ASSA RECOGNITION AWARD 2017

CATEGORY OF RECOGNITION	**Innovation Recognition Award**
ORGANIZATION	**Social Security System (SSS)** Republic of the Philippines
CONTACT PERSON	**Josefina O. Fornilos** Senior Vice President of the Central Processing Group
NAME OF PROJECT	***Disability, Death and Retirement Workflow System (DDR-WFS)***
OBJECTIVE AND NATURE OF PROJECT	Cognizant of the needs of members for adequate and meaningful social protection, the Social Security System (SSS) harnesses the current advances in information technology and communications (ITC) to improve the quality of its service delivery systems. Disability, death and retirement (DDR) claims account for a large share of SSS benefit applications and often take a long time to process due to the volume of paperwork involved. To make the processing of DDR claims faster and more efficient, the SSS established the paperless workflow that leveraged on the digitization of SSS documents under the Automated Records Management System (ARMS), which was implemented in October 2011.
WHY IT SHOULD BE RECOGNIZED	The DDR-WFS can be said to have revolutionized the SSS benefit payment system from the traditional, document-laden, manual processes to paper-less and seamless end-to-end processing. In the developing the DDR-WFS, the following standards or parameters were considered: **Convenience** – the benefit payment system must be hassle- or trouble-free on the part of the claiming member, the offices or channels within which to file claims are comfortable and accessible, the documentary requirements are kept to the minimum, and the wordings in the claim application form are plain, simple and understandable. Moreover, proceeds of the claim must be delivered to the doorstep of the claimant or paid thru direct credit to his/her bank account. **Timeliness** – the benefit should be paid within the right time; that is, the time when it is needed most by the member. Otherwise, it loses its value or relevance.

	Accuracy – the right amount of benefit should be paid in accordance with qualifying conditions to entitlements. Underpayment of benefits will shortchange the member, while overpayment may affect the fund life. Thus, there is a need for the completeness, accuracy and integrity of documents and data or information required in the computation of benefit. **Transparency** – the member must be properly apprised of the action taken on his/her claims and the action or decision of people involved in the processing, and payments must be reviewed and controlled through a system of check-and-balance and accountability.
SUMMARY OF THE PROJECT	Since its implementation in 2013, the DDR Workflow System (DDR-WFS) has made it easier for the various SSS units and employees involved in claims processing to complete their tasks and coordinate their activities. The DDR-WFS utilizes the scanning, indexing and routing functions already put in place by the ARMS. With the records needed for DDR claims already in digitized form, the receiving SSS branches no longer have to physically transport bundles of documents to their respective Processing Centers. Hence, the SSS can immediately evaluate claims based on the electronic versions of the documents as well as online SSS data. This electronic processing effectively cuts costs and saves time.