



# NATIONAL SOCIAL SECURITY FUND

## REPORT ON THE ANNUAL ACHIEVEMENTS 2016 AND THE ACTION PLANS

“ IMPLEMENTATION OF SOCIAL SECURITY SCHEMES FOR PERSONS  
DEFINDED BY PROVISIONS OF THE LABOUR LAW ”

INCLUDING :

\* OCCUPATIONAL RISK \* HEALTH CARE \* PENSION



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## **VISION AND MISSION**



### **VISION**

To ensure the social security effectively for the persons defined by the provisions of the labour law.

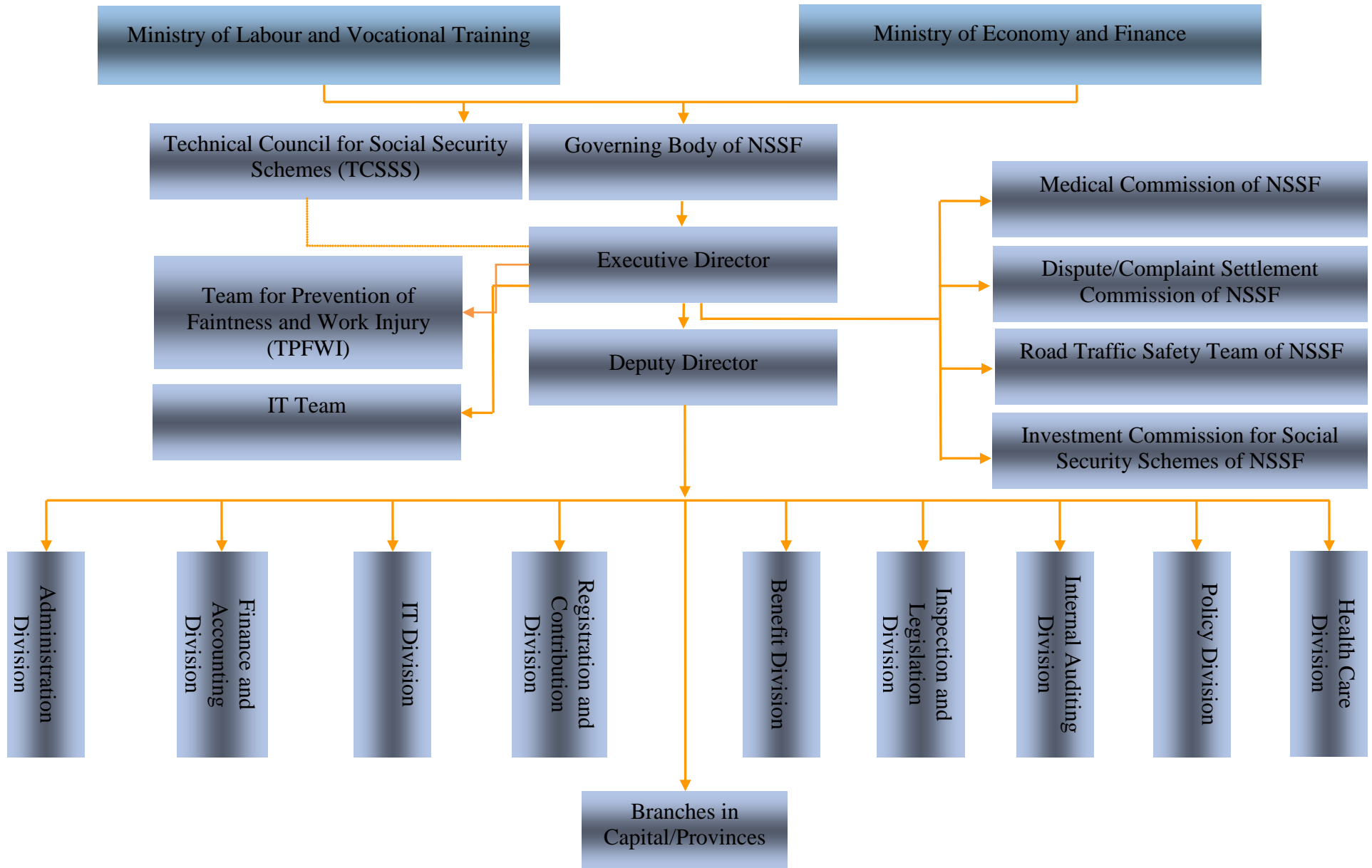
### **MISSION**

To provide the social security services with effectiveness, transparency, accountability, and punctuality for persons defined by the provisions of the labour law with the aim of relieving hardships including old-age, invalidity, death, work injury, or other contingencies such as sickness and maternity.

