

CATEGORY	:	Customer Service Recognition Award
ORGANIZATION	:	Social Security Board Ministry of Labour Myanmar
CONTACT PERSON	:	Mr. Kyaw Kyaw Oo Acting Director General Social Security Board Ministry of Labour Myanmar
NAME OF PROJECT	:	Earthquake Recovery Programme for Insured Workers under the Social Security Scheme
OBJECTIVE AND NATURE OF PROJECT	:	To recover social and economic losses of insured workers who suffered earthquake To reduce the risks happened on earthquake for insured workers as possible To be resilient production losses of the country by providing social security benefits with timeliness and effectiveness for earthquake victims
WHY IT SHOULD BE RECOGNISED	:	In these days, the development of all sectors is driven to their respective sustainable goals in the world. If the development goals of every sector can be sustainable, risks including natural disaster and possibilities in the future cannot be left in the implementation of development. Financial risk, operational risk and technical risks can be predicted and losses can be prevented to be lowest with the best management and good practices. However, risks related to natural disaster is a contingent liability to provide relief, support to recovery and undertake reconstruction for the government. Indeed, natural disasters have large impacts effected on people, businesses and governments and also lead to loss of life and assets. It is also said that economic losses related to disaster is out of control. Therefore, disaster risk management becomes one of the core

		strategic investment policies and governments are decisive to assess, reduce and finance for the losses in natural disaster response. On 28th March 2025, a powerful 7.7 magnitude Mandalay Earthquake occurred in the central portion of Myanmar. This earthquake mostly affected the people in Mandalay Region, Sagaing Region, Nay Pyi Taw, Magway Region, Bago Region and Shan State. According to estimated cost of the damaged physical assets, many billions (MMK) were lost as direct economic losses. Moreover, the workers in these areas faced social economic crisis and this earthquake was strongest for the residents throughout their life. The Social Security Board (SSB) had the urgent responsibility to recover for the insured workers who were the victims of earthquake as a government organization. The medical care which is the basic foundation of relief operation was provided and social security benefits were also supported to recover income losses while the government was struggling to rapidly respond and recover the damages and losses. In recovery process, the SSB made the assessment to fulfill the basic needs of the insured workers and to be appropriate nature and level of supports by considering the nature of vulnerability. Moreover, it was also considered that the coverage of disaster-affected population and the SSB's supports to be timely and effective including finance prediction and cash flow. Then, the SSB planned a contingency programme design with appropriate and effective way and took part as a portion of the main social protection of disaster response mechanism of the country.
SUMMARY OF THE PROJECT	:	In earthquake recovery programme, the SSB made a plan to rapidly recover social and economic losses of his insured workers with a systematic approach as follows:

	Firstly, the staff who have skills and experience were selected and recruited to provide healthcare service and social security benefits to the earthquake victims as the ability of the staff is in a critical role to operate quickly, effectively and timely in case of responding natural disaster. The committee was also organized to effectively manage the earthquake recovery programme for insured workers under the Social Security Scheme. As disaster response has cost, the budget meetings were held for emergency cost which did not include the initial budget of 2025-2026 fiscal year. Then, the estimated budget for the earthquake recovery programme were planed and submitted. In calculation of estimated cost, it was mainly considered SSB's fund and the beneficial cost according to the provisions of the Social Security Law, 2012 to be a sustainable, effective and flexible social security system. Moreover, the standard operating procedure (SOP) was also defined to proceed the operation not to waste the budget and to monitor and evaluate the programme, to avoid fraud and to timely support benefits to the right beneficiaries who really suffered earthquake as an effective management practice. As data collection and information management, the SSB issued the notification about providing 40% of workers' wages for those who were in earthquake affected regions and states as family assistance benefit and announced everyone who meets the criteria can claim within three months on website and newspapers. In addition, the SSB made face to face information sharing with the employers regarding with family assistance benefit purposing to correctly and timely receive the benefits to the earthquake victims, to mutually support the required data and information between the SSB and employers and to be a better and flexible programme design which all are inclusive and no one left behind.
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	On the other hand, the respective SSB state and regional offices which are situated in earthquake affected regions and states submitted to SSB head office by collecting the data and information of their insured workers in accordance with the guidelines. These data and information of insured workers are analyzed and verified that it meets the criteria or not for family assistance benefit at SSB head office. And then, the amount of this cash benefit of everyone is calculated and the committee approves to allow the benefits. Moreover, the SSB managed cash flow in providing family assistance benefit to his insured workers through online payment to be a flexible service delivery system and to avoid fraud and biases. Regarding the utilization of online payment, SSB made the discussions with the responsible persons of financial sector to easily, smoothly and correctly transit among SSB, online payment service provider and beneficiaries. In brief, according to the declaration of the National Disaster Management Committee about earthquake affected areas namely Mandalay Region, Sagaing Region, Nay Pyi Taw, Magway Region, Bago Region and Shan State, the SSB knew that the insured workers in these areas suffered severely mental and physical effects on the destruction and collapse of establishments, houses and workplaces which led to injuries and death and some establishments ceased their operations. Therefore, the SSB declared that it would provide 40% of monthly wages as family assistance benefit for insured workers from the Health and Social Care Fund by issuing notification on 6th May 2025. Although the insured workers need to submit their applications with the necessary documents within three months after notification in accordance with this notification, one-month application period was extended for all beneficiaries facing various difficulties to be enjoyable. As the statistical report of July 2025, the SSB has provided family assistance benefits (40 % of monthly wages) amounting
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	to (4,289.688) million (MMK) for (50,407) beneficiaries through online payment. Currently, the documents of the remaining insured workers have been analyzing to timely provide their benefits. The SSB has been vigorously implementing the Social Security Scheme to provide health care services and cash benefits to insured workers and their family members and mitigate the socio-economic distress. Moreover, the sustainable effort of the SSB, providing the better social security services in line with the SSB's motto "One for All – All for One", will effectively support economic development and poverty reduction of the country.
PHOTOS/ IMAGES OF THE PROJECT, WHEN POSSIBLE	Minister of the Ministry of Labour providing Family Assistance Benefits to Insured workers under Earthquake Recovery Programme