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Presentation of
GOOD PRACTICES
SOCIAL SECURITY SYTEM
PHILIPPINES

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SOCIAL SECURITY SYSTEM PHILIPPINES

Background:

The Philippine Social Security System has just celebrated its 52nd Anniversary on Sept. 1, 2009. It was established and implemented in 1957 under RA No. 1161, better known as the Social Security Act. As of December 31, 2008 the pertinent data relative to its operation are as follows:

ASSETS	P233.1 Billion
LIABILITIES	P 7.5 Billion
RESERVES	P225.6 Billion

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As of June 30, 2009, Philippine Social Security System has the following membership coverage data;

Employers(ER's)	847,381
Employees(EE's)	19,919,603
Self-employed(SE)	5,383,232
Voluntary(VM)	2,632,246

Number of SSS Branch Offices, both local and abroad;

1. Local	
Processing Centers	26
Receiving Centers	120
Representative Offices	18
2. Foreign Representative Offices	14
TOTAL	178



SOCIAL SECURITY SYSTEM PHILIPPINES

GOOD PRACTICES under SSS Philippine setting is defined as a learning experience where useful lessons can be drawn to effectively improve operations and delivery of services to its members.

As such this presentation will delve on two (2) priority areas where good practices effectively works for the System, namely:

1. Coverage Compliance and Contribution Collection
2. Quality Service Delivery and Good Governance

Priority Area 1 – Coverage Compliance and Contribution Collection

1. Accounts Monitoring System (AMS)

Account Officers (AO) are employees of the System who are tasked to monitor coverage compliance and collection of delinquent accounts of employers within a certain area of jurisdiction. He is assigned at least 750-1000 Employer Accounts. To avoid duplication of accounts ownership, the branch jurisdiction policy is implemented and areas of assignment of AOs are clearly defined.

2. Implementation of “ART”

A – Automated Records Management System (ARMS)

R – Registration Plates

T – Teller/Cashiering Facility

3. Information Sharing and Networking with other Government Agencies, like LGU's and other government regulatory bodies.

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4. Aggressive Media Campaign

TV Ads	Radio
Print Media	Texting

5. Linkage and entering into memorandum of agreement/undertaking (MOA/MOU) for the installation of various payment facilities with banks and other private collecting agencies both local and overseas.

6. 24/7 SSS Inquiry System - Interactive Voice Response System (IVRS) Dial 917-7777

7. Reward System and Recognition of Best Account Officers

Priority Area 2 – Quality Service Delivery and Good Governance

1. “Generalist” Frontline Employees
2. Automated Queuing System
3. Installation of Self Service Information Terminals
4. Appointment System for identified SSS transactions
5. Strict adherence to the Anti-Red Tape Act (ARTA) under R.A. 9485
6. Reward System and Recognition of Best Member Service Officers

END OF PRESENTATION

Thank You!