### **OBJECTIVES**

1. Strengthen and extend the implementation of Occupational Risk (workplace accident, commuting accident, and occupational disease)
2. Launch Health Care Scheme (medical care services, patient or victim referral service and corpse transportation, daily allowance, and health prevention services)
3. Launch Pension Scheme (old-age, invalidity, and death)

# STRUCTURE OF THE NATIONAL SOCIAL SECURITY FUND (NSSF)



**REPORT**  
**ON**  
**ANNUAL ACHIEVEMENTS 2016 AND ACTION PLANS 2017**  
**OF THE NATIONAL SOCIAL SECURITY FUND (NSSF)**

**I. INTRODUCTION**

The implementation of social security schemes on Occupational Risk, Health Care, and Pension shall be complied with the Law on Social Security Schemes for Persons Defined by the Provisions of the Labour Law and Sub-Decree on the Establishment of the National Social Security Fund in conformity with Rectangular Strategy, National Development Strategy, Social Protection Strategy for the Poor and Vulnerable, Vocational Training and Labour Sector Development Strategy, and Social Protection Strategy for Persons Defined by the Provisions of the Labour Law.

In accordance with the laws and action plans above, NSSF has implemented the social security schemes Phase I, Occupational Risk, by receiving the fruitful results and supports from the national and international organizations. Additionally, NSSF has been implementing the social security schemes Phase II, Health Care, in order to provide the benefits to workers in compliance with Sub-Decree No. 01 SD.E, dated 06 January 2016, concerning the Establishment of Social Security Schemes on Health Care for Persons Defined by the Provisions of the Labour Law.

For over 8 years, from 2008 to 2016, the successful implementation of the social security schemes Phase I, Occupational Risk, is another significant catalyst to help urge NSSF to experience potentially in order to establish the new schemes aimed at lightening the hardship of the social members, reducing the poverty of citizens, and promoting the social stability. With this success, NSSF has also found some challenges, both weaknesses and strengths, that are important experiences for improving the implementation of the social security scheme Phase I, Occupational Risk, and Phase II, Health Care, for the workers with the aim of promoting the health of workers as well as Phase III, Pension, with the purpose of promoting the human rights for the old people. These achievements are the national pride under the leadership and wisdom of **Samdech Akka Moha Sena Padei Techo Hun Sen** by establishing the schemes with a view to insuring the workers when reaching the old age and disability, enabling the workers to have entitlement to the medical care services, and also providing pension scheme to the workers like public employees.

NSSF strongly hopes that the annual achievements 2016 will become an effective tool for measuring, following up, and evaluating the implementation of social security sectors from persons defined by the provisions of the labour law and mirror the negative and positive points as well as other challenges to be adjusted and addressed in a bid to better design action plans.

## II. Annual Achievements 2016

### 1. Strengthening and Extending the Implementation of Social Security Schemes on Occupational Risk

#### 1.1. Registration and Contribution

All employers or owners of the enterprises/establishments under the scope of the law on Social Security Schemes for Persons Defined by the Provisions of the Labour Law shall be compulsory to register their own enterprises and pay contribution for Occupational Risk Scheme to NSSF. In the initial phase of NSSF, the registration of enterprises/establishments shall be implemented to the enterprises/establishments with 08 workers or more. The contribution rate of Occupational Risk Scheme is an agreeable rate determined 0.8 percent of the average wage in the classification of workers' monthly wage.

*Figure 1: Activity of Registration and Contribution Payment in NSSF*



#### 1.1.1. Registration of Enterprises/Establishments

Since the initial implementation from November 2008 to 2016, NSSF has expanded the coverage of Occupational Risk Scheme nationwide and registered 8,731 enterprises/ establishments with 1,136,271 workers (798,027 females) equal to 70.23 percent.

Separately, in 2016, NSSF has registered the total number of 935 enterprises/ establishments with 59,192 workers (36,014 females) — 426 with 24,969 workers (14,425 females) in Phnom Penh and 509 with 34,223 workers (21,589 females) in provinces.



Graph 1: Situation of the Enterprises/Establishments Registered by Capital/Provinces in 2016 (Please see the detailed data in Appendix 1)

