

## **The Development and improvement of Retirement Services Project**

The Retirement and Compensations Directorate and the Civil and Military Retirement Committees in the Ministry of Finance contribute in achieving one of the general objectives of the Ministry of Finance presented in providing retirement services for civilian and military retirees through the performance of its functions by the completion of retirees transactions on time and ensuring development and improvement of the level of services provided to achieve high levels of customer satisfaction. One of those improvements is to implement the phone service at the Retirement Directorate which provides data to all retiree based on the pension number for retirees and heirs, as well as establishing a hotline service to answer retirees' inquiries. As well as the development of retirees payroll system to use Oracle database, which is characterized by the rapid competition of monthly retirees salaries and reducing the demand for files and the use of electronic disbursement. Also the archiving large numbers of retirees files, which in turn help to maintain those files from damage and loss. The Ministry has also taken measures to apply the concept of decentralization for many of the pension services pensions which is now being provided through Financial Directorates in provinces in Instead of limiting its provision to the center only as obtaining salary certificate and announcing pensions decisions and receiving documents for issuing heirs pension rights settlement decisions.