

**EUROPEAN COMMISSION**

OFFICE FOR THE ADMINISTRATION AND PAYMENT OF INDIVIDUAL ENTITLEMENTS

The Director

Brussels, **25 SEP. 2014**
PMO/ML/HB**NOTE TO MR ROBERT KENNY**
POLITICAL SECRETARY R&D**Subject: Assessment of individual rights at the JRC site in Ispra**

Thank you for your note of 8 September 2014 in which you voiced your concerns on the follow up of the services provided to the staff members in Ispra with regard to their financial entitlements.

The goal of the PMO is to provide a high quality service to all of its customers regardless of their place of employment. For staff members located away from the main sites in Brussels and Luxembourg, the method of working has been adapted to nevertheless ensure as far as possible direct contacts with the staff members.

For newcomers, special visio sessions are held during which the new staff receive detailed information on their entitlements under the Staff Regulations. For the determination of the entitlements upon entry into service, one staff member of unit PMO.1 deals with the JRC population. She ensures the timely follow up of files and contacts staff members directly when she needs additional information. The follow up of entitlements throughout the careers of staff members is ensured by specialized teams within PMO.1. To ensure proximity to staff, a second PMO Info Tour in Ispra will take place on 1st October and will be open to all JRC staff, including thanks to the visio conference those from Seville, Petten, Karlsruhe and Geel. The colleagues of PMO.1 will be present to reply to questions from JRC staff.

In the context of overall reduction of the number of staff at the Commission, the PMO cannot envisage to re-establish a local service in Ispra dealing with individual entitlements.

I would like to point out that the population in Ispra is considerably smaller than the Commission staff posted in Luxembourg. Moreover, the PMO is concluding service level agreements with the institutions in Luxembourg under which it will take on the determination of entitlements for the staff of these institutions, thus further increasing the existing critical mass.

Regarding your concerns about the possibility for Ispra staff to contact the colleagues of PMO.1, please be assured that they make the greatest efforts to reply in time to the questions they receive from all staff located outside Brussels and Luxembourg.

If a PMO.1 colleague cannot be reached by phone, an efficient alternative is to submit the question in writing, either directly to the colleague concerned if there is an exchange ongoing on a particular issue, or via PMO Contact. As regards the lodging of article 90 complaints, I do not think that this follows from inappropriate follow up of a file, but rather from the fact that the staff member does not agree with the decision that was taken on his entitlement.

Ms Ann Vandenhende, deputy head of unit PMO.1 will be present in Ispra on 1 October. Do not hesitate to contact her in case you want to discuss particular cases.

Kind regards,



Marc Lemaitre

cc: Mr V. Sucha, Mr J.P. Michel (JRC)
Ms A. Silvano, Ms A. Vandenhende, Mr H. Barata (PMO)