

VIETNAM SOCIAL SECURITY

WRITE-UP FOR ASSA RECOGNITION AWARD

CATEGORY	:	Information Technology Recognition Award
ORGANISATION	:	Vietnam Social Security
CONTACT PERSON	:	Name : Nguyen Tien Thanh - Director of International Cooperation Department Contact Number : ++84 24 39387313
NAME OF PROJECT	:	Vietnam Social Security establishes a system for identifying and managing databases of households participating in health insurance scheme.
OBJECTIVE AND NATURE OF PROJECT	:	To issue electronic social insurance (SI) books and health insurance (HI) cards, and to meet the requirements of management of participants, timely payment of SI, HI, and unemployment insurance (UI), occupational diseases and work injuries in time to the right beneficiaries.
WHY IT SHOULD BE RECOGNISED	:	The issuance of social security numbers contributes to improve the effectiveness of electronic transactions and the reform of administrative procedures to improve quality of customer service. The social security number issuance prevents abuse of social insurance fund regarding short-term benefits: illness, maternity, controls medical examination and treatment and payment of health insurance to reduce cases of healthcare fraud and abuse due to breach of regulations. The project is one of VSS efforts in IT application in system and recognised by the Government of Vietnam.
SUMMARY OF THE PROJECT	:	From 2015, VSS has made the list of households participating in health insurance and got the attention and direction of the Government, relevant ministries and agencies, People's Committees at all levels. Up to now, VSS has updated information of over 24 million households with over 92 million people in the database to issue a social security identification number to each person. In addition, the insured household database is not only used for a variety of purposes of the sector, but is also shared with the Ministry of Health in the interest of healthcare and management of people since May 2017.

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WRITE-UP FOR ASSA RECOGNITION AWARD

CATEGORY	:	Innovation Recognition Award
ORGANISATION	:	Vietnam Social Security
CONTACT PERSON	:	Name : Nguyen Tien Thanh - Director of International Cooperation Department Contact Number : ++84 24 39387313
NAME OF PROJECT	:	Vietnam social security strongly reform administrative procedures
OBJECTIVE AND NATURE OF PROJECT	:	Administrative procedures reform is always identified as one of the key tasks of Vietnam Social Security (VSS), given priority in resources allocation. APR is the huge innovation of VSS to improve quality of customer service and management in whole system.
WHY IT SHOULD BE RECOGNISED	:	The administrative procedures reform is implemented on whole system, helping reduce time, travel cost, waiting time for employers and individuals transacting with VSS. The project is one of VSS innovations and recognised by the Government of Vietnam.
SUMMARY OF THE PROJECT	:	In currently, VSS has implemented a series of solutions with efforts. VSS has currently paid attention to invest in information technology (IT) application and computerization in managing and settling social insurance (SI), health insurance (HI) and unemployment insurance (UI) schemes. VSS has reviewed in detailed of application forms, also diversified measures to receiving and returning settlement dossiers to maximize favourable conditions for employers and individuals when transacting with VSS: e-transactions, using postal services (free of charge for businesses) and directly at the one-stop shop. This is a big breakthrough in computerization helping businesses more active in submission, saves them from time and money consumption in travelling, waiting, queuing and receiving results of settlement. VSS has successfully implemented administrative procedures reform, and considered by the Government as one of the active agencies and ministries in APR. Service attitude of VSS staff in the whole system has gain appreciation of employers and individuals.

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WRITE-UP FOR ASSA RECOGNITION AWARD

CATEGORY	:	Customer Service Recognition Award
ORGANISATION	:	Vietnam Social Security
CONTACT PERSON	:	Name : Nguyen Tien Thanh - Director of International Cooperation Department Contact Number : ++84 24 39387313
NAME OF PROJECT	:	Vietnam social security strongly reform administrative procedures
OBJECTIVE AND NATURE OF PROJECT	:	Administrative procedures reform is always identified as one of the key tasks of Vietnam Social Security (VSS), given priority in resources allocation. APR is the key step to improve quality of customer service and management in whole system of VSS.
WHY IT SHOULD BE RECOGNISED	:	The administrative procedures reform is implemented on whole system, helping reduce time, travel cost, waiting time for employers and individuals transacting with VSS. The project is one of VSS efforts in Improving quality of customer service and recognised by the Government of Vietnam, also Service attitude of VSS staff in the whole system has gain appreciation of businesses.
SUMMARY OF THE PROJECT	:	In currently, VSS has implemented a series of solutions with efforts. VSS has currently paid attention to invest in information technology (IT) application and computerization in managing and settling social insurance (SI), health insurance (HI) and unemployment insurance (UI) schemes. VSS has reviewed in detailed of application forms, also diversified measures to receiving and returning settlement dossiers to maximize favourable conditions for employers and individuals when transacting with VSS: e-transactions, using postal services (free of charge for businesses) and directly at the one-stop shop. This is a big breakthrough in computerization helping businesses more active in submission, saves them from time and money consumption in travelling, waiting, queuing and receiving results of settlement. VSS has successfully implemented administrative procedures reform, and considered by the Government as one of the active agencies and ministries in APR. Service attitude of VSS staff in the whole system has gain appreciation of employers and individuals.