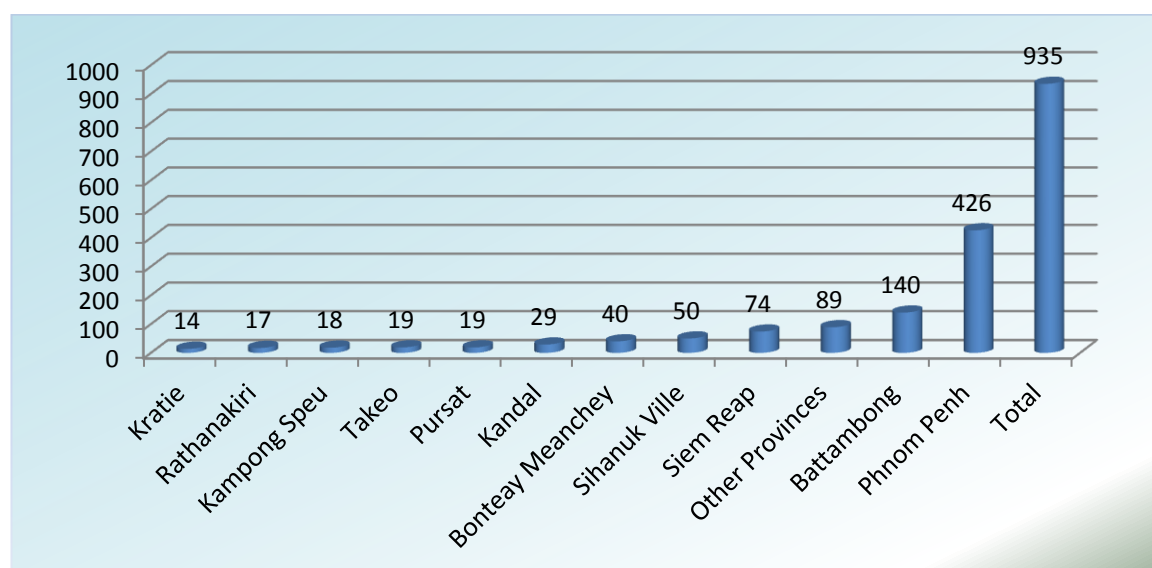


Table 1: Enterprises and Members Registered in Central Office/Branches

Enterprises and Members Registered									
Description	Total			Central Office			Branch		
	Enterprise	Member	Woman	Enterprise	Member	Woman	Enterprise	Member	Woman
2008-2016	8,731	1,136,271	798,027	5,113	646,506	434,755	3,618	489,765	363,272
2008-2015	7,796	1,077,079	762,013	4,687	621,537	420,330	3,109	455,542	341,683
Fluctuation (± %)	+11.99%	+5.50%	+4.73%	+9.09%	+4.02%	+3.43%	+16.37%	+7.51%	+6.32%
New Enterprises and Members Registered									
Description	Total			Central Office			Branch		
	Enterprise	Member	Woman	Enterprise	Member	Woman	Enterprise	Member	Woman
2016	935	59,192	36,014	426	24,969	14,425	509	34,223	21,589
2015	755	55,491	36,686	388	31,426	20,640	367	24,065	16,046
Fluctuation (± %)	+23.84%	+6.67%	-1.83%	+9.79%	-20.55%	-30.11%	+38.69%	+42.21%	+34.54%

Source: National Social Security Fund in 2016 (Detailed Data in Appendix 2)

Table 2: Update of Enterprises/Establishments and Workers

Update of Enterprises/Establishments and Workers									
Description	Total			Central Office			Branch		
	Enterprise	Member	Woman	Enterprise	Member	Woman	Enterprise	Member	Woman
2016	6,884	1,108,759	752,459	3,832	611,064	396,987	3,052	497,695	355,472
2015	6,470	1,109,890	779,998	3,766	638,583	424,726	2,704	471,307	355,272
Fluctuation (± %)	+6.40%	-0.10%	-3.53%	+1.75%	-4.31%	-6.53%	+12.87%	+5.60%	+0.06%

Source: National Social Security Fund in 2016 (Detailed Data in Appendix 3)

### Garment and Footwear Enterprises in Capital/Provinces

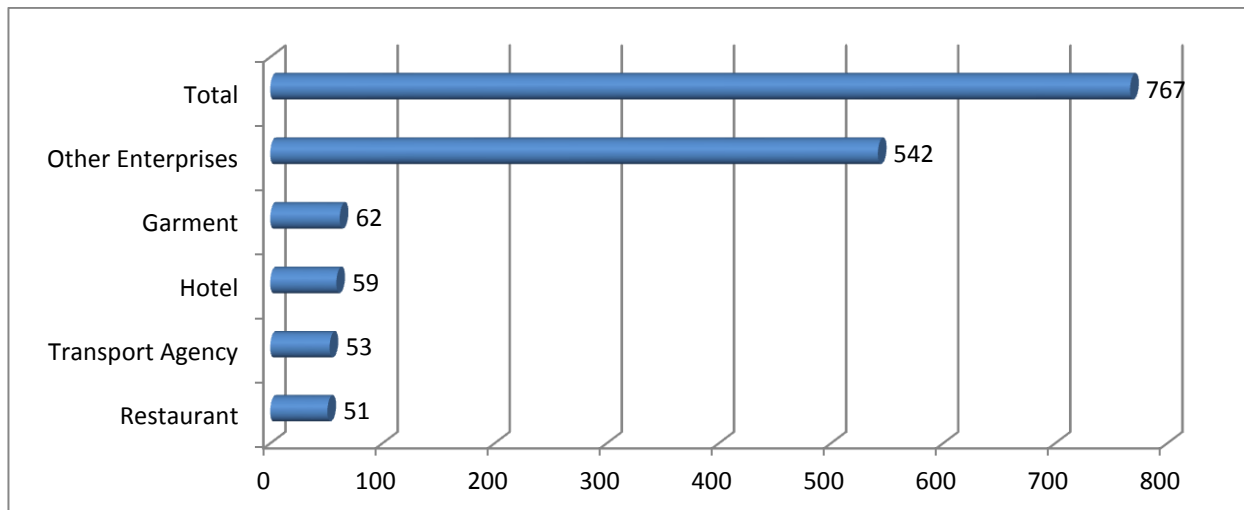
Description	Total			Capital			Branch		
	Enterprise	Member	Woman	Enterprise	Member	Woman	Enterprise	Member	Woman
2016	1,006	687,686	566,645	646	362,001	298,371	360	325,685	268,274
2015	1,088	715,640	599,158	733	405,158	333,768	355	310,482	265,390
Fluctuation (± %)	-7.54%	-3.91%	-5.43%	-11.87%	-10.65%	-10.61%	+1.41%	+4.90%	+1.09%

