

WRITE UP TEMPLATE

CATEGORY	:	Customer Service Recognition Award
ORGANIZATION	:	Social Security Board, Ministry of Labour, Immigration and Population
CONTACT PERSON	:	U Mg Mg Aye, Director General, Social Security Board, Myanmar
NAME OF PROJECT	:	Electronic claim service for Social Security assistance
OBJECTIVE AND NATURE OF PROJECT	:	The Social Security Board aims to provide social security assistance (the 40% of wage) to employees from factories and establishments which are shut down in terms of “stay at home program” during COVID-19 second wave.
WHY IT SHOULD BE RECOGNISED	:	The project can reduce burdens of stakeholders (employers, employees and Social Security Board). Employers and insured persons can access Social Security service due to easier and faster. It also reduces operation process of the Social Security Staff.
SUMMARY OF THE PROJECT	:	Factories and Establishments will be shut down which are located in stay at home area during COVID-19 second wave and the insured workers from these will be allowed to enjoy the 40% of their wages which is payable contribution as the social assistance benefit for them and their families.

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OBJECTIVE AND NATURE OF PROJECT

The Social Security Board has been implementing the Social Security Scheme under the Social Security Act, 1954 from (1-1-1956) to (31-3-2014). To be in line with the international practices, the Social Security Law, 2012 was enacted on (31-8-2012) and the Social Security Rules were issued on (2-4-2014). It has been implementing since (1-4-2014).

The Social Security Board has been implementing two Insurance Systems namely Health and Social Care Insurance System and Employment Injury Insurance System out of six Insurance Systems under the Law since 2014. The insured workers who have registered and paid contributions to the implementing insurance systems under the Law have entitled the medical treatment and cash benefits when they feel sickness. Now under the Social Security Scheme it is covered 1,068,911 insured workers and 34,092 establishments providing benefit and health care service in May, 2021.

The Social Security Board aims to provide social security assistance (the 40% of wage) to employees from factories and establishments which are shut down in terms of “stay at home program” during COVID-19 second wave.

The objective of the project is to access easier and faster services to employees and insured.

WHY IT SHOULD BE RECOGNISED

The project can reduce burdens of stakeholders (employers, employees and Social Security Board). Employers and insured persons can access Social Security

service due to easier and faster. It also reduces operation process of the Social Security Staff.

The project is designed as one part of IT reform which facilitates easier and faster Social Security services for clients in the future.

The Social Security Board considers the interest of insured workers and protects them when they are suffering from economic and social distress.

SUMMARY OF THE PROJECT

Myanmar reported its first positive case of COVID-19 on 23rd of March, 2020. As COVID-19 positive case had been increasing, lockdown measures were implemented around the world including Myanmar. As a result, Myanmar manufacturing has slowed. Travelling restrictions are in place and the tourism sector remains inactive.

The businesses were temporarily closed especially in Yangon Region due to pandemic by mid-May. Formal establishments registered with SSB have resorted to reducing workers, working hours of remain employed and temporarily shut down due to the lack of importing raw materials. Most of workers are unemployed and lose income security. They have less access to adequate sanitation, health services, education, internet and communications technology, social protection and public infrastructure.

Myanmar Government issued the COVID-19 Economic Relief Plan on April 27, 2020. This comprehensive COVID-19 Economic Relief Plan balances the needs of all stakeholders while leaving no one behind. The CERP Plan consists of 7 Goals, 10 Strategies, 35 Action Plans and 76 Actions covering a broad range of extraordinary fiscal measures, human focused and commonsense policy responses.

As implementing CERP Action Plan, the Social Security Board has taken various response measures; such as

- reducing the time limitation of the paying contributions of employers and employees,
- contributing 50 billion in Kyats from Social Security Fund to the COVID-19 Fund for loan with low interest rate to enterprises which were mostly hit by economic due to COVID-19,

- providing medical care and cash benefit for income support to insured workers who are unable to work due to factory closures,
- allowing medical leave and cash benefit to insured pregnant workers as well as to insured workers who are quarantined, become ill, and
- allowing to enjoy the 40% of wage as social security assistance to the insured workers from factories and establishments which are temporarily shut down due to COVID-19 Pandemic.

