

Category	Information Technology Recognition Award
Organisation	PERKESO
Contact Person	Mr Sittarth Ramesh, Policy and International Relations Officer
Name of Project	Rehab Navigator App
Objective and Nature of Project	Providing rehabilitation and medical aids to individuals with disabilities is an essential element in delivering comprehensive social security to its beneficiaries. The current system for distributing rehabilitation and medical aid faces numerous significant challenges that hinder both efficiency and recipient satisfaction. At present, distribution centres for rehabilitation and medical aids are established within our physical branches and offices. One of the primary issues is the requirement for recipients to visit these distribution centres in person to collect their rehabilitation and medical aid. This necessity is especially burdensome for individuals with mobility issues or those residing in remote areas, leading to considerable inconvenience and delays in receiving essential rehabilitation and medical devices. Additionally, the limited operating hours of these centres—restricted to office hours and weekdays—pose scheduling difficulties for recipients who work or rely on caregivers. These scheduling constraints often result in further delays. By partnering with third-party logistics (3PL) providers, we can leverage their expertise in warehousing and inventory management. These providers have the necessary infrastructure and technology to store rehabilitation and medical devices efficiently and fulfill orders promptly. Collaborating with established courier services allows for direct home delivery of rehabilitation and medical aids, eliminating the need for recipients to travel to distribution centres and significantly improving convenience and accessibility. This is in accordance with ISSA Guidelines on Good Governance: Enhancing the efficiency and effectiveness of social security administration. A key component of our solution is the development of an interactive mobile app, RehabNavigator. This app will enable recipients to choose their preferred delivery method—either postage or self-pickup—and track the real-time status of their deliveries. Additionally, the app will provide a platform for recipients to leave feedback on the service, thereby enhancing the overall user experience.
Why it Should be recognized	The success of this project in the first six months since January 2024, was evaluated through several key performance indicators (KPIs). The average delivery time was monitored before and after the implementation and results showed it took an average of four working days with the new system, cutting down recipient waiting times by a total of ten days.

	In the first quarter of implementation, a total of 25% of recipients have begun receiving deliveries directly to their homes. Customer satisfaction scores received from the mobile app were captured to gauge the effectiveness and identify areas for further enhancement. Overall, the customers rated an average of 92% satisfaction score. Operational costs at centres that implemented the new system showed a significant reduction by 28%, highlighting the financial benefits of the new approach. The project's success in minimizing reliance on physical real estate aligns with the organization's objective of establishing satellite centres—compact kiosks-like outlets—nationwide, focusing on over-the-counter transactions. This enhances the organization's visibility and accessibility to the public. Currently, four centres have been established, with plans to expand to twenty-one satellite centres by the end of 2025.
Summary of the Project	The project aims to improve the distribution of rehabilitation and medical aids to recipients, addressing challenges such as physical accessibility and operational inefficiencies. Currently, distribution centres are located within physical branches, requiring recipients to visit in person. This setup poses difficulties for those with mobility issues or in remote areas, leading to delays. High operational costs and storage constraints further impede efficiency, resulting in prolonged delivery times. To tackle these issues, a strategy involving outsourcing warehousing and developing an interactive mobile app is proposed. Third-party logistics providers will manage inventory and fulfill orders, while a mobile app allows recipients to track deliveries and provide feedback. Specific targets include reducing delivery times and increasing customer satisfaction. Evaluation measures include monitoring delivery times, customer feedback, and operational costs. Lessons learned emphasize the importance of partner selection, robust ICT solutions, and continuous support for recipients. Risks include technological barriers and logistics issues, mitigated through training and reliable courier partners. These achievements align with organizational objectives, with plans to establish satellite centres nationwide. Adoption of ICT solutions and risk mitigation strategies ensure scalability and effectiveness.