Source: National Social Security Fund in 2016 (Detailed Data in Appendix 4)

### 1.1.2. Type of the Registered Enterprises/Establishments

In 2016, NSSF has registered 935 enterprises/establishments—over 70 enterprises in hospitality industry, 63 restaurants, 56 travel agencies, 50 NGOs, and 634 other enterprises. (Please see the detailed data in Appendix 5)

Graph 2: Type of the Registered Enterprises/Establishments in 2016



### 1.1.3. Suspended and Closed Enterprises/Establishments

Table 4: Closed and Suspended Enterprises in Capital/Provinces

Closed and Suspended Enterprises in Capital/Provinces									
Description	Total			Closure			Suspension		
	Enterprise	Member	Woman	Enterprise	Member	Woman	Enterprise	Member	Woman
2016	614	60,191	41,295	525	51,536	34,925	89	8,655	6,370
2015	470	35,387	16,515	367	30,019	13,377	103	5,368	3,138
<b>Fluctuation (± %)</b>	<b>+30.64%</b>	<b>+70.09%</b>	<b>+150.05%</b>	<b>+43.05%</b>	<b>+71.68%</b>	<b>+161.08%</b>	<b>-13.59%</b>	<b>+61.23%</b>	<b>+103.00%</b>

Source: National Social Security Fund in 2016 (Detailed Data in Appendix 6)

Table 4.1: Closed and Suspended Enterprises in Capital

Closed and Suspended Enterprises in Capital									
Description	Total			Closure			Suspension		
	Enterprise	Member	Woman	Enterprise	Member	Woman	Enterprise	Member	Woman
2016	419	37,235	24,711	367	32,116	20,880	52	5,119	3,831
2015	293	24,235	11,169	242	21,570	9,559	51	2,665	1,610
<b>Fluctuation (± %)</b>	<b>+43.00%</b>	<b>+53.64%</b>	<b>+121.25%</b>	<b>+51.65%</b>	<b>+48.89%</b>	<b>+118.43%</b>	<b>+1.96%</b>	<b>+92.08%</b>	<b>+137.95%</b>

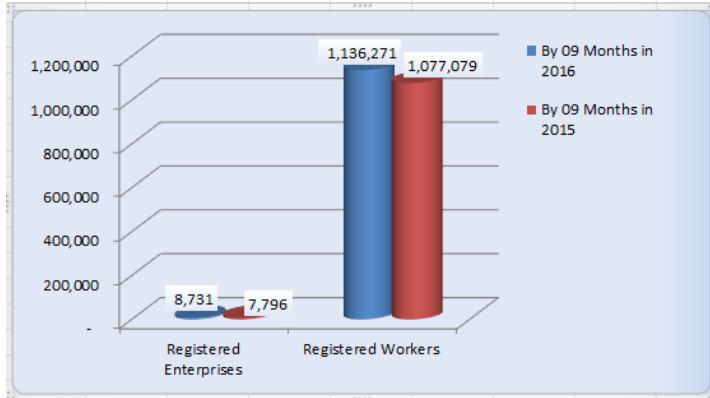
Table 4.1: Closed and Suspended Enterprises in Provinces

Closed and Suspended Enterprises in Provinces									
Description	Total			Closure			Suspension		
	Enterprise	Member	Woman	Enterprise	Member	Woman	Enterprise	Member	Woman
2016	195	22,956	16,584	158	19,420	14,045	37	3,536	2,539
2015	177	11,152	5,346	125	8,449	3,818	52	2,703	1,528
<b>Fluctuation (± %)</b>	<b>+10.17%</b>	<b>+105.85%</b>	<b>+210.21%</b>	<b>+26.40%</b>	<b>+129.85%</b>	<b>+267.86%</b>	<b>-28.85%</b>	<b>+30.82%</b>	<b>+66.16%</b>

Remarkably, among these enterprises/establishments have not been operated until now, some reopened (some changed their names and replaced the employer). Most are handicrafts, brick kilns, restaurants and so on where are so distant from the crowded.

