

		ASSA 2017 RECOGNITION AWARD
CATEGORY	:	Customer Service
ORGANIZATION	:	Employees' Compensation Commission (ECC)
CONTACT PERSON	:	Stella Zipagan-Banawis Executive Director
NAME OF PROJECT	:	Speedy Disposition of EC Appealed Cases <i>Sa ECC: Now na, walang forever</i>
WHY SHOULD IT BE RECOGNIZED	:	As an appellate body, the ECC reviews and decides on all appealed EC claims elevated to ECC after denial by the SSS and the GSIS. A system of monitoring and tracking every action taken on the case has been installed to ensure prompt disposition of appealed EC claims. Since 2015, the ECC posted a 100 percent disposition rate on EC appealed cases within the process cycle time of 20 working days from 40 working days in 2014. This is from the time of docketing until the resolution of the Commission.
SUMMARY OF THE PROJECT	:	A Case Docket Monitoring System (CDMS) was developed and installed to monitor and track every action taken within the process cycle time of 20 working days to ensure speedy resolution and prompt disposition of EC appealed cases.