



## **MEMORANDUM ORDER NO. 2015-09 (Re-Issued)**

### **RESTRUCTURING THE BRANCH OPERATIONS SECTOR AND MEDICAL SERVICES DIVISION OF THE SOCIAL SECURITY SYSTEM (SSS)**

**WHEREAS**, the Governance Commission for GOCCs (GCG), pursuant to Republic Act (R.A.) No. 10149, is mandated to "evaluate the performance and determine the relevance of the GOCC, to ascertain whether such GOCC should be reorganized, merged, streamlined, abolished or privatized";

**WHEREAS**, the Social Security Commission (SSC) approved the Restructuring Plan of SSS, which includes the organizational restructuring and modification in the staffing pattern of the Branch Operations Sector and Medical Services Division, under Resolution No. 78 dated 15 January 2014 and Resolution No. 733 dated 28 August 2014;

**WHEREAS**, the SSC seeks the approval of its proposed Restructuring Plan to the GCG on 28 August 2014 and a supplemental submission on 11 November 2014;

**WHEREAS**, the GCG has determined that it is in the best interest of the State to approve the Restructuring Plan of the Branch Operations Sector and Medical Services Division of the SSS;

**WHEREAS**, the Restructuring Plan of the Branch Operations Sector of SSS is expected to improve service delivery, particularly in the areas of membership coverage, collections, accessibility of services, and processing time of frontline services;

#### **NOW, BE IT –**

**RESOLVED**, the Restructuring Plan of the **BRANCH OPERATIONS SECTOR** and **MEDICAL SERVICES DIVISION** of SSS is hereby **APPROVED**, as reflected in the documents below, which form an integral part of this Memorandum Order (M.O.), to wit:

1. **Annex A** – Restructuring Plan
2. **Annex B** – Organizational Structure
3. **Annex C** – Staffing Pattern
4. **Annex D** – Functional Statements

**RESOLVED FURTHER**, that the restructuring shall yield the following service delivery improvements, as embodied in a 5-Year Roadmap:

METRICS	BASELINE	YEAR <sup>1</sup>				
	2014	2015	2016	2017	2018	2019
<b>MEMBERSHIP</b> <i>(In Millions)</i>						
Registered Members	32.14	33.43	34.77	36.11	37.45	38.79
Paying Members	11.84	12.91	13.55	14.21	14.91	15.64
<b>EMPLOYERS</b>						
No. of Registered Employers	921,118	930,435	939,847	949,354	958,957	968,657
<b>BRANCHES</b>						
Number of Branches	161	166	176	191	201	211
<b>PROCESSING TIME</b> <i>(In working days)</i>						
Retirement	38.63	38.63	18	13	10	10
Death	61.55	61.55	28	18	10	10
SS Disability	31.01	31.01	23	15	10	10
EC Disability	48.65	48.65	23	15	10	10
Sickness	12.37	12.37	12	7	5	5
Maternity	11.88	11.88	13	10	10	10
SS Funeral	3.62	3.62	3	3	3	3
EC Funeral	6.66	6.66	5	5	5	5
Loans Granting	5	5	3.5	3	3	3

**RESOLVED FURTHER**, the SSS Governing Board's authority to implement the Branch Staffing and Service Office (SO) Models in **Annex C** shall be subject to the following conditions:

1. Branches shall be classified according to size based on the following parameters:

- (a) **No. of Transactions;**
- (b) **Amount of Collections;** and
- (c) **No. of Employer Accounts.**

The Governing Board through Management shall update the classification parameters for Branches to take into consideration web-based/on-line transactions and other developments towards ensuring that the staffing models adequately meet the demand side of service delivery;

2. New branches or service offices shall always be initially categorized as a Small and follow the corresponding staffing pattern and maximum workforce level;

<sup>1</sup> 2018 and 2019 Processing time for all claims are ARTA Compliant



3. The staffing of existing branches may be upgraded to “Medium” or “Large” as the case may be following the classification parameters in **Annex C**, to wit:

SIZE	Maximum Workforce Level
Mega Branch*	150
Large Branch	99
Medium Branch	64
Small Branch	44
Large SO	9
Medium SO	5
Small SO	3

4. There shall be no upgrading of Large Branches to Mega Branches without prior GCG approval, and the authority herein is only for operational flexibility in the staffing of the existing Mega Branches in Diliman, Cebu, Davao and Makati-Gil Puyat;
5. The creation or upgrading of branches shall be approved by the SSS Governing Board through Management, and the projected operational expenditures of filling up all projected positions shall observe the SSS Charter Limit on total administrative costs;
6. Operational flexibility in determining the number of positions shall apply for frontline positions wherein the number has not been fixed under the Branch Staffing Model under **Annex C**;

Position Titles with Fixed Headcount	Position Titles with Flexibility for Certain Branch Sizes <i>Number of Positions is Determined by Max Workforce Level of the Branch/SO</i>
Branch Head (I-III) Assistant Branch Head Junior Admin. Assistant Junior Exec. Assistant Corp. Exec. Officer (I-II) (Section Head) Senior Admin. Assistant Junior Admin. Assistant	Social Security Officer (II-III) Senior Clerk Junior & Senior Member Service Rep. Junior & Senior Analyst Cashier

7. The staffing of all Service Offices shall be fixed as reflected in **Annex C**;
8. The classification parameters for Service Offices shall be approved by Management and ratified by the Governing Board, a copy of which shall be furnished to the Governance Commission prior to implementation;
9. Once approved by the SSS Governing Board, SSS shall notify the Governance Commission of its plan to create new branches or