



Files on hold — what the review reveals

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1,460 files taken up, 12 years of archives read · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Of 1,460 files on hold, 890 already contained the missing document.** It was in the file, inside a scanned document whose name said nothing — and the member was waiting.

Why a file stays on hold

Reason	Files	Share	What resolves it
A career period to reconstruct	891	61%	Matching document ↔ period, done once
A document requested from the member and not received	263	18%	A request written in readable language
A discrepancy between two schemes	175	12%	The discrepancy set out, the specialist settles it
An individual hard case awaiting an opinion	131	9%	Nothing — it belongs to the regulatory specialist

The gap measured between two populations of files

Population	Average time to notification	Reading
Career record complete on arrival	39 days	The calculation itself is never the long part
A single period to reconstruct	141 days	102 days apart, for one period
Members belonging to several schemes	38% of those served	<i>They contributed to more than one scheme over their working life</i>

What was matched, and how

Source	Volume read	What is drawn from it
Career-record application	Recorded periods of 9,400 files	The base of recorded quarters
Inter-scheme register	Records of the corresponding schemes	Periods served elsewhere
Document management system	41,200 documents over 12 years	Each document attached to the period it supports
Files on hold	1,460	The real cause of each wait

Documents are not found by their file name — a payslip deposited in 2019 is often called *scan_0043.pdf*. **They are identified by their content:** employer, period covered, type of document, member concerned.

The nine families of situation, for review in batches

Family	Files concerned	What the specialist must check
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Payslips in the file, period not recorded	412	The match of employer and period — the rest is mechanical
Employer's certificate present	168	The quality of the document
National service period	97	The record of service
Assimilated periods, compensated unemployment	84	<i>Periods not worked but counted</i>
Assimilated periods, sickness	61	The consistency of the dates
Apprenticeship before 1990	31	Poorly legible scan — systematic verification
Periods completed abroad	23	Immediate referral to the regulatory specialist
Double counting between two schemes	9	Which scheme records it rightly
Isolated cases	5	Individual examination

Officer time, before and after

Task	Before	After	Over the year
Reconstructing an incomplete career record	100% — a full day, 7 hours	20% — 1 hr 25	1,260 records, that is 7,000 hours given back to the service
Review of the 890 files taken up	—	Half a day for two specialists, by family	Done once only

Those 7,000 hours remove no post: they go back to the members waiting for a support appointment, and to the files nobody had time to open.

Families reviewed and approved by the regulatory specialists, on ____ : ____

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