

CATEGORY	:	Innovation Recognition Award
ORGANISATION	:	Social Security System Philippines
CONTACT PERSON	:	COLETTE H. CORDIAL Department Manager III Corporate Policy and Planning Department Social Security System Email: cordialch@sss.gov.ph
NAME OF PROJECT	:	SSS e-Wheels Program
OBJECTIVE AND NATURE OF PROJECT	:	<p>SSS e-Wheels are mobile offices equipped with necessary facilities, wherein members and non-members may conduct their SSS transactions with the assistance of its employees.</p> <p>These mobile offices visit various areas nationwide with preference for last-mile communities (far-flung/hard to reach) for the following objectives:</p> <ol style="list-style-type: none"> 1. Provide convenient access to SSS online services for members and non-members that lack the resources or knowledge on how to use them. 2. Expand SSS coverage to the informal sector by encouraging registration for non-members and active membership for members, and 3. Increase awareness for SSS online channels and lead members and non-members to them for succeeding transactions. <p>Among the services provided by the SSS under the program are:</p> <ol style="list-style-type: none"> 1. Issuance of SS number through My.SSS. 2. Assistance in the following members' transactions via My.SSS for: <ul style="list-style-type: none"> • Registration • Account Navigation • Account Recovery/Password Resetting • Disbursement Account Enrollment Module (DAEM) 3. Assistance in the installation of the SSS Mobile App and app navigation. 4. Receipt of Annual Confirmation of Pensioners (ACOP) compliance. 5. Assistance to general inquiry/counselling. 6. Generation of Payment Reference Number (PRN) for exempted cases/meritorious reasons. 7. Issuance of forms.
WHY IT SHOULD BE RECOGNISED	:	<p>Based on the 2021 Nationwide Detailed Survey for the SSS, 91 percent of SSS members and 81 percent of non-SSS members have access to smartphones. Further, 73 percent of SSS members and 72 percent of non-SSS members have access to mobile data.</p> <p>Given these high percentages, it is practical for the SSS to pursue the continuous digital transformation of its systems and maximize the</p>

convenience and efficiency that modern technology carries in terms of providing social security protection.

But while it does so, the SSS also acknowledges that there is still a considerable number of Filipino workers who lack the resources or digital literacy to use its online services. This is more prevalent in the informal sector and last-mile communities.

The SSS' e-Wheels Program is one of its efforts that aim to close this digital divide.

With the on-site services provided through this program, members and prospective members, especially those in far-flung areas, no longer need to travel to SSS branches or offices for their transactions, helping ensure that no Filipino worker is left without social security protection due to challenges in the physical or technological accessibility of SSS services.

Among the notable achievements of the SSS under the program are:

- As of May 2024, the SSS conducted a total of 12,126 e-Wheels activities nationwide serving nearly 1.05 million residents.
- From January to December 2023, the SSS accomplished 5,227 e-Wheels activities assisting 380,428 residents. This is 229.3 percent of its 2,280 target e-Wheels activities for the period (10 per month for each of the 19 divisions under the SSS Branch Operations Sector).
- Just for the first five months of 2024, the SSS held 5,631 e-Wheels activities wherein 601,984 residents were accommodated. This is already 107.7 percent of the accomplishment for 2023.

Along with other SSS programs and initiatives, the e-Wheels Program also contributed to the achievement of the following:

- **Decline in manual transactions and increase in online transactions received.** By promoting digital literacy and leading members and non-members to its online services, out of the 66.97 million transactions (excluding inquiries) received by the SSS in 2023, 85.2 percent or 57.06 million were made online, while 14.8 percent or 9.91 million were manual. Compared to 2022, online transactions comprised 82.6 percent or 50.26 million out of the much lesser 60.82 million transactions, while manual transactions accounted for 17.4 percent or 10.56 million.

From January to June 2024, the SSS received 26.77 million online transactions (85.9 percent of total) and only 4.40 million manual transactions (14.1 percent of total).

- **Increase in new covered members.** By encouraging non-members to register, the SSS recorded 1.53 million new covered members in 2023. Of which, 175,860 were self-employed members. This accomplishment supports the SSS and national government's shared thrust to expand insurance coverage, especially among informal sector workers.

From January to May 2024, the SSS added 1.62 million new covered members, wherein 335,661 were self-employed members.

SUMMARY OF THE PROJECT

: The SSS' e-Wheels Program brings its services within the reach of its members and potential members by addressing the challenges they may encounter in terms of access to digital resources, digital literacy, and proximity.

This program complements other SSS initiatives such as its intensified digitalization efforts and establishment of digital branches and e-Centers *sa Barangays* (the smallest unit of government in the Philippines).

By improving access to its services, the SSS ensures that more Filipino workers benefit from social security coverage and protection.