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EXCELLENCE IN SOCIAL SECURITY

ISSA Good Practice Awards Asia and the Pacific 2021



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Celebrating the best of social security

The ISSA Good Practice Award is a celebration of hard work and success in improving the ways that social security institutions work, in order to achieve excellence in delivering social security.

The Award recognizes good practices in the administration of social security carried out by ISSA member organizations, and provides a unique opportunity for institutions to present their significant administrative initiatives and innovative solutions to a global audience.

The ISSA Good Practice Awards are given out on a regional basis over a three-year cycle at each ISSA Regional Social Security Forum. Due to the COVID-19 crisis and the difficulties of organizing in-person events, the 2021 competition results are presented at the Virtual Social Security Forum for Asia and the Pacific on 22–24 February 2022.

The Good Practice Award Jury

For the 2020–2022 triennium, the Jury of the ISSA Good Practice Awards is composed of recognized social security experts with global and regional knowledge and experience.

ISSA Good Practice Award topical areas 2020–2022

- Actuarial
- Communication
- Compliance and contribution collection
- Demographic changes
- Digital economy
- Disability
- Employment
- Error, evasion and fraud
- Extension of coverage
- Family benefits
- Governance and administration
- Health
- Information and communication technology
- Investment
- Maternity
- Migration
- Mutual benefit societies
- Occupational accidents and diseases
- Old age - pensions
- Prevention of occupational risks
- Return to Work
- Service quality
- Shocks & extreme events
- Social assistance
- Social policies & programmes
- Workplace Health Promotion

Results of the ISSA Good Practice Award – Asia and the Pacific 2021

168 entries from 29 organizations in 19 countries competed for the 2021 ISSA Good Practice Award for Asia and the Pacific. The Jury decided to give the Award to the Social Security Administering Body for the Health Sector (*BPJS Kesehatan*), Indonesia for *Managing and governing National Health Security Programme in single payer scheme: Integrated service solutions to achieve universal health coverage*. The Jury also gave 125 Certificates of Merit, 43 of which received a special mention.

Good Practices on the ISSA Web Portal

The winning entries of the ISSA Good Practice Award for Asia and the Pacific are available on the ISSA web portal www.issa.int/gp, which also allows access to the ISSA Database of Good Practices from around the world.

Good Practices and ISSA Guidelines

The Good Practices provide a rich source of references for the ISSA Guidelines on various aspects of social security administration: www.issa.int/guidelines

Winner

Indonesia

Social Security Administering Body for the Health Sector (*BPJS Kesehatan*)

Managing and governing National Health Security Programme in single payer scheme: Integrated service solutions to achieve universal health coverage

Summary

Indonesia is a rapidly growing middle-income country with a 271 million population and the largest archipelagic country in the world with 17,491 islands. The main challenge facing the Social Security Administering Body for the Health Sector (*BPJS Kesehatan*) in Indonesia is to manage a single payer national health social security with the geographical barriers and large population.

The main objective is finding the best solution to manage and govern the national health security programme with the most efficient resources and with excellent results using digitally integrated service transformation solutions. The integrated digital services solution helps to improve the organization's business processes and impacts the growth of membership, revenue, health-care providers and customer satisfaction index.

The Universal Health Coverage introduced in 2014 focused on accommodating diversity, with flexible and adaptive implementation features, and quick evidence-driven decisions, based on changing needs. The Universal Health Coverage system grew rapidly and covers 220 million people, the largest single-payer scheme in the world and has improved health equity and service access.

Certificates of Merit with Special Mention from the jury

Australia

Services Australia

Implementing the initiative *Changing the Income Assessment Model*

China

Ministry of Human Resources and Social Security

Implementing the universal coverage plan building the world's largest social security system

One stop portal with integrated services for enterprise retirees

India

Employees' Provident Fund Organisation

Universal Account Number: Enabling, empowering and delivering to millions

Indonesia

Social Security Administering Body for the Health Sector

An effective approach to increase contribution collection from informal economy

BPJS Kesehatan's active role in responding to the COVID-19 pandemic: Actions to provide excellent service to members during the pandemic and assist the Government in dealing with COVID-19

Integrated information and communication technology for traffic accidents in social security

