



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

Programme

Regional Social Security Forum for Asia and the Pacific

2–4.11.2015
Muscat, Oman

UNDER THE HIGH PATRONAGE OF
HIS HIGHNESS SAYYID SHIHAB BIN TARIQ AL SAID
ADVISER OF HIS MAJESTY THE SULTAN



Hosted by the
Public Authority for Social Insurance, Oman



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Regional Social Security Forum for Asia and the Pacific

Muscat, Oman, 2–4.11.2015

SUNDAY, 1 NOVEMBER 2015

15:00–18:00 REGISTRATION OF PARTICIPANTS

MONDAY, 2 NOVEMBER 2015

07:30–09:45 REGISTRATION OF PARTICIPANTS

10:00–11:00 OPENING CEREMONY

Saleh bin Nasser Al-Araimi

General Manager, Public Authority for Social Insurance, Sultanate of Oman

Errol Frank Stoové

President, International Social Security Association (ISSA)

11:00–11:30 COFFEE BREAK

11:30–12:30 INTRODUCTORY PRESENTATION: SOCIAL INSURANCE AND PENSIONS IN THE SULTANATE OF OMAN

Sheikhan Al Abri

Actuarial Studies Consultant, Public Authority for Social Insurance, Sultanate of Oman

Taiba Bint Mohammed Al Zarrafi

Head of Planning and Research, Civil Service Employees Pension Fund, Sultanate of Oman

Faisal Al Farsi

Planning Manager, Public Authority for Social Insurance, Sultanate of Oman

12:30–14:00 LUNCH

At the invitation of the Ministry of Defence Pension Fund of the Sultanate of Oman

14:00–16:00 DEVELOPMENTS AND TRENDS IN SOCIAL SECURITY IN ASIA AND THE PACIFIC

Based on a report prepared by the ISSA General Secretariat, this session will discuss and analyse the major social security developments and trends in Asia and the Pacific. By highlighting the main areas of attention of social security policy-makers and institutions in the region in recent years, the session will set the context for the debates at the Forum.

Keynote speaker and moderator

Hans-Horst Konkolewsky

Secretary General, International Social Security Association (ISSA)

Panellists

Mohammad Al Tarawneh

Deputy Director General for Studies and Information, Social Security Corporation, Jordan

Mohammed Azman bin Aziz Mohammed

Chief Executive Officer, Social Security Organisation, Malaysia

Kyung-Sik Kim

Director General, International Center, National Pension Service, Republic of Korea

Deepak Kumar

Director General, Employees' State Insurance Corporation, India

Tetoka Tionatan

Chief Executive Officer ad interim, Kiribati Provident Fund, Kiribati

19:00–20:00 PRESENTATION OF THE ISSA GOOD PRACTICE AWARD FOR ASIA AND THE PACIFIC

20:00 DINNER

At the invitation of the Public Authority for Social Insurance of the Sultanate of Oman for members and invited guests

Al Bustan Palace Hotel

TUESDAY, 3 NOVEMBER 2015

Excellence Day

Through an interactive format, plenary and parallel sessions will provide prime opportunities for participants to exchange experiences and learn about good practices in key areas of social security administration, including service quality, information and communication technology (ICT), prevention and investment. Framed by the ISSA Guidelines for social security administration and taking into account the practical services offered to members by the ISSA Centre for Excellence, the discussions will enable member institutions to gain practical insights that will facilitate further administrative improvements in their organizations.

09:30–12:30 EXCELLENCE IN SOCIAL SECURITY ADMINISTRATION IN ASIA AND THE PACIFIC

11:00–11:30

Coffee break

Introduction

Moderator

Hans-Horst Konkolewsky

Secretary General, International Social Security Association (ISSA)

Panellists

Saleh bin Nasser Al-Araimi

General Manager, Public Authority for Social Insurance, Sultanate of Oman

Suliman A. Al-Gwaiz

Governor, General Organization for Social Insurance, Saudi Arabia

May Catherine C. Ciriaco

Senior Vice-President for Administration and Officer-in-Charge for Lending and Asset Management, Social Security System, Philippines

Graham Maloney

General Manager, Service Performance and Coordination, Department of Human Services, Australia

Elvyn G. Masassya

President Director, National Social Security Administering Body for Employment, Indonesia

12:30–14:00 LUNCH

At the invitation of the Public Authority for Social Insurance of the Sultanate of Oman

14:00–17:00

15:30–16:00

Coffee break

**PARALLEL SESSIONS:
PRACTICAL APPROACHES TO EXCELLENCE IN SOCIAL SECURITY ADMINISTRATION**

Parallel session 1, in English: Service quality

Plenary room - Majan Ballroom

Moderator

May Catherine C. Ciriaco

Senior Vice-President for Administration and Officer-in-Charge for Lending and Asset Management, Social Security System, Philippines

Good practices

Importance of standardization in the social insurance system

Huabo Huang

Deputy Director General, Social Insurance Administration, Ministry of Human Resources and Social Security, China

The new service blueprint to achieve service excellence

Elvyn G. Masassya

President Director, National Social Security Administering Body for Employment, Indonesia

