

*Recommendation 135*

That the Chairman of the Pension Commission be responsible to develop and operate the following quality control systems within the Commission:

- (a) a review of decisions made by Senior Pension Medical Examiners and officials of the Claims and Review Branch in regard to discretionary benefits; (See Recommendation 58);
- (b) a review of the decisions made by Commissioners in regard to entitlement claims, by examinations of the documentation dealing with pension claims including the statement of case, the transcript of Examiner's Hearings and Entitlement Board Hearings, the submissions on behalf of applicants and the decisions of Commissioners;
- (c) a review of the decisions made by the Claims and Review Branch and the Commissioners in regard to discretionary benefits by means of a spot-check of cases and an examination of the transcript in regard to personal appearances under section 7(3) of the Act.

*Recommendation 136*

That the Chairman of the Pension Commission take such steps as may be deemed necessary to ensure the maximum standardization of adjudication within the terms of the legislation, and that, in this respect, the following be instituted:

- (a) a filing system be established to record a digest of relevant comments and decisions which would be of value to Commissioners and decision-making staff in achieving familiarity with accepted policies;
- (b) memoranda be issued to Commissioners, or staff members on an individual case basis, where any of the quality control procedures have indicated variance with Commission standards;
- (c) general directives be issued where the Chairman considers such are required in regard to policies or procedures, with the stipulation that where interpretation is required, such be ascertained by the Chairman in any manner consistent with the Act and the policy of the Commission.

*Recommendation 137*

See Part II.

*Recommendation 138*

That the Act be amended to make provision for posthumous assessment for the purpose of determining a widow's eligibility for pension under section 36(3) of the Act, as follows:

- (a) where a person who has served in the Armed Forces dies and leaves a dependant, such dependant may, where sufficient grounds exist, submit an application to the Commission for an entitlement ruling and if entitlement is granted, but it is ruled that the death was not attributable to service, the Commission shall be empowered to approve assessment posthumously;
- (b) where a person who has served in the Armed Forces has made application for pension and dies before entitlement is granted, or before an assessment is approved, the Commission shall give a ruling on entitlement, and shall be empowered to approve an assessment; and