Iran, Islamic Republic of

Iranian Social Security Organization

Integrated electronic prescription system

Project 3070: Iranian Social Security Organization digital transformation during the COVID-19 pandemic

Japan

Japan Federation of Labour and Social Security Attorney's Associations

An analogue approach by skilled experts can be the strongest solution for human-oriented social security issues in the midst of the digital era

Japan Pension Service (Nippon Nenkin Kiko)

Japan Pension Service's Service Charters: Efforts and achievements on "Ten Promises to Customers"

Ministry of Health, Labour and Welfare (Kosei-Rodosho)

Pension communication tools targeting the younger generation: On-site pension lessons at schools, Pension Manga and Pension Quiz Video

Jordan

Social Security Corporation

Electronic transformation in the Social Security Corporation: Responding to the need of service recipients

Korea, Republic of

Korea Workers' Compensation & Welfare Service

Big data-based services to enhance customized rehabilitation: Intelligent Rehabilitation Recommendation System (IRRS)

National Health Insurance Service

Consolidated collection management through digitalization: Consolidated collection of five social insurances and the way forward on digitalization

National Health Insurance Service big data and ICT usage in COVID-19 crisis

Smart citizen service for healthcare

Unified Suggestion/Communication Management System for National Health Insurance Citizen Channels

National Pension Service

Digital consultation through touch screen and various National Pension Service e-certificate issuance services

Online information sharing among organizations to provide "3-less" service and return hidden rights

Resolving blind spots through the Claims Record Management Scheme that closely manages applicants rejected for basic pension for five years

Kuwait

The Public Institution for Social Security

Electronic certificate

Malaysia

Employees Provident Fund

ELYA: The bilingual virtual assistant of the Employees Provident Fund: Empowering customers to self-serve, anytime, anywhere

Employees Provident Fund e-Payroll: Empowering employers, protecting employees

Social Security Organisation

Social Synergy Programme: First social security platform in Malaysia

Oman

Civil Service Employees Pension Fund

Business-to-business e-payments at the Civil Service Employees Pension Fund

Reengineering the investment process

Systems integration with government entities

Public Authority for Social Insurance

Development of contributions collection mechanisms: Introduce collection companies, virtual accounts, remote deposit cheques machine and payment gateway

Enrich students' knowledge on social protection: A cooperative programme with academic and educational institutions in Oman

Implementation of a Business Continuity Management System

ISO 9001/2015 certification on service quality and management system

Philippines

Social Security System

Accelerating the transformative digitalization

Saudi Arabia

General Organization for Social Insurance

Business continuity in the context of the COVID-19 pandemic

General Organization for Social Insurance risk management

Mudad Payroll Management System

Public Pension Agency (now part of General Organization for Social Insurance)

Transformation journey at Raidah Investment Company

Transformation to the digital branches

Singapore

Ministry of Manpower

Disbursing social transfers to citizens with customer centricity, operational efficiency and agility:

A case of the Central Provident Fund Board, Singapore

RAMP-up to help citizens in need: A case of the Central Provident Fund Board, Singapore

United Arab Emirates

Abu Dhabi Pension Fund

Service quality: Abu Dhabi Pension Fund app

Smart contributions service

Viet Nam

Vietnam Social Security

VssID – Digital Social Insurance: Vietnam Social Security's mobile application

Certificates of Merit

Australia

Services Australia

Working together to improve customer experience and payment integrity:
Claim automation/Straight Through Processing

Brunei Darussalam

Employees Trust Fund

Ministry of Finance and Economy's fiscal stimulus package of Brunei Darussalam

China

Ministry of Human Resources and Social Security

Breakthrough in the dilemma of the "New era of qualification authentication" for receiving social insurance benefits
Remarkable roles of Ningxia Electronic Social Insurance Card in the prevention and control of novel coronavirus epidemic
Unemployment insurance policy responses to COVID-19

Fiji

Fiji National Provident Fund

A robust and sound mechanism for guiding the crediting rate determination
Collaboration, innovation and data insight during a time of need: Delivering COVID-19 income protection assistance: The Fiji National Provident Fund story
Developing in-house actuarial function and strengthening actuarial governance

Indonesia

National Social Security Administering Body for Employment

Gratification Control Unit as an integral part of a fraud control system
Old-age programme with asset liability management approach

