

## ASSA Recognition Award

- 1.1 The ASSA Recognition was first introduced by the Employees Provident Fund (EPF) of Malaysia in 2015. The purpose of the Award is to recognize ASSA member-institutions' achievements.
- 1.2 Following the approval of EPF's proposal on the ASSA Sustainability Pledge at the 41st ASSA Board Meeting in Manila, Philippines in November 2024, and the signing of the Pledge by member-institutions in Palawan, Philippines in March 2025, **the Government Service Insurance System (GSIS) of the Philippines, introduces a new award category on Sustainability - recognizing programs and initiatives that address climate risks, environmental stewardship, sustainable development, and long-term resilience.**
- 1.3 The new criteria and categories for the ASSA Recognition Award are as follows.

| No. | Categories of Recognition                 | Description of the Categories   |
|-----|---|---|
| 1.  | Innovation Recognition Award              | Creation of an innovative technology, product or service which has led to improvements in services or products.   |
| 2.  | Transformation Recognition Award          | A practice that has resulted in improvement in the overall effectiveness, efficiency, and success of the organisation.  |
| 3.  | Customer Service Recognition Award        | Organisations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service.  |
| 4.  | Continuous Improvement Recognition Award  | Organisations that are in a never-ending effort to expose and eliminate root causes of problems. It usually involves many incremental steps towards improvements rather than one overwhelming innovation.                                   |
| 5.  | Strategic Communication Recognition Award | Organisations that have pushed the boundaries when it comes to their communications strategy in order to ensure they truly engage with their members using various communication channels.  |
| 6.  | Information Technology Recognition Award  | Organisations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organisational outcomes and performance.   |
| 7.  | Insurance Coverage Recognition Award      | Insurance and social security schemes that have developed their proposition with a clear focus on retirement, health and meeting members' needs.  |
| 8.  | Financial Literacy Recognition Award      | Organisations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.  |
| 9.  | Investment Governance Recognition Award   | Organisations that have reflected specific issues relating to the management of funds of social security institutions' objectives, ranging from the investment of benefits provided and also addressing issues on the adequacy of the fund. |
| 10. | Sustainability Recognition Award          | Initiatives that promote environmental protection and stewardship, sustainable development, climate resilience, green transformation in social security operations, programs, value-chains, and resource allocation and deployment.         |

1.4 The write-up should include the following:

## WRITE UP TEMPLATE

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|--|---|---|
| <b>CATEGORY</b>                        | : | Information Technology Recognition Award  |
| <b>ORGANISATION</b>                    | : | Lao Social Security Organization  |
| <b>CONTACT PERSON</b>                  | : | Ms. Savanhkham Souvannarath<br>Technical Staff of Planning and Cooperation Division, LSSO<br>E-mail: savanhkham94@gmail.com<br>Contact: +85620 54565922   |
| <b>NAME OF PROJECT</b>                 | : | Digital Transformation of Social Security Services: Empowering the Insured in Lao PDR through Innovative API and Mobile Application.  |
| <b>OBJECTIVE AND NATURE OF PROJECT</b> | : | <p><b>The objective:</b></p> <ul style="list-style-type: none"> <li>- To develop APIs to support contribution payments for voluntary members through the counters and mobile apps of leading banks (BCEL, Lao-Viet Bank, and others).</li> <li>- To enable payments via the <b>eWallets</b> of various telecommunication companies, increasing convenience and accessibility for everyone.</li> </ul>   |
| <b>WHY IT SHOULD BE RECOGNISED</b>     | : | <p><b>The reason to be recognized as follow:</b></p> <ol style="list-style-type: none"> <li><b>1. Building the API Ecosystem - The Digital Backbone</b><br/>We have built a suite of APIs that act as a digital bridge, connecting the LSSO's system with various partners and enabling seamless services.</li> <li>• <b>National-Level Collaboration and Data Integration:</b> <ul style="list-style-type: none"> <li>○ Connected with <b>Lao KYC</b> for identity verification via OTP, ensuring maximum security.</li> <li>○ Integrated with the <b>Labour Market Information (LMI)</b> database to automatically issue labour registration numbers.</li> <li>○ Linked with the <b>TaxRIS</b> database for transparent verification of tax payments and social security contributions.</li> <li>○ Connected to the <b>National Enterprise Database</b> to facilitate online registration for new enterprises and their employees.</li> <li>○ Integrated with the <b>Health Insurance</b> database, allowing the insured to check their eligibility and treatment history.</li> </ul> </li> <li>• <b>Modern and Inclusive Payment Channels:</b> <ul style="list-style-type: none"> <li>○ Developed APIs to support contribution payments for voluntary members through the counters and mobile apps of leading banks (BCEL, Lao-Viet Bank, and others).</li> <li>○ Enabled payments via the <b>eWallets</b> of various telecommunication companies, increasing convenience and accessibility for everyone.</li> </ul> </li> </ol> |

|                                      |  |
|--------------------------------------|--|
|                                      | <ul style="list-style-type: none"> <li>• <b>Empowering the Insured with Comprehensive Data:</b> <ul style="list-style-type: none"> <li>○ APIs display information on benefits, contribution history, short-term and long-term benefit payment history, as well as personal data changes for the insured, their spouse, and children.</li> </ul> </li> <li>• <b>Tools for Future Planning:</b> <ul style="list-style-type: none"> <li>○ APIs for simulating both short-term and long-term benefit calculations, helping the insured to plan their finances effectively.</li> </ul> </li> </ul> <p><b>2. LSSO Mobile Application - Services at Your Fingertips</b><br/>         We have leveraged the power of our APIs to create a user-friendly Mobile Application, available for download on both the <b>Apple Store</b> and <b>Play Store</b>.</p> <ul style="list-style-type: none"> <li>• <b>Comprehensive Self-Service Features:</b> <ul style="list-style-type: none"> <li>○ <b>Check Information:</b> View eligibility status, contribution history, benefit records, treatment history, and personal data anytime, anywhere.</li> <li>○ <b>Pay Contributions:</b> Voluntary members can pay their contributions directly through the app.</li> <li>○ <b>Simulate Benefits:</b> Estimate various types of benefits independently.</li> <li>○ <b>Track Status:</b> Follow the processing status of benefit claims.</li> <li>○ <b>Information Hub:</b> Receive instant news, announcements, and new regulations from the LSSO.</li> </ul> </li> </ul> <p>The API and Mobile Application development project by the Lao Social Security Organization is more than just a technological implementation; it is a commitment to building a strong, modern, and people-centric social security system.</p> |
| <p><b>SUMMARY OF THE PROJECT</b></p> | <p>: The Lao Social Security Organization (LSSO) has initiated and developed a significant digital transformation project to elevate social security services in Lao PDR. This project consists of two main components: <b>the creation of a robust API (Application Programming Interface) ecosystem</b> and <b>the development of a modern, user-friendly Mobile Application</b>. This innovation has transformed how the insured interact with the social security system, creating transparency, convenience, and empowering them with comprehensive self-service access to information and services. This project not only improves the internal efficiency of the LSSO but also establishes a critical digital infrastructure to support the future expansion of the social security system.</p> <p>This digital transformation project has created a wide-ranging positive impact such as: Convenience, Transparency, Control, Data Accuracy and Service Excellence</p>   |

PHOTOS/  
IMAGES OF  
THE  
PROJECT,  
WHEN  
POSSIBLE

