

ISSA Good Practice Awards Africa 2011

COMPETITION RESULTS

ISSA Good Practice Awards: Africa 2011

INTRODUCTION

The identification and sharing of good practices helps social security organizations and institutions to improve their operational and administrative efficiency. To this end, the ISSA initiated a Good Practice Awards programme to recognize good practices in the administration of social security.

The ISSA Good Practice Awards are given out on a regional basis over a three-year cycle at each ISSA Regional Social Security Forum. One Award will be given at each Forum as well as Certificates of Merit as decided by the Jury. The winning good practices will also be featured at the World Social Security Forum in Qatar, in 2013.

THE GOOD PRACTICE AWARD JURY

For the 2011-2013 triennium, the Good Practice Award Jury is composed of the Chair of the Editorial Board of the *International Social Security Review*, a former ISSA President and a representative of the International Labour Office.

ISSA GOOD PRACTICE AWARDS PRIORITY AREAS 2011-2013

- Administrative and operational efficiency and effectiveness;
- Extension of social security coverage;
- Proactive and preventive approaches in social security;
- Adequacy and quality of social security benefits and services.

RESULTS OF THE ISSA GOOD PRACTICE AWARDS – AFRICA 2011

There were 42 entries from 19 countries representing 21 organizations. The Jury decided to give the Award to the National Health Insurance Fund, United Republic of Tanzania, for *Optimizing health care benefits by health insurance schemes*. The Jury also gave 35 Certificates of Merit, three of which received a special mention.

GOOD PRACTICES ON THE ISSA WEB PORTAL

A full description of the winning entries of the ISSA Good Practice Awards for Africa, and access to a database of social security good practices from around the world, are available on the ISSA Web portal:

www.issa.int/goodpractices

WINNING ENTRY

UNITED REPUBLIC OF TANZANIA: NATIONAL HEALTH INSURANCE FUND

Optimizing health care benefits by health insurance schemes

Priority area: Adequacy and quality of social security benefits and services

Summary: Health policy and providing sustainable access to affordable and quality health care are some of the most important issues on current social policy agendas. For this reason, the Government of the United Republic of Tanzania initiated a prepayment health insurance scheme, the National Health Insurance Fund (NHIF), which started its operations in 2001. The scheme initially accredited all government facilities, and in 2004, the NHIF started to accredit faith-based, NGO and private health facilities.

To address members' perception of the inadequacy of medical services obtained from accredited medical facilities, the NHIF introduced four major strategic improvements in its medical benefits package. While seeking at the same time to ensure the long-term sustainability of the scheme, the NHIF introduced these improvements with the aim of increasing the availability of medical services, enhancing the utilization rate, increasing reimbursement to accredited service providers and reducing complaints from members.

Jury's comment: This is an excellent example of a strategic approach to extending coverage through improving the benefits package and increasing the population who have health insurance. By phasing the implementation, the sustainability of the scheme can be balanced with the enhancements to the medical services. These lessons are relevant to other institutions seeking to extend coverage.

CERTIFICATES OF MERIT WITH SPECIAL MENTION FROM THE JURY

CAMEROON: NATIONAL SOCIAL INSURANCE FUND

Process for verifying the authenticity of civil status documents and certificates of school attendance

Priority areas: Administrative and operational efficiency and effectiveness

Summary: Reducing fraud and ensuring that benefits are paid only to those who qualify is the basis of the OVAPECS system. The control processes established to authenticate documents necessary for the award of most social security benefits have resulted in the detection of 14,000 false birth certificates, 18,000 false certificates of school attendance and have achieved major savings for the Fund.

Special mention from the Jury: A noteworthy initiative instituting rigorous control processes in a fundamental area of administration which can impact the credibility and sustainability of social security schemes.

CAPE VERDE: NATIONAL SOCIAL INSURANCE INSTITUTE Modernization Project "New attitudes for new challenges"

Priority area: Administrative and operational efficiency and effectiveness

Summary: To meet the challenge of its mission and offer all citizens the same level and quality of services, the National Social Insurance Institute established its Modernization Project in 2009. Involving a strong take-up of new technologies, this Project encompassed reengineering processes, integrating information systems, creating new communication channels for users, decentralizing business process management and building staff capacity and knowledge.

Special mention from the Jury: A notable example of a good practice that combines a strong vision with new technology to improve the efficiency of services to a geographically dispersed population.

RWANDA: RWANDA SOCIAL SECURITY BOARD Extension of social security coverage to the informal sector

Priority area: Extension of social security coverage

Summary: The implementation of strategies to extend coverage to the informal sector – including establishing partnerships with key institutions, designing attractive benefit packages for the informal sector, simplifying administrative procedures to reduce compliance costs and strengthening decentralization of services – has increased coverage from 7 to 18 per cent in one year and contributions by 35 per cent.

Special mention from the Jury: It is encouraging to note that the efforts started in the last ISSA triennium to reach out to the informal sector have continued and are achieving solid results.

