

WRITE UP TEMPLATE

CATEGORY	:	CUSTOMER SERVICE RECOGNITION AWARD
ORGANIZATION	:	VIETNAM SOCIAL SECURITY
CONTACT PERSON	:	Name : Nguyen Vinh Quang- Director of International Cooperation Department Contact Number : ++84 4 39361780 Name : Tran Thi Thu Tra- Head, General Issues-ASEAN Division, International Cooperation Department Contact Number : ++84 4 39361776
NAME OF PROJECT	:	Vietnam Social Security's web portal inauguration
OBJECTIVE AND NATURE OF PROJECT	:	It is one of the efforts of VSS system in implementing social security policies and administrative reforms. VSS' IT application and e-transaction implementation are to facilitate transaction of employers, citizens; improve services quality in social security and contribute to improve national competitiveness.
WHY IT SHOULD BE RECOGNISED	:	The launching of web portal in May 2015 is a significant step of VSS to implement administrative reforms and improve services quality . It contributed to reduce transaction time for enterprises and citizens, create an open and transparent working environment and contribute to improve national competitiveness.
SUMMARY OF THE PROJECT	:	<i>*The summary should not be more than 300 words</i> Vietnam Social Security (VSS) formally launched their web portal on May 18th, 2015 in Hanoi. During the past two years, VSS has focused on improving the scale and quality of administrative reforms. Specifically, in order to reduce transaction time and expenses, VSS issued Decision No. 1018/QĐ-BHXH dated October 10th, 2014 simplifying forms, records and criteria, modified business processes and changed methods of receiving and dealing with administrative procedures. This effort facilitated employers to save time for traveling and waiting for the implementing process and expenses for documents delivery. In 2014, transaction time for employers has decreased 100 hours per year and administrative procedures have shortened from 263 to 115 procedures. There was a 35,4% reduction in expenses (3,669 B VND respectively), which exceeded targets assigned by the Government. In the coming time, VSS will continue to promote and modernize IT applications with focus on issuing members's unique ID numbers in order to build up a central database and apply the business processes software nationwide; research and develop electronic health insurance cards; continue investment in IT infrastructure from central to local levels; complete and deploy business processes software and working management software.