ASSA Recognition Award

1.1 The ASSA Recognition was first introduced by the Employees Provident Fund (EPF) of Malaysia in 2015. The purpose of the Award is to recognize ASSA member-institutions'' achievements.

1.2 Following the approval of EPF's proposal on the ASSA Sustainability Pledge at the 41st ASSA Board Meeting in Manila, Philippines in November 2024, and the signing of the Pledge by member-institutions in Palawan, Philippines in March 2025, **the Government Service Insurance System (GSIS) of the Philippines, introduces a new award category on Sustainability - recognizing programs and initiatives that address climate risks, environmental stewardship, sustainable development, and long-term resilience**.

1.3 The new criteria and categories for the ASSA Recognition Award are as follows.

No.	Categories of Recognition	Description of the Categories
1.	Innovation Recognition Award	Creation of an innovative technology, product or service which has led to improvements in services or products.
2.	Transformation Recognition Award	A practice that has resulted in improvement in the overall effectiveness, efficiency, and success of the organisation.
3.	Customer Service Recognition Award	Organisations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service.
4.	Continuous Improvement Recognition Award	Organisations that are in a never-ending effort to expose and eliminate root causes of problems. It usually involves many incremental steps towards improvements rather than one overwhelming innovation.
5.	Strategic Communication Recognition Award	Organisations that have pushed the boundaries when it comes to their communications strategy in order to ensure they truly engage with their members using various communication channels.
6.	Information Technology Recognition Award	Organisations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organisational outcomes and performance.
7.	Insurance Coverage Recognition Award	Insurance and social security schemes that have developed their proposition with a clear focus on retirement, health and meeting members' needs.
8.	Financial Literacy Recognition Award	Organisations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.
9.	Investment Governance Recognition Award	Organisations that have reflected specific issues relating to the management of funds of social security institutions' objectives, ranging from the investment of benefits provided and also addressing issues on the adequacy of the fund.
10.	Sustainability Recognition Award	Initiatives that promote environmental protection and stewardship, sustainable development, climate resilience, green transformation in social security operations, programs, value-chains, and resource allocation and deployment.

1.4 The write-up should include the following:

WRITE UP TEMPLATE

CATEGORY	:	Sustainability Recognition Award
ORGANISATION	:	Government Service Insurance System (GSIS), Philippines
CONTACT PERSON	:	SVP Joseph Philip T. Andres, ASSA Secretary General
NAME OF PROJECT	:	GSIS Touch Application
OBJECTIVE AND NATURE OF PROJECT	:	The GSIS Touch Application Project is a digital transformation initiative designed to modernize how government employees and pensioners access essential services. Its primary objective is to deliver a comprehensive mobile solution that ensures convenience, security, and accessibility - eliminating the need for physical visits to GSIS branches. At its core, the project provides: - 24/7, paperless access to services such as emergency loans. - Secure identity verification through advanced facial recognition technology. - A GSIS Digital ID that replaces physical UMID cards, streamlining transactions and reducing reliance on traditional documentation. By integrating these features, the GSIS Touch application embodies the agency's broader mission to modernize services, enhance efficiency, and make financial transactions more accessible for its members anytime, anywhere.
WHY IT SHOULD BE RECOGNISED	:	The Government Service Insurance System (GSIS) has undertaken a full scale digitalization journey that puts the award winning GSIS Touch mobile app at its core while reinforcing every back office function with modern, paper less technology. Since its 2020 launch, the GSIS Touch has enrolled more than two million registered users, delivering 24/7, secure access to loans, claims, pension applications and other services, and issuing over 1.85 million digital IDs that replace physical Unified Multipurpose Identification (UMID) cards. Its advanced facial recognition feature streamlines the Annual Pensioners Information Revalidation for more than 628 000 retirees, cutting verification time to under two minutes and contributing to a 77 % faster online enrollment process. Behind the public facing app, the GSIS digitized its Quality Management System, Information Security Management System and Records Management System, migrating 79 million records (≈39 TB) to the OnBase platform by December 2024. This has resulted in reduced paper waste, storage costs and energy consumption. These internal upgrades enable seamless, secure data flow to the Touch ecosystem and to the newly established Digital Business Centers, which serve as physical hubs where members can receive in person assistance, access digital kiosks

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<tr><td></td><td></td><td>and complete transactions that are instantly synced with the online system. Together, the Touch app, the digital back office, and the Digital Business Centers create a resilient, client-focused service model that has earned multiple national and international accolades and sets a benchmark for sustainable public sector innovation.</td></tr>
<tr><td>SUMMARY OF THE PROJECT</td><td>:</td><td>The GSIS Touch Application was developed to provide convenient access to various government services.

The app allows users to access essential services such as emergency loans, file claims, and track loan status, all from the comfort of their homes.

Key features include facial recognition technology for secure identity verification, a digital ID that replaces physical UMID cards, and a One-Time-Pin (OTP) system for secure transactions.

As of early 2025, over 3.8 million loans have been processed through the app, demonstrating its effectiveness in streamlining financial transactions.

This project represents GSIS's commitment to digital transformation and improving the efficiency of public services for its members.</td></tr>
<tr><td>PHOTOS/ IMAGES OF THE PROJECT, WHEN POSSIBLE</td><td>:</td><td>
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