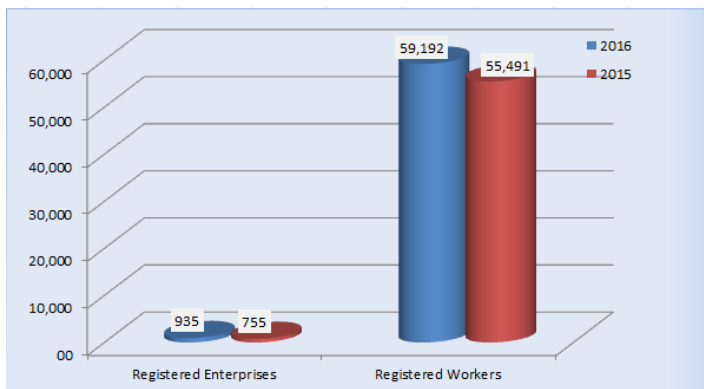
### 1.1.3. Comparison of Registration

Graph 3: Registration, 2015-2016



Based on this graph, there is an increase of 935 enterprises/establishments equal to 11.99 percent with 59,192 workers equal to 5.50 percent.

Graphic 4: Registration by Quarter 1, 2015-2016



Based on this graph, there is an increase of 180 enterprises/establishments equal to 23.84 percent with 3,701 workers equal to 6.67 percent.

### 1.1.5. Contribution

Among the total number of enterprises/establishments and workers registered in the National Social Security Fund, there are 6,618 contributory enterprises (5,416 enterprises with 1,042,143 workers (723,312 females) paid contribution equal to 81.83 percent comparable with the contributory enterprises) and workers paid contribution equal to 91.71 percent comparable with the total number of registered workers.

**Table 5: Number of Enterprises and Workers Paid Contribution**

Month	Year	Contributory Enterprise	Contribution-Paid Enterprise	Contribution-Paid Worker		Non-Contribution-Paid Enterprise	Contribution-Paid Enterprise	
				Total	Woman		Total	Woman
November	2015	6,381	5,236	1,030,610	727,969	1,145	76,675	49,309
December		6,407	5,374	1,041,116	727,312	1,033	75,167	50,887
January	2016	6,491	5,188	1,041,019	720,467	1,303	83,121	51,261
February		6,536	5,373	1,039,631	723,469	1,163	83,380	56,151
March		6,597	5,304	1,027,763	718,911	1,293	93,626	61,360
April		6,601	5,348	1,039,519	728,399	1,253	88,263	59,231
May		6,627	5,551	1,068,448	747,354	1,076	79,654	54,349
June		6,664	5,502	1,058,858	734,418	1,162	101,074	69,446
July		6,732	5,537	1,075,197	748,031	1,195	89,738	59,921
August		6,791	5,504	1,063,172	727,303	1,287	68,143	68,143
September		6,797	5,499	978,141	658,306	1,298	170,266	130,256
October		6,786	5,572	1,042,237	717,808	1,214	112,001	79,229
Total (Average)		6,618	5,416	1,042,143	723,312	1,202	93,426	65,795

**Table 5.1: Number of Enterprises and Workers Paid Contribution**

**Total of Enterprises Paid and Not Paid Contribution**

Description	Contributory Enterprise (Average)	Contribution-Paid Enterprise (Average)	Worker (Average)		Non-Contribution-Paid Enterprise (Average)	Worker (Average)	
			Total	Woman		Total	Woman
2016	6,618	5,416	1,042,143	723,312	1,202	93,426	65,795
2015	6,140	5,622	1,038,151	726,705	518	28,226	19,757
Fluctuation (± %)	+7.79%	-3.66%	+0.38%	-0.47%	+132.05%	+230.99%	+233.02%

Source: National Social Security Fund in 2016

### 1.1.6. Update of the Contribution Payment

Of the total number of enterprises/establishments and workers registered, the National Social Security Fund updated the contribution payment in 2016 accounting for 6,490 contributory enterprises/establishments with 1,092,003 workers (757,616 female) and only 5,994 enterprises paid the contribution.

**Table 6: Update of Enterprises and Workers Paid and Not Paid Contribution**

**Total of Enterprises Paid and Not Paid Contribution**

Description	Contributory Enterprise (Average)	Contribution-Paid Enterprise (Average)	Worker (Average)		Non-Contribution-Paid Enterprise (Average)	Worker (Average)	
			Total	Woman		Total	Woman
2016	6,490	5,994	1,092,003	757,616	496	34,622	23,495
2015	6,014	5,801	1,045,367	742,461	213	11,862	6,921
Fluctuation (± %)	+7.91%	+3.33%	+4.46%	+2.04%	+132.86%	+191.87%	+239.47%

Source: National Social Security Fund in 2016

**Table 6.1: Update of Enterprises and Workers Paid and Not Paid Contribution in Capital**

**Enterprises Paid and Not Paid Contribution in Capital**

Description	Contributory Enterprise (Average)	Contribution-Paid Enterprise (Average)	Worker (Average)		Non-Contribution-Paid Enterprise (Average)	Worker (Average)	
			Total	Woman		Total	Woman
2016	3,691	3,490	614,865	405,928	201	16,029	11,261
2015	3,502	3,416	613,994	414,481	86	5,207	3,185
Fluctuation (± %)	+5.40%	+2.17%	+0.14%	-2.06%	+133.72%	+207.84%	+253.56%

## 1.2. Inspection and Legal Affair

Inspection and legal affair play a vital role in ensuring the implementation of the law on Social Security Schemes for Persons Defined by the Provisions of the Labour Law and other regulations coming into force (existing effective legislations). This part focuses mainly on some works including explanation and guidance to the owners of enterprises/establishments regarding the policy implementation of social security schemes in order to urge them to register and pay contribution to NSSF, investigation of work injury, investigation of the survivors of victim, the law enforcement strengthening through inspection, sanction, penalty, and complaint to the court in case that enterprises/ establishments don't comply with the law.

