?



The Urban Unit takes care of everything. Our technical consultants are responsible for setting up the system. Once the system is in place, we train Local Government staff for operating the system. We continue to offer technical assistance and trouble-shooting throughout.

Does this system provide support in decision making?



The system generates daily and monthly activity reports. It consolidates pensioners' characteristics, monthly disbursement summary and maps pension trends over time.

Is this information available to pensioners?



The URL login details are not provided to pensioners or anyone from the general public. It is strictly shared with relevant officers from the concerned Local Government.



THE URBAN UNIT
Urban Sector Planning & Management Services Unit (Pvt.) Ltd.
A Public Sector Company.



503-Shaheen Complex, Egerton Road, Lahore
Ph: 042-99 205316-22 Fax: 042-99205323
www.urb anunit.gov.pk

