

ASSA REGCOGNITION AWARD 2019

CATEGORY	: INNOVATION
ORGANIZATION	: Viet Nam Social Security
CONTACT PERSON	: Mr. Nguyen Hoa Binh Deputy Director of Legal Department, Viet Nam Social Security
NAME OF PROJECT	: Administrative procedures reform to improve services' efficiency for citizens and enterprises.
OBJECTIVE AND NATURE OF PROJECT	: - Developing and implementing the solutions to promote administrative procedures reform that have associated with IT application to create the most favourable conditions for citizens and enterprises. - Publicity and transparency in announcing and implementing administrative procedures; innovating the services' behaviour of social security officials (professional, modern and effective...) - Applying IT, performing electronic transaction, providing online public services to meet the requirements of individuals, organizations; connecting and sharing data with relevant ministries. - Developing clients' satisfaction evaluation system, improving services' quality towards the social insurance participants' satisfaction in 2021, 2025 and 2030 with 80%, 85% and 90%, respectively.
WHY IT SHOULD BE RECOGNISED	: - The project has improved effectiveness of VSS performance and created more advantages, satisfaction for the citizens and enterprises in administrative procedures transactions: Minimizing the declaration of individuals or organizations; strengthening the coordination, exchanging information within social security system and with relevant state agencies; strengthening the propaganda on legal policies and reform contents; strengthening inspection, duty performance, working style's changes towards serving citizens and enterprises. - The results: (1) Number of administrative procedures: Decreased 70%, from 115 procedures (2014) to 28 procedures (2017); and 27 procedures (May 2019). (2) Records, criterion, process of administrative procedures' operation: VSS has decreased a lot of complex processes. From 2018, VSS has been additionally reducing 24% of forms, 29% of the criterion, 12% number of operational procedures and 49% document

	components. (3) Number of hours to implement administrative procedures: According to the statistics of World Bank, the number of hour has decreased from 355 hours (2015) to 147 hours (2018). (4) IT application: VSS has increased 18 levels that compared to 2016, risen to the 2nd position in overall ranking of 25 ministries, Government agencies... that providing public services. (5) Receiving the records and returning the administrative procedures' results: Proactively changed the forms of receiving records in line with the requirements of the society: implementing electronic transactions; transactions at the headquarters of social security agencies; Transactions through public postal services (businesses do not have to pay delivery fee). (6) Implementing online public services: VSS has provided 19 online public services at level 3,4 for 19/27 administrative procedures. (7) Connecting, sharing data with relevant ministries and agencies such as: General Department of Taxation, Ministry of Health, Ministry of Finance....
SUMMARY OF THE PROJECT	: VSS has implemented some measures in an effort to promote administrative procedures reform: - Applying IT and computerization in management activities; improving and connecting professional softwares, issuing unique social insurance code to participants, meeting the requirements of centralized data management, ensuring the sharing and connecting of data throughout the system. - Diversifying transaction methods in receiving and returning results of administrative procedures in order to maximize the favourable conditions for the employers, employees and individuals when having transactions with social security agencies including: electronic transaction for individuals and organizations in contribution collection, books and cards issuance, benefits settlement and payment (currently applied by over 90% of enterprises); using post service (free of charge) and direct transaction at One-stop services. VSS also have been strengthening to apply One-stop services at the Centre of Public administrative services at district and provincial levels. - Reviewing all administrative procedures within the function and tasks of VSS to make proposals on simplifying, reducing procedures and time for administrative procedures. - Developing E-system on contribution collection-contribution payment- social insurance benefit payment applying online

	electronic payment model and advanced, modern technology - Operating professional and modern Customer services Centre system to provide support and answer for citizens, participants and employers.
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