

On May 14, 1959, we made the following suggestion to the Superannuation Branch:

Might we suggest that, if the Superannuation Account and the interests of the individual contributors are to be adequately protected, the Superannuation Branch should ascertain that a contributor's account is in order before authorizing a benefit, and that the procedure should include an examination of the employee's contributions in relation to his salary and the documents on file. This would probably require the inclusion of a record of contributions (current and arrears) in the Non-elective Pensionable Service Record (FA9).

This suggestion has not been accepted and in our opinion the unsatisfactory situation in the Superannuation Branch will not be adequately resolved until it is adopted.

Reference was made in the 1963 Report and in last year's Report (paragraph 51) to the lack of verification of the correctness of contributions remitted to the Central Pay Division in respect of employees of various Crown corporations. We were advised last year that action would be taken to correct the situation. We find, however, that little progress has been made. Contributors' accounts in this category totalled 4,353 at December 31, 1959 and 8,493 at December 31, 1964. By September 1965 entries in 2,335 accounts had been completed and verified to December 31, 1959 and in 122 accounts had been completed and verified to December 31, 1964.

Mr. HENDERSON: This is paragraph 64, and we will also take paragraph 51 and deal with the two. I will deal principally with paragraph 64 because it updates the situation having to do with errors in Public Service Superannuation Account pension and contribution calculations.

The high incidence of errors here have been the subject of criticism by my office for a number of years. The matter was last examined in quite some detail in 1963 and 1964. It was on December 6th, 1963 that Mr. Bryce made a lengthy statement to the Committee on this very subject. He reviewed the situation at length and outlined the steps that were going to be taken to overcome it. The matter was again discussed when he was present on July 21st.

It was as a result of these discussions that the Committee, in its Sixth Report, 1964, expressed its further concern that the matter was taking so long to be corrected, and requested me to keep it fully informed as to the progress being made in this direction. As members are aware this was item 24 of our 1966 follow-up report.

We continue to be faced with having to draw the attention of the Superannuation Branch to errors disclosed by our test checking. As will be seen in the first paragraph at the top of page 38, we directed their attention to some 80 cases of non-payment or underpayment of amounts due under the Public Service Pension Adjustment Act, amounting to \$22,700 up to February 28, 1965, while a detailed check by the branch revealed 245 additional underpayments amounting to \$30,900 on July 31, 1965, and 13 overpayments. This was a particular type of error not associated with errors referred to in the past.

The individual amounts involved may not be large here but they are, as I think the Committee members will agree, of importance to the pensioners who