Social Security Administering Body for the Health Sector

Audit follow-up monitoring system for good governance
Auto-debit without a bank account to collect contributions: Increasing collections from informal sector members
Automated data monitoring solution to increase contribution collection and compliance
Developing an online pharmacy system for more efficient billing and drugs delivery
Digital health system in primary care
Expanding membership coverage to Indonesia's village officials
Improvement of risk profile reliability as basis for formulating organizational strategic risks and risk-based budgeting
Machine learning and big data: Supporting decision-making on fraud detection
Relationship officer to extend coverage of formal workers
Simplification and accessibility of administrative services, information and feedback during the COVID-19 pandemic
Strengthening primary care in treating refraction disorders: Improving access and financial efficiency in eye care

Iran, Islamic Republic of

Civil Servants Pension Fund

Exploring start-ups to improve the quality of retiree life

Iranian Social Security Organization

Centralized budget system

Developing the information campaign

Financial support for the elderly receiving inpatient services

Free-of-charge medical services for special patients covered by the Iranian Social Security Organization basic insurance plan

Information security management system

Integrated pension payment system

Interactive video conference: A solution to the social distance caused by COVID-19

Loan payment to the retirees and pensioners: Upon the MoU between the Iranian Social Security Organization and Bank Refah Kargaran

Maintenance of rights through social security agreements

Online creation of the insured user account during the COVID-19 pandemic

Ratification of the ILO Conventions

Reopening of the Social Security Research Institute (SSRI): The think tank of the Iranian Social Security Organization

Transparency and accountability in processing complaints

Jordan

Social Security Corporation

Care programme *Reaya* for women empowerment: Social protection programmes related to maternity insurance

Establishing a digital branch: A new mechanism to face challenges

Sustainability programme (*Istidama*): Supporting the sustainability of the private sector

Korea, Republic of

Korea Occupational Safety and Health Agency

Occupational trauma centres

National Health Insurance Service

Digital application for medical services using ICT in the post-COVID-19 era

The caregiving journey: A National Family Caregiver Support Programme

National Pension Service

Achieving inclusive welfare by improving financial accessibility of honest national pension payers

Overcoming COVID-19 crisis by alleviating financial burden of subscribers through waiving national pension premiums

Service to support preparing for retirement customized for the new middle-aged (50s–60s)

Kuwait

The Public Institution for Social Security

Mobile application

Malaysia

Employees Provident Fund

I-Invest: Employees Provident Fund Member Online Investment Transaction Portal

Social Security Organisation

Back Protection and Rehabilitation Programme (BPRP)

Integrated System for Prosthetics and Orthotics, Inventory and Rehabilitation (INSPIRE)

MYFutureJobs: The national single window for employment services

Neuro-Robotics Rehabilitation and Cybernetics Centre

SOCSCO early intervention for disability reduction: e-implant provision: Towards a more sustainable workforce

Myanmar

Social Security Board

The Social Security Board streamlines the employment injury benefit claim process for operational efficiency

Oman

Civil Service Employees Pension Fund

e-Portal of the Civil Service Employees Pension Fund

Creating Business Continuity and Disaster Recovery Site

Establishment of risk function

Public Authority for Social Insurance

PASI investment portfolio: Risk and return analysis: Qualitative and quantitative analysis

Philippines

Philippine Health Insurance Corporation

PhilHealth Electronic Premium Remittance System: Pioneering digital transformation in premium contribution

Saudi Arabia

General Organization for Social Insurance

Agile transformation programme: From project-centric to product-centric

Business process management

Compliance practice in government entity

Data governance implementation

Electronic platform in response to the COVID-19 pandemic

Governance framework project

Mudad contract authentication

Performance management: Strategy executions mandate

SANED: Unemployment insurance initiative to mitigate the effects of COVID-19 pandemic

Strategy update for 2021–2023

Utilization of the labour market data

Public Pension Agency (now part of General Organization for Social Insurance)

Communication with Public Pension Agency's clients during the COVID-19 pandemic

Digital Transformation Journey in the Public Pension Agency

Enhancing the quality of pension requests at the Public Pension Agency of Saudi Arabia

Establishing and implementing compliance function at the Public Pension Agency

Implementation of Business Continuity Plan at the Public Pension Agency
Introducing the compliance certificate to the government entities
The *Mithaq* platform
The *Taqdeer* platform