Business Process Manager

Dheyaa Al-Matar

Superintendent, The Public Institution for Social Security, Kuwait

Policies and procedures project

Hamdan Abdul Hafidh Al-Farsi

Director of Risk Management, Public Authority for Social Insurance, Sultanate of Oman

Parallel session 2, in English: Information and Communication Technology

Room Qantab - 2nd floor

Moderator

Ahmed M. Al Omran

Assistant Governor for Information Technology, General Organization for Social Insurance, Saudi Arabia

Good practices

Service delivery reform and our digital journey

Graham Maloney

General Manager, Service Performance and Coordination, Department of Human Services, Australia

Transforming super service via an integrated administration system

Jaoji Koroi

Chief Investments Officer, Fiji National Provident Fund, Fiji

EDABU: An online application for self-managed data

Dadang Setiabudi

Director of Information Technology, Social Security Administering Body for the Health Sector, Indonesia

Nenkin Net (Pension Net)

Yasunori Usui

Executive Vice-President, Japan Pension Service, Japan

Parallel session 3, in English: Prevention

Room Pearl - 4th floor

Moderator

Shabib Al Darmaki

Director General, Civil Service Employees Pension Fund, Sultanate of Oman

Good practices

Assessment of the work place according to the occupational health and safety standards

Mohammad Al Tarawneh

Deputy Director General for Studies and Information, Social Security Corporation, Jordan

The SOCSO Health Screening Programme

Mohammed Azman bin Aziz Mohammed

Chief Executive Officer, Social Security Organisation, Malaysia

The creation and promotion of basic standards of occupational health and safety

Nader Ibrahim Al-Wehibi

Director General of Planning and Development, General Organization for Social Insurance, Saudi Arabia

bizSAFE – Assisting companies to build up workplace safety and health capabilities

Winston Yew

Deputy Director, Industry Capability Building Department, Workplace Safety and Health Council, Ministry of Manpower, Singapore

Parallel session 4, in Arabic: Investment of Social Security Funds and Good Governance

Room Qurriyat – 2nd floor

Moderator

Saleh bin Nasser Al-Araimi

General Manager, Public Authority for Social Insurance, Sultanate of Oman

Good practices

Risk rating and grading of the PASI investment portfolio

Ghassan Khamis Al Hashar

Investment Director, Public Authority for Social Insurance, Sultanate of Oman

The investment profile of social security schemes in the Cooperation Council for the Arab States of the Gulf (GCC)

Ibrahim E. Muhanna

Chairman, Board of Trustees, The Muhanna Foundation, Lebanon

Implementation of the ISSA Guidelines on Good Governance by the Social Security Corporation

Bassam Al-Subaihi

Secretary of the Board of Directors, Social Security Corporation, Jordan

WEDNESDAY, 4 NOVEMBER 2015

09:30–12:30

EXTENDING AND SUSTAINING SOCIAL SECURITY IN ASIA AND THE PACIFIC

11:00–11:30
Coffee break

This session will focus on good practices and mechanisms of social security administrations to extend and sustain coverage, focussing in particular on challenges arising from labour market characteristics and demographic change. The diversity of the region will be reflected, ranging from innovations to reach difficult-to-cover population groups to the rise of proactive and preventive social security approaches that support health, employment and empowerment.

Moderator

Ursula Kulke

Senior Social Security Specialist, Regional Office for Arab States, International Labour Office (ILO)

Keynote speaker

Michiel Van der Auwera

Senior Financial Sector Specialist (Social Security), Asian Development Bank (ADB)

Panellists

Kamran Ghorbanali

Chief, Actuary Evaluations Group, Social Security Organization, Islamic Republic of Iran

Huabo Huang

Deputy Director General, Social Insurance Administration, Ministry of Human Resources and Social Security, China

Fachmi Idris

President Director, Social Security Administering Body for the Health Sector, Indonesia

Jaoji Koroi

Chief Investments Officer, Fiji National Provident Fund, Fiji

Nguyen Vinh Quang

Director of International Cooperation Department, Viet Nam Social Security, Viet Nam

12:30–14:00

LUNCH

At the invitation of the Public Authority for Social Insurance of the Sultanate of Oman

14:00–16:30

REGIONAL SOCIAL SECURITY SUMMIT FOR ASIA AND THE PACIFIC

15:15–15:45
Coffee break

The Regional Social Security Summit will discuss the key role of social security for economic and social progress in the region. The Summit will point to the necessary steps to maximize the positive role of social security, including sound political commitment, coherent strategies and proactive approaches, and will highlight the role of social security administrations.

Chairperson and moderator

Errol Frank Stoové

President, International Social Security Association (ISSA)

Keynote speaker

Ursula Kulke

Senior Social Security Specialist, Regional Office for Arab States, International Labour Office (ILO)

Panellists

Saleh bin Nasser Al-Araimi

General Manager, Public Authority for Social Insurance, Sultanate of Oman

Michiel Van der Auwera

Senior Financial Sector Specialist (Social Security), Asian Development Bank (ADB)

Therese Bjork

Social Affairs Officer, United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP)

16:30–17:00

CLOSING CEREMONY

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 330 member organizations in over 160 countries.