The Social Security Board has been providing the 40% of their wages which is payable contribution as the social security assistance (cash benefit) for the insured workers from factories and establishments which are shut down in terms of “stay at home program” during COVID-19 second wave under the Order No.1187/2020 issued by Social Security Board on September 27, 2020.

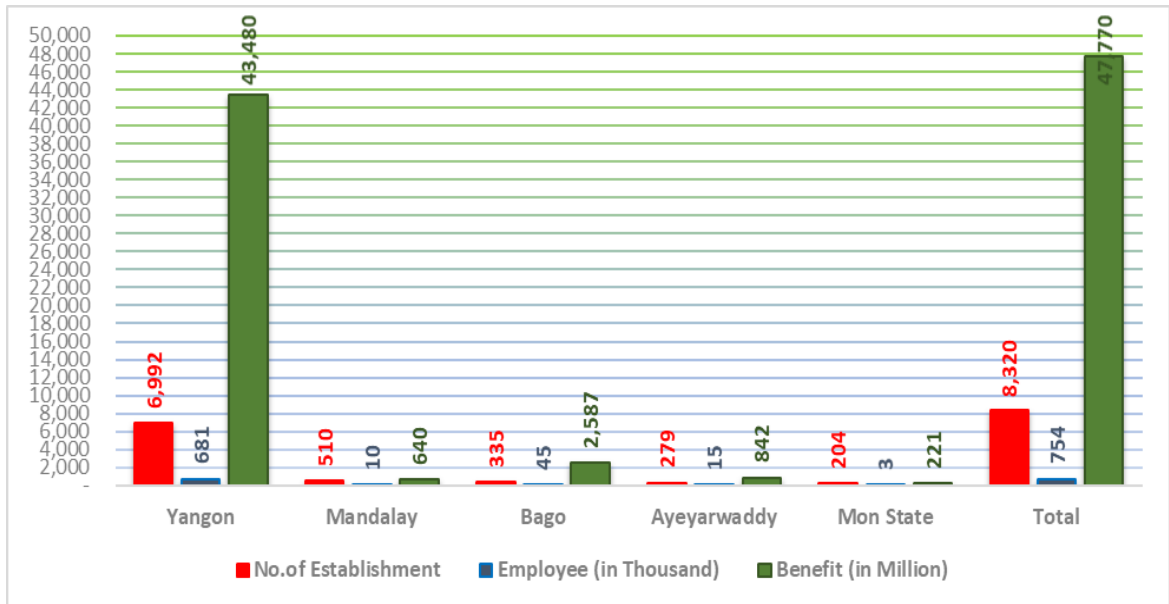
Each employer can apply social security assistance (the 40% of the insured’s wages) to the respective township office or through webportal <https://ssbmyanmar.org> or Website - <https://ssb.gov.mm>. Employer should submit the documentary requirements and fill claim form in Myanmar Version as follow;

After admitting by the Scrutiny Board regarding social security assistance, each employer/manager can withdraw social security assistance (the 40% of the insured’s wages) at the respective township office and then beneficiaries will receive it.

The Social Security Board has provided cash benefit as social security assistance 47,769.76 kyats in million to 753,680 insured workers from 8,320

establishments during COVID-19 second wave from the Board No. 1/ 2020 to 18/ 2021.

Social Security Assistance allowed during COVID-19 second wave from Board No. 1/ 2020 to 18/ 2021



Source: Social Security Board, Myanmar

In conclusion, the project is designed to eliminate complicated processes and electronic claim is now available to access Social Security service due to easier and faster. The Social Security Board has been implementing this project and it will fulfill of customers' expectations in terms of delivery. The Social Security Board will create e-services as IT Reform to meet different needs of clients in the future.