The result of inspections in 2016 amounted to 4,233 times equal to 6,859 enterprises—12 enterprises were penalized.

### 1.2.1. Inspection

#### 1.2.1.1. Inspection on Registration

Table 7: Inspection on Registration

Inspection on Registration															
No.	Activity	2016						2015						Fluctuation (± %)	
		Time (s)			Enterprise			Time (s)			Enterprise				
		Central Office	Branch	Total (1)	Central Office	Branch	Total (2)	Central Office	Branch	Total (3)	Central Office	Branch	Total (4)	Time (s) (1-3)/3*100	Enterprise (2-4)/4*100
1	Search new enterprises	130	326	456	383	662	1,045	312	635	947	368	687	1,055	-52%	-0.95%
2	Distribution the notification letter on Inspection	80	173	253	171	365	536	482	520	1,002	525	520	1,045	-75%	-48.71%
3	Inspect on registration	70	187	257	157	416	573	124	520	644	168	520	688	-60%	-16.72%
4	Issue the constraint letter	64	121	185	64	121	185	150	112	262	150	112	262	-29%	-29.39%
5	Inspect on penalty	21	1	22	21	1	22	26	-	26	26	-	26	-15%	-15.38%
6	Facilitate for registration	51	236	287	51	236	287	122	186	308	122	186	308	-7%	-6.82%
Total of Inspections		416	1,044	1,460	847	1,801	2,648	1,216	1,973	3,189	1,359	2,025	3,384	-54%	-22%

#### 1.2.1.2. Joint Inspection

Inspectors for social security schemes conducted the second ordinary inspection with the joint inspection group for 1,381 times equal to 1,381 enterprises—of these enterprises, there are 09 submitted the incorrect number of workers, 01 submitted the incorrect wage, 01 paid the contribution incorrectly, and 10 objected to the implementation of the NSSF. Since the middle of 2016, for the inspection in Phnom Penh, the inspectors for social security schemes have stopped their activities temporarily because they had to disseminate the social security schemes on Health Care in the enterprises/establishments in Phnom Penh and some provinces. Separately, for the

inspectors to the NSSF branches, they have still kept their works with the officials of Department of Labour and Vocational Training as usual.

### 1.2.1.3. Inspection on Contribution Payment

**Table 8: Inspection on Contribution Payment**

Inspection on Contribution Payment															
No.	Activity	2016						2015						Fluctuation (± %)	
		Time (s)			Enterprise			Time (s)			Enterprise			Time (s) (1-3)/3*100	Enterprise (2-4)/4*100
		Central Office	Branch	Total (1)	Central Office	Branch	Total (2)	Central Office	Branch	Total (3)	Central Office	Branch	Total (4)		
g	Inspection on contribution payment	159	57	216	159	132	291	112	23	135	122	33	155	+60%	+88%
h	Issuance of constraint letter	48	60	108	48	122	170	46	18	64	52	30	82	+69%	+107%
m	Facilitation for contribution payment	60	42	102	60	87	147	14	9	23	22	14	36	+343%	+308%
d	Inspection on penalty for the number of workers	15	37	52	15	37	52	12	0	12	18	0	18	+333%	+189%
f	Penalty issued by NSSF	8	12	20	8	12	20	6	9	15	6	9	15	+33%	+33%
b	Inspection on fine demand	6	9	15	6	9	15	5	0	5	5	0	5	+200%	+200%
Total of Inspections		296	217	513	296	399	695	195	59	254	225	86	311	+102%	+123%

