

ASSA Recognition Award

CATEGORY	Innovation Recognition Award
ORGANISATION	Social Security Office, Thailand
CONTACT PERSON	Ms. Varatsuda Saradatta, Head of International Affairs Section, Policy and Planning Division
NAME OF PROJECT	Digital Service Development of the Social Security Office
OBJECTIVE AND NATURE OF PROJECT	<p>In 2024, the Social Security Office (SSO) implemented “Digital Service Development of the Social Security Office” Project comprising two electronic platforms managed under the Social Security Fund (SSF) and the Worker’s Compensation Fund (WCF) management. The objectives of the project are as follows,</p> <ol style="list-style-type: none"> 1. To develop and enhance the SSO services through efficient digital innovation, based on a citizen-centric approach, ensuring inclusiveness, accessibility, and user – friendly service design. 2. To support the Digital Government Policy by integrating data and services from relevant agencies into a One-Stop Service platform. 3. To establish a stable and reliable service system that can efficiently accommodate a large number of users, reflecting the government’s readiness to provide modern, accessible, and responsive digital services anytime, anywhere.
WHY IT SHOULD BE RECOGNISED	<p>The “Digital Service Development of the Social Security Office” Project reflects the SSO’s commitment to driving public service delivery into the digital era. It focuses on developing a digital platform that comprehensively covers all service processes, ensuring effective access to public services and addressing the needs of insured persons. In 2024, the project was further developed and continuously enhanced, enabling the system to handle a large volume of transactions with stability and efficiency. It has significantly strengthened the service capacity of both the SSF and the WCF under the administration of the SSO. This project comprises two electronic systems, namely:</p> <p style="text-align: center;">1. The Social Security Fund’s e-Self Service System</p> <p>The e-Self Service System is an electronic platform was developed to enhance services for insured persons and employers. It enables users to independently access various services of the SSF anytime and anywhere, thereby enhancing service efficiency, reducing administrative procedures administrative burden, minimizing the need for in-person visits, and shortening transaction time with the SSO.</p>

The system has been continuously developed since 2020 to serve employers who collect contributions from insured person under Section 33¹. Employers can submit contribution forms, notify changes in information, and pay contributions electronically through the SSO's official website (www.sso.go.th). Continuous development and campaigns have been carried out to encourage employers to pay contributions via this electronic system. As of December 2024, electronic submission of contributions presented 91.40% of the overall submissions, while 72.45% of all contribution payments were completed via electronic channels.

For self-employed workers, including insured persons under Section 39² and Section 40³, the SSO provides multiple channels for contribution payments through various mobile applications, such as online banking, Shopee Pay, etc. Contribution payment via these online platforms has been steadily increase. In 2024, the contribution payment rates through these systems reached 95.53% for insured persons under Section 39 and 86.67% for insured persons Section 40.

In 2022, the SSO enabled electronic claims for four types of benefits: old-age, unemployment, child allowance, and maternity. By 2024, the system expanded to cover all seven types of benefits including non-work related injury or sickness, invalidity, and death. The service was also expanded to cover all target groups, enabling insured persons under Section 40, ensuring equity and inclusivity across all types of insured persons. In addition, the SSO introduced benefit payment through "PromptPay" accounts linked to national ID numbers to provide insured persons with greater convenience and speed, while reducing SSO's transfer fee.

In 2024, it was found that the usage of the e-Self Service system for benefit claims reached 89.46% of submissions through all channels, up from 59.55% in 2023. The top benefit types claimed via the system were maternity benefits 92.83%, dental benefits 90.19%, and child allowance 87.74%.

In addition, the use of PromptPay accounts enabled the SSO to reduce transfer fees amounting to 63,206,958 baht, based on 13,724,251 transactions processed via this approach.

The SSO has also launched the "SSO+" mobile application, providing an additional convenient channel to access comprehensive services. From 2023 to

¹ Insured person under Section 33 is an employee who is not less than 15 years old and not more than 60 years old

² Insured person under Section 39 is a person who wishes to continue insured status after the termination of an insured status under Section 33.

³ insured person under Section 40 is a self-employed person

the present, the application has been downloaded by a total of 11.4 million times, reflecting widespread public engagement with the platform.

The above implementation demonstrates the significant role of the SSO in advancing public service operations toward a tangible digital system—effectively, comprehensively, and in response to the needs of insured persons in a modern and inclusive way.

2. The Worker’s Compensation Fund Platform (WCF Platform)

The electronic system of the WCF has been providing services to employers and employees since 2020. At that time, the system operated as separate modules, comprising e-Compensate (the system for reporting work-related accidents), e-Wage (the wage reporting system), and e-Contribution (the contribution submission system).

Subsequently, in 2023, a unified platform integrating all electronic systems of the WCF was developed under the name “WCF Platform.” The platform aims to enhance the efficiency and convenience of services for both employers and employees.

In 2024, the WCF Platform was further developed to operate in a fully integrated manner, consolidating all systems into a single platform. It covers the entire process, from reporting work-related accidents and processing benefit claims to the rehabilitation of insured persons.

A comparison of system usage between 2020 and 2024 shows a significant increase in utilization. Examples of systems within the WCF Platform are as follows:

System	2020 (%)	2024 (%)	Increase (%)
e-Compensate	0.015	52.69	+52.68
e-Wage	38.10	81.54	+43.44

The development of electronic systems for both SSF reflects significant progress in enhancing service delivery and effectively responding to user needs. The 2024 survey on overall satisfaction with information technology reported a high satisfaction rate of 87.67%, with the SSF achieving 87.70% and the WCF 85.79%.

SUMMARY OF THE PROJECT

1. The e-Self Service system of the SSF is designed to allow insured persons to conduct transactions independently online 24 hours a day, reducing the need to travel to the SSO. The system operates as follows:

	<ul style="list-style-type: none"> ● Registration and Access Individuals who interest in becoming insured can register through the website www.sso.go.th or the ThaiD application. Personal information must be provided, and identity verification is completed via a One-Time Password (OTP). ● Claiming Benefits: Insured persons can submit claims for various benefits by selecting the desired benefit menu, entering personal information, and uploading the required documents. They can then choose their preferred method of payment, either through a PromptPay account linked to their national ID number or a savings bank account, then click confirm to save the information in the system. ● Transaction Status Verification: Insured persons can search for past transactions by entering the transaction date and type of social security benefit. This allows them to check the progress of their benefit claims. <p>2. The Worker’s Compensation Fund platform (WCF Platform) allows users to proceed by selecting their user type, registering into the system, choosing the Workmen’s Compensation Fund, selecting the desired service module, and accepting the terms and conditions. Within each service module, personal or establishment information is recorded, and relevant documents are uploaded before confirming submission. The submitted information is then processed by the Social Security Office staff or the relevant medical facility as appropriate.</p>	
<p>PHOTOS/ IMAGES OF THE PROJECT, WHEN POSSIBLE</p>	<p>e-Self Service System</p>	<p>WCF Platform</p>
		