Singapore

Ministry of Manpower

Breakthrough in traditional bequest process with the online nomination service (ONS):
A case of the Central Provident Fund Board, Singapore
Helping Singaporeans to build up their retirement savings through the Matched Retirement Savings Scheme:
A case of the Central Provident Fund Board, Singapore

United Arab Emirates

Abu Dhabi Pension Fund

Digital transformation: How Abu Dhabi Pension Fund is leading digital transformation by being pensioner-centric
Internal communication to overcome the impact of distanced workforce: Activate internal social channel to re-engage employees and maintain social bonds and belonging
Working remotely: How digital enablement allowed Abu Dhabi Pension Fund to survive as well as thrive through the pandemic

Viet Nam

Vietnam Social Security

The extension of social and health insurance coverage in Viet Nam

Attestations

China

Ministry of Human Resources and Social Security

Investment and operation of China's basic old-age insurance fund have achieved remarkable results

Indonesia

National Social Security Administering Body for Employment

BPJAMSOSTEK Paritrana Award: Expanding social security coverage through stakeholder collaboration

Social Security Administering Body for the Health Sector

Cross-field synergy in inspection and compliance enforcement in the formal sector

Digitizing archives: An e-governance implementation in Indonesia

Strategic alliance digital monitoring system

Iran, Islamic Republic of

Civil Servants Pension Fund

Establishment of an integrated, two-way communication centre with the beneficiaries (SRM) of the Civil Servants Pension Fund

Iranian Social Security Organization

Actuarial evaluation of health-care scheme

Collaborative CRM: A novel approach to build effective rapport with organizational audience

Collection, revision, summarization and amendment of circulars and instructions

Covering the gap of monthly contribution payment record

Developing a smart system for submission of insurance declarations and payrolls during the COVID-19 pandemic

Developing electronic financial transaction between the Iranian Social Security Organization and contributors during the COVID-19 pandemic

Electronic and systematic instalment of employers' debts

Electronic debt notification to employers during the COVID-19 pandemic

Electronic register of the employers' objection and determining due date during the COVID-19 pandemic

Establishment of the Assessment Centre

Festival on appreciating top entrepreneurs

Insurance coverage for university students

Integrated database for contribution payment records

Integrated debt tracking system

Interim retirement pension plan

Iranian Social Security Organization Pension Adjustment Plan

Iranian Social Security Organization pensioners' online application for interest-free loans

Online access to employers' debt statement during the COVID-19 pandemic

Online communication of contribution clearance to the employers/contractors during the COVID-19 pandemic

Online submission platform for letters of commitment during the COVID-19 pandemic

On-site consultation with employers at newly established workplaces

Predetermination of contribution ratio for contracts: Article 38 of Iranian Social Security Law

Smart survivors' pension application system

Strategic planning

Training workshops for employers and their insurance affiliates

Unemployment benefit payment during the COVID-19 pandemic
VIP services to committed contributors

Korea, Republic of

National Pension Service

Lump-sum refunds paid via the airport payment service: Platform to protect migrant worker's pension right

Malaysia

Social Security Organisation

Provisional assessment for social security benefit during COVID-19 pandemic lockdown
SOCSCO COVID-19 screening programme

Saudi Arabia

General Organization for Social Insurance

Research and studies

Public Pension Agency (now part of General Organization for Social Insurance)

Restructuring the General Department of Control and Auditing

United Arab Emirates

Abu Dhabi Pension Fund

Fund Pulse: Improving services through innovative management operations

Innovative and modern communication approach to improve the organization's operational objectives

Managing actuarial liability

Private sector members retirement benefits: Sustaining private sector local talents in higher positions

Promoting excellence in social security
Promouvoir l'excellence dans la sécurité sociale
Promoviendo la excelencia en la seguridad social
Förderung von Exzellenz in der sozialen Sicherheit
За повышение стандартов в социальном обеспечении
促进卓越的社会保障
دعم التميّز في الضمان الاجتماعي



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The International Social Security Association (ISSA) is the world's leading international organization for social security institutions, government departments and agencies. The ISSA promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems and policy throughout the world. Founded in 1927 under the auspices of the International Labour Organization, the ISSA counts more than 320 member organizations in over 150 countries.