### 1.2.1.4. Other Works of Inspection

**Table 9: Other Inspections**

Other Inspections															
No.	Activity	2016						2015						Fluctuation (± %)	
		Time (s)			Enterprise			Time (s)			Enterprise			Time (s) (1-3)/3*100	Enterprise (2-4)/4*100
		Central Office	Branch	Total (1)	Central Office	Branch	Total (2)	Central Office	Branch	Total (3)	Central Office	Branch	Total (4)		
1	Inspect the enterprises that are suspected to close or suspend.	27	20	47	54	41	95	37	67	104	86	144	230	-54.81%	-58.70%
2	Distribute registration certificates to the enterprises.	15	6	21	23	21	44	12	-	12	22	-	22	+75.00%	+100.00%
3	Explain the benefits of NSSF	9	6	15	19	10	29	14	-	14	32	-	32	+7.14%	-9.38%
4	Facilitate the enterprises to pay contribution	-	-	-	-	-	-	8	-	8	16	-	16	-100.00%	-100.00%
5	Distribute the letter for demanding contribution, fine, and interest.	215	-	215	477	-	477	24	-	24	824	-	824	+795.83%	-42.11%
6	Inspect the enterprises that are suspected to hide the number of workers.	5	4	9	12	11	23	-	-	-	-	-	-	#DIV/0!	#DIV/0!
7	Investigate the work injury reports	16	12	28	215	123	338	-	-	-	-	-	-	#DIV/0!	#DIV/0!
8	Inspect the enterprises requesting for suspending the contribution payment.	9	10	19	17	11	28	11	-	11	24	-	24	+72.73%	+16.67%
9	Distribute the invitation letters of Policy Division on Dissemination Meeting	234	-	234	542	-	542	-	-	-	-	-	-	#DIV/0!	#DIV/0!
10	Facilitate the works and explain the procedures to officials an contracted staff in the NSSF provincial branches.	8	-	8	12	-	12	7	-	7	12	-	12	+14.29%	0.00%
Total of Other Inspections		538	58	596	1,371	217	1,588	113	67	180	1,016	144	1,160	+231.11%	+36.90%

Facilitation and explanation works in the enterprises/establishments with the aim of registering the workers (member identification) in the social security schemes on Health Care in the NSSF branches—Phnom Penh, Kandal province, Svay Rieng province, Kampong Speu province, Kampong Chhnang province, Sihanuk Ville, Kampong Cham province, and Prey Veng province account for 273 times equal to 547 enterprises.

### 1.2.1.5. Investigation of Work Injury

#### 1.2.1.5.1. Report and Investigation Result of Work Injury



Work Injury Report and Investigation Result							
Activity	2016			2015			Fluctuation(± %) (1-2)/2*100
	Capital	Province	Total (1)	Capital	Province	Total (2)	
Work Injury Report	15,497	21,237	36,734	14,637	16,282	30,919	+18.81%
Investigatooin Result	New	9,178	11,797	8,943	11,305	20,248	+3.59%
	Old	5,612	8,570	5,833	4,991	10,824	+31.02%
	Total	14,790	20,367	14,776	16,296	31,072	+13.15%

Source: National Social Security Fund in 2016 (Detailed Data in Appendix 7)

### 1.2.1.5.2. Situation of Work Injury

NSSF received the work injury reports in which there are 36,734 victims. Of these victims, 35,157 victims were investigated—34,513 suffered from work injury comprising 24,902 workplace accident, 9,608 commuting accident, and 03 occupational disease respectively (03 victims suffered from occupational disease are considered as workplace accident) and 644 suffered from non-work injury (*the detailed data in table 12*).

### 1.2.1.5.3. Investigation of Entitlement to Survivors' Benefit

Investigation of Entitlement to Survivors' Benefit			
Activity	Survivors' Benefit (Document)		
	Investigation	Provision	No Provision
2016	170	100	70
2015	186	106	80
Fluctuation (± %)	-8.60%	-5.66%	-12.50%

### 1.2.1.6. Legal Affair

NSSF fined 07 enterprises/establishments for registration, continued to follow up the legal procedures in case that 04 enterprises/establishments filed the complaint to the Phnom Penh Municipal Court and imposed a fine on 12 enterprises/establishments in relation to the submission of incorrect number of workers, declaration of inappropriate wage, failure to pay contribution, objection to the implementation of NSSF, and other penalties.

## 1.3. Benefit Provision

Even if the number of work injury kept increasing subsequently, NSSF prepared to develop the work formalities and extended the mechanism of benefit provision more conveniently and comprehensively in a bid to allow the workers suffered from work injury to have access services with efficiency and punctuality. Through these measures, NSSF established and operated the data management system of work injury benefit claims that can control the work injury reports,

investigations, and benefits calculation for accelerating the benefit provision with accuracy. NSSF also signed the agreement with 97 public and private health facilities near the workplace of the NSSF members and placed the agents in some health facilities in order to facilitate for the victims to access medical care services. Furthermore, in the case of serious work injury, NSSF designated the officials to go directly to the whereabouts of accidents in order to facilitate and intervene punctually.

### 1.3.1. Work Injury Report

In 2016, NSSF received the work injury reports from the enterprises/establishments in capital/provinces in which there are 33,116 cases with 36,734 victims (27,338 females). Through the result of work injury investigation amounted to 34,513 victims (25,683 females), there are workplace accident amounted to 24,902 victims (19,477 females), commuting accident 9,608 victims (6,204 females), and occupational disease 03 victims (02 females) respectively. For the degree of wound, there are 31,899 mild injuries (24,162 females), 2,446 serious injuries (1,461 females), 168 deaths (60 females), and 644 non-work injuries (488 females).

