

GOVERNMENT SERVICE INSURANCE SYSTEM

CATEGORY	:	INNOVATION RECOGNITION AWARD
ORGANIZATION	:	GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)
NAME OF PROJECT	:	Electronic GSIS Member Online (eGSISMO)
OBJECTIVE AND NATURE OF PROJECT	:	As a service institution, it is vital for GSIS to provide its members an updated and accurate status of their records that serve as the basis for the computation of their benefits. At the same time, GSIS should empower its members to have direct access to their accounts to minimize their inquiries and concerns on the state of their records. eGSISMO is a secure, web-based member self-service facility that allows members to view their own member information, loan accounts and claim records with GSIS. The facility also allows members to provide feedback regarding GSIS programs, services and other member-related transactions. The web-based facility can be accessed from the website through Internet or company Intranet.
WHY IT SHOULD BE RECOGNISED	:	This technological innovation should be recognized for two reasons: One, eGSISMO provides a seamless and greater convenience to our members since they no longer need visit a GSIS office to inquire on the status of their accounts; and second, through eGSISMO, members are empowered as they now have direct access to their records right at their fingertips.
SUMMARY OF THE PROJECT	:	GSIS is first and foremost a public service institution. Improving the transactional experience of our members and pensioners is a fundamental component of good governance. As such, it is imperative for the System to continually find ways and means to provide the most convenient and responsive service to its members and pensioners. eGSISMO best represents this commitment by leveraging on technological advances to ultimately change the face of service delivery. In the past, members would typically visit a GSIS office to inquire on the status of their records. With eGSISMO, members can now view and download 24/7, their personal records including their profile as well as the status of loan, claim and pension accounts.

	All they need is a Personal Computer or a Tablet with Internet connectivity to do so. Moreover, eGSISMO has a feedback facility that members can use for further service improvements. Among the information that members can access at eGSISMO are the following: ➤ Member information and Service Record ➤ Outstanding Loan Balance ➤ Claim Record ○ Life Insurance ○ Retirement ○ Survivorship ○ Employee Compensation ○ Dividend ○ Pre-Need ○ Refund ➤ Pension Record ○ Old-Age Pension ○ Survivorship Pension ○ EC Survivorship ○ EC Disability
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