
Facilitating Retirement Certificate Issuance: Documenting an Experience

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2020

ABSTRACT

Certificate of retirement is issued upon when CSPF members' service time is over. The history of retirement certificate issuance in CSPF can be divided into four periods. The first period refers to the time when there was a pension office, and it was an independent entity under the supervision of State Administrative and Recruitment Organization (SARO) and Planning and Budget Organization (PBO). There were some serious weaknesses in matters related to supervision. The second period refers to the time during which Civil Servants Pension Organization was established. It was during this period that issuing Retirement Certificate became one of the formal tasks of the organization. The certificate was of vital importance since it was regarded as the determining factor for the basis of old-age pensions together with financing them. The third period can be referred to as the time of major changes, the most important of which was transferring accounts from the treasury to the CSPO. The fourth period was the continuation of the changes made during the previous period, i.e., it was during this period that the data registration took place with the cooperation of PBO. A software company was established to improve the process of recording the data. The software and hardware infrastructures were upgraded, and it resulted in establishing better connections with different provinces via Web and systematic issuance of retirement certificates as well. Currently, it can be said that the changes made so far are not enough yet, and there are still capacities and opportunities that have not been utilized as expected. There are some other changes that seem necessary to be made, and they are related to finalizing the active members' system and improving communication with other legal entities as well as the other pension funds.