

## 1. 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 recognise ASSA member organisations' achievements.
- 1.2 The 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.

1.3 The write-up should include the following:

#### WRITE UP TEMPLATE

<b>CATEGORY</b>	:	<b>Customer Service Recognition Award</b>
<b>ORGANISATION</b>	:	National Social Security Fund (NSSF), Cambodia
<b>CONTACT PERSON</b>	:	<b>Name : MR. LY VANNA</b> Contact Number : (+855) 16 363 335 Email : vannaly_vn@yahoo.com / vannaly_vn@nssf.gov.kh : info@nssf.gov.kh/ samonnouknssf@gmail.com
<b>NAME OF PROJECT</b>	:	<b>Good Benefit Provision Services</b>
<b>OBJECTIVE AND NATURE OF PROJECT</b>	:	<p>NSSF was established in 2007 and developed itself as a unique social security institution providing social security schemes in Cambodia. The new law on Social Security Schemes adopted in 2019 aims to ensure equity and social solidarity and promote the welfare and livelihood of all citizens. This institution has mission to provide the social services with effectiveness, transparency, accountability, and punctuality for persons defined by the Provisions of the Labour Law with the aim of relieving hardship including old-age, invalidity, death, work injury, or other contingencies such as sickness and maternity.</p> <p>This project has objectives to strengthen and extend the implementation of Occupational Risk Scheme (workplace accident, commuting accident, and occupational disease), implement Health Care Scheme (medical care services, patient or victim referral services, corpse transportation, daily allowance, and health prevention services).</p> <p>NSSF has its own mottoes: 1) Promote social stability 2) Eradicate Poverty and 3) Ensure income security.</p>
<b>WHY IT SHOULD BE RECOGNISED</b>	:	<p>Currently, NSSF has registered 15,136 enterprises in total with 1,581,181 workers in Occupational Risk Scheme and 11,078 enterprises with 1,703,715 workers in Health Care Scheme<sup>1</sup>. Moreover, NSSF has signed the agreement with 1,389 health facilities in capital/provinces such as national hospital, referral hospital, health centre, and private health facility. In order that the NSSF member receives benefits with effectiveness, transparency, accountability, and punctuality, NSSF provides services for benefit claims from Monday to Sunday and information access through hotline (1286) for 24 hours a day, and pays benefits to its members through E-Payment system of contracted bank nationwide; furthermore, the NSSF member have entitlement to access emergency services at the nearest health facility that is not signed the agreement with NSSF.</p>
<b>SUMMARY OF THE PROJECT</b>	:	<p>NSSF plays a vital role in implementing policies of the Royal Government in line with Rectangular Strategy Phase IV, National Strategic Development Plan (NSDP) 2019-2023, National Social Protection Policy Framework (SPPF) 2016-2025, Financial Sector Development Strategy 2011-2020, and Labour and Vocational Training Strategic Plan 2019-2023 in a bid to promote social stability, eradicate poverty, and ensure income security.</p> <p>NSSF takes its efforts to provide its services better and faster by adjusting the formalities and procedures of benefit claim and provision.</p>

<sup>1</sup> Source: The NSSF Annual Report 2019