

ASSA Recognition Award

CATEGORY	:	Customer Service
ORGANISATION	:	National Social Security Fund, Laos
CONTACT PERSON	:	Mrs. Thianthong Keoboua, Deputy Director of Administration and cooperation, NSSF
NAME OF PROJECT	:	Extending Services via Banking
OBJECTIVE AND NATURE OF PROJECT	:	The contribution payment will be made available via counter services, mobile banking application, ATM and EDC machine
WHY IT SHOULD BE RECOGNISED	:	This kind of payment facility marks the first ever modernization in contribution payment of social security system in Laos
SUMMARY OF THE PROJECT	:	The National Social Security Fund (NSSF) and Lao Development Bank (LDB) have agreed to develop another channel for monthly contribution payment made by the voluntary insured persons through LDB services. The contribution payment will be made available via counter services, mobile banking application, and ATM and EDC machines. Both parties have cooperated on this development since September 2017, including designed and developed system for the online switching for its web service that join the NSSF's and LDB database. Consequently, on April 11, 2018 in Vientiane Capital, NSSF and LDB held a signing ceremony for the official launch of the web service for voluntary insured members' contribution payment. The paper has been signed by Mr. Padeumphone Sonthany, Director General of NSSF and his counterpart Mr. Boualien Phommavongsa, Director of LDB. The ceremony was witnessed by high ranking officials from the Ministry of Labour and Social Welfare, Bank of the Lao PDR, along with senior management and officers from both signing parties. Some high profile companies and media also joined this remarkable event. The launch of this kind of payment facility marks the first ever modernization in contribution payment of social security system in Laos. It is expected to offer the voluntary insured persons a more efficient and convenient way for payment of their monthly contribution, particularly those who live in the areas where NSSF's premise is unavailable. This will also make contribution payment become more cashless and improve transparency. In the future, both parties also consider the integration of NSSF membership cards with ATM cards and more cooperation in other areas

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