

ASSA Recognition Award

CATEGORY	:	Transformation Recognition Award
ORGANISATION	:	Social Security Office, Thailand
CONTACT PERSON	:	Mr. Somsak Apiwantanakul Director, Policy and Planning Division
NAME OF PROJECT	:	Reform Direction of social security management
OBJECTIVE AND NATURE OF PROJECT	:	The Social Security Office was established and was well developed for 25 years. The expected images of the Social Security Fund for everyone are quality services, transparency, accountability and sustainability. The total amount of the Social Security Fund currently is 1.2 billion baht and the total amount of the Workmen's Compensation is about 40,000 million baht. Therefore, the Social Security Office initiated the reform for stability of the fund. Objectives of the reform are to increase benefits for the insured persons, to develop services system for good quality of life of all insured persons and facilitate the access to benefit information of the insured person together with laying the foundation of social security reform in a sustainable manner for the future under the guideline of "Professional Management of Social Security Fund and the Workmen's Compensation Fund with accountability from the opinion of independent entities and civil society".
WHY IT SHOULD BE RECOGNISED	:	Social Security reform in 8 areas covered investment, law, IT, personnel including strengthening security of the fund through contributions and benefits system would be advantageous for the insured persons in term of access to social security system and better quality of life.
SUMMARY OF THE PROJECT	:	The SSO has planned for the reform and development of the social security and workmen's compensation operational management under the 5-year SSO Strategic plan (2015-2019) in accordance with the government policy, 20-year national strategy (2017-2036), the 11th national economic and social development plan (2012-2016), direction and strategic framework of the 12th national economic and social development plan (2017-2021), government policy and guidelines of operation of the Ministry of Labour and reform plan of the Social Security Office consisting of 8 areas as follows: 1. Structural reform by raising a level of the Investment Bureau as division in accordance with Ministerial Regulation on organisation structure and push forward part of operator work to be under the Service Delivery Unit (SDU). The SDU will launch investment management according to regulations and policy specified by the Social Security Committee while the SSO will act as regulator for fluency and efficiency of investment management.

	2. IT reform by changing information technology in the provision of services to employers, employees and insured persons through communication devices such as mobile phone, tablet on web application with real time etc. The SSO set up ICT master plan as operational framework for integration of population data and public service under government policy. 3. Service reform by developing and increasing efficiency in the contribution collection system and benefit payment system through e-payment, e-claim and e-service. 4. Personnel management reform as follows: 1) Succession planning to replace the retired officials, to move toward experience system, to improve personnel structure and manpower long term planning for 20 years in accordance with Thai government's 20-year national strategy. 2) Amendment of the SSO Regulations on management of the SSO officers to cope with current situation. 5. Prevention and anti-corruption through transparency accountability and good governance management. 6. Adjustment of minimum and maximum ceiling of the insurable earnings and contribution rates of the Social Security Fund. 7. Benefits development through benefits reform as follows: 1) Increasing retirement age and the insured person will be allowed to receive some part of lump sum before retirement. 2) Feasibility study on extension of medical services under social security system to the retired insured persons and development of benefits for the voluntary insured person under Article 40. 8. Law amendment to allow old age benefit payment for migrant workers in the Act concerning migrant workers.
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