CERTIFICATES OF MERIT

ALGERIA: NATIONAL FUND FOR PAID LEAVE AND WEATHER-RELATED LAY-OFFS IN THE CONSTRUCTION, PUBLIC WORKS AND HYDRAULICS INDUSTRIES

Electronic declaration platform: A practice designed to make it easier to file a declaration, consult an account statement and monitor payments online

Priority area: Adequacy and quality of social security benefits and services

ALGERIA: NATIONAL SOCIAL INSURANCE FUND FOR EMPLOYEES

Smart card: A practice designed and introduced to improve and modernize the social insurance system

Priority area: Adequacy and quality of social security benefits and services

BOTSWANA: PUBLIC OFFICERS PENSION FUND

The apportionment of pension benefits to dependents and beneficiaries of members and pensioners who have died

Priority area: Adequacy and quality of social security benefits and services

CAMEROON: NATIONAL SOCIAL INSURANCE FUND

The composite ratio

Priority area: Administrative and operational efficiency and effectiveness

CAMEROON: NATIONAL SOCIAL INSURANCE FUND

Development of the automated system for following up Monday Conferences

Priority area: Administrative and operational efficiency and effectiveness

CAMEROON: NATIONAL SOCIAL INSURANCE FUND

Electronic declaration

Priority area: Adequacy and quality of social security benefits and services

CAMEROON: NATIONAL SOCIAL INSURANCE FUND

One-day payment of benefits

Priority area: Adequacy and quality of social security benefits and services

CÔTE D'IVOIRE: SOCIAL INSURANCE INSTITUTE - NATIONAL SOCIAL INSURANCE FUND

Service desk (automated management of requests)

Priority area: Administrative and operational efficiency and effectiveness

CÔTE D'IVOIRE: SOCIAL INSURANCE INSTITUTE - NATIONAL SOCIAL INSURANCE FUND

CITIDIRECT (Computerized management of social insurance payments for IPS-CNPS members via the banking system)

Priority area: Administrative and operational efficiency and effectiveness

EGYPT: GOVERNMENT SECTOR INSURANCE FUND

Call Centre and Customer Service Project

Priority area: Adequacy and quality of social security benefits and services

GHANA: SOCIAL SECURITY AND NATIONAL INSURANCE TRUST

The New Business Process in contribution collection

Priority area: Administrative and operational efficiency and effectiveness

KENYA: RETIREMENT BENEFITS AUTHORITY

Mbao Pension Plan

Priority area: Extension of social security coverage

MAURITANIA: NATIONAL SICKNESS INSURANCE FUND

Reimbursing insured members via SMS

Priority area: Administrative and operational efficiency and effectiveness

MAURITIUS: MINISTRY OF SOCIAL SECURITY, NATIONAL SOLIDARITY AND REFORM INSTITUTIONS

Collection of contribution and submission of return electronically

Priority area: Administrative and operational efficiency and effectiveness

MAURITIUS: MINISTRY OF SOCIAL SECURITY, NATIONAL SOLIDARITY AND REFORM INSTITUTIONS

Improvement in service delivery – payment of pension by post offices

Priority area: Administrative and operational efficiency and effectiveness

MAURITIUS: MINISTRY OF SOCIAL SECURITY, NATIONAL SOLIDARITY AND REFORM INSTITUTIONS

Communication of the investment strategies of the National Pensions Fund

Priority area: Proactive and preventive approaches in social security

MOROCCO: COLLECTIVE SCHEME FOR RETIREMENT ALLOWANCES

Development of an internal communication network as a lever for HR and Strategic Management within the enterprise

Priority area: Administrative and operational efficiency and effectiveness

MOROCCO: COLLECTIVE SCHEME FOR RETIREMENT ALLOWANCES

Piloting Performance

Priority area: Administrative and operational efficiency and effectiveness

MOROCCO: COLLECTIVE SCHEME FOR RETIREMENT ALLOWANCES

Introduction of online public services

Priority area: Administrative and operational efficiency and effectiveness

NIGERIA: NATIONAL HEALTH INSURANCE SCHEME

National Health Insurance Scheme: Millenium Development Goals – Maternal and Child Health Project

Priority area: Extension of social security coverage, Adequacy and quality of social security benefits and services

SWAZILAND: SWAZILAND NATIONAL PROVIDENT FUND

Administrative and operational efficiency

Priority area: Administrative and operational efficiency and effectiveness

UNITED REPUBLIC OF TANZANIA: GOVERNMENT EMPLOYEES PROVIDENT FUND

Government Employees Provident Fund's Voluntary Savings Retirement Scheme

Priority area: Extension of social security coverage

UNITED REPUBLIC OF TANZANIA: NATIONAL HEALTH INSURANCE FUND
Community Health Funds: Extension of the National Health Insurance Fund of Tanzania
Priority area: Extension of social security coverage

UNITED REPUBLIC OF TANZANIA: NATIONAL HEALTH INSURANCE FUND
Provision of Medical Equipment and Facility Improvement Loan Project: The case of the National Health Insurance Fund of Tanzania
Priority area: Adequacy and quality of social security benefits and services

UNITED REPUBLIC OF TANZANIA: NATIONAL HEALTH INSURANCE FUND
Decentralization of corporate operations: Innovative management to increase operational efficiency
Priority area: Administrative and operational efficiency and effectiveness

UNITED REPUBLIC OF TANZANIA: PARASTATAL PENSIONS FUND
Parastatal Pensions Fund TAARIFA - Information for our members at their fingertips
Priority area: Administrative and operational efficiency and effectiveness

UNITED REPUBLIC OF TANZANIA: PARASTATAL PENSIONS FUND
Members' conference
Priority areas: Proactive and preventive approaches in social security

TUNISIA: NATIONAL PENSION AND SOCIAL INSURANCE FUND
Electronic records management
Priority area: Administrative and operational efficiency and effectiveness

TUNISIA: NATIONAL PENSION AND SOCIAL INSURANCE FUND
Individual accounts project
Priority area: Administrative and operational efficiency and effectiveness

UGANDA: NATIONAL SOCIAL SECURITY FUND
Electronic service delivery channels
Priority area: Administrative and operational efficiency and effectiveness

UGANDA: NATIONAL SOCIAL SECURITY FUND
Relationship management model for contributions collection
Priority area: Administrative and operational efficiency and effectiveness

UGANDA: NATIONAL SOCIAL SECURITY FUND
Turn around time on benefits processing
Priority area: Administrative and operational efficiency and effectiveness