

## **Continuous Improvement Recognition Award**

The first social security law has been adopted in November 2013 and came into force on the 1<sup>st</sup> October 2014 by establishing National Social Security Fund that merged the two schemes namely State Authority Social Security (SASS) a scheme for public sector and Social Security Organization (SSO) a scheme for private sector as an implementing agency.

However, in practical the system is still managed and implemented by two main agencies especially Social Security Department and National Social Security Fund (NSSF) covering small number of population with some overlapping duties and procedure of considering claims that caused long process of claiming benefits particular for the long-term benefits.

Therefore, the government has decided to amend the law until the end of 2018 the new amended law has been endorsed and comes into effect on 1<sup>st</sup> May 2019. The new amended law is aiming to integrate the two agencies into the National Social Security Organization and improve some benefits that has substantial impact on the sustainability of the fund. Thus roles and functions of two agencies have been revised as prescribed in the amended law and the new organization shall be established in order to reduce the step of claim procedure resulting that beneficiaries shall get *quicker* benefits and the new organization shall be more flexible to deal with other stakeholders.

## WRITE UP TEMPLATE

CATEGORY	:	Continuous Improvement Recognition Award
ORGANIZATION	:	National Social Security Fund
CONTACT PERSON	:	Thianthong Keoboua
NAME OF PROJECT	:	Reducing steps of claim procedures
OBJECTIVE AND NATURE OF PROJECT	:	To reduce some overlapping duties and procedure of considering claims.
WHY IT SHOULD BE RECOGNISED	:	To reduce the step of claim procedure resulting that beneficiaries shall get <i>quicker</i> benefits
SUMMARY OF THE PROJECT	:	The new law shall be established in order to reduce the step of claim procedure resulting that beneficiaries shall get quicker benefits and the new organization shall be more flexible to deal with other stakeholders.