**Table 12: Situation of Occupation Risk**

Description	Situation of Work Injury Report			Investigation Result of Work Injury (Person)								Non-Work Injury (Person)	
	Receipt of Work Injury Report (Person)	Total Members	Fluctuation (± %)	Grand Total		Mild		Serious		Death		Total	Woman
				Total	Woman	Total	Woman	Total	Woman	Total	Woman		
2016	36,734	1,136,271	3.23%	34,513	25,683	31,899	24,162	2,446	1,461	168	60	644	488
2015	30,919	1,077,079	2.87%	30,281	22,273	27,804	20,802	2,296	1,404	181	67	791	624
Fluctuation (± %)	+12.62%			+13.98%	+15.31%	+14.73%	+16.15%	+6.53%	+4.06%	-7.18%	-10.45%	-18.58%	-21.79%

Source: National Social Security Fund in 2016 (Detailed Data in Appendix 8)

**Table 12.1: Situation of Occupation Risk in Capital**

Description	Situation of Work Injury Report			Investigation Result of Work Injury (Person)								Non-Work Injury (Person)	
	Receipt of Work Injury Report (Person)	Total Members	Fluctuation (± %)	Grand Total		Mild		Serious		Death		Total	Woman
				Total	Woman	Total	Woman	Total	Woman	Total	Woman		
2016	18,829	646,506	2.91%	17,807	12,864	16,475	12,087	1,277	757	55	20	326	227
2015	16,058	621,537	2.58%	15,658	10,967	14,410	10,254	1,190	695	58	18	488	376
Fluctuation (± %)	+12.73%			+13.72%	+17.30%	+14.33%	+17.88%	+7.31%	+8.92%	-5.17%	+11.11%	-33.20%	-39.63%

**Table 12.2: Situation of Occupation Risk in Provinces**

Description	Situation of Work Injury Report			Investigation Result of Work Injury (Person)								Non-Work Injury (Person)	
	Receipt of Work Injury Report (Person)	Total Members	Fluctuation (± %)	Grand Total		Mild		Serious		Death		Total	Woman
				Total	Woman	Total	Woman	Total	Woman	Total	Woman		
2016	17,905	489,765	3.66%	16,706	12,819	15,424	12,075	1,169	704	113	40	318	261
2015	14,861	455,542	3.26%	14,623	11,306	13,394	10,548	1,106	709	123	49	303	248
Fluctuation (± %)	+12.06%			+14.24%	+13.38%	+15.16%	+14.48%	+5.70%	-0.71%	-8.13%	-18.37%	+4.95%	+5.24%



**Table 13: Result of Work Injury Investigation**

Description	Result of Work Injury Investigation (Person)							
	Grand Total		Workplace Accident		Commuting Accident		Occupational Disease	
	Total	Woman	Total	Woman	Total	Woman	Total	Woman
2016	34,513	25,683	24,902	19,477	9,608	6,204	3	2
2015	30,281	22,273	22,487	17,280	7,791	4,991	3	2
Fluctuation (± %)	+13.98%	+15.31%	+10.74%	+12.71%	+23.32%	+24.30%	+0.00%	+0.00%

Source: National Social Security Fund in 2016 (Detailed Data in Appendix 9)

**Table 13.1: Result of Work Injury Investigation in Capital**

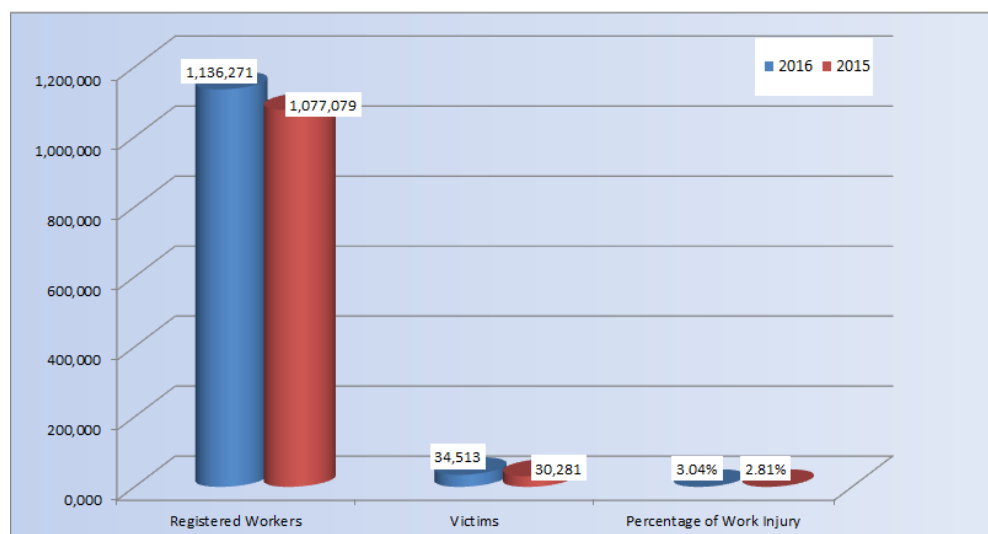
Description	Result of Work Injury Investigation (Person)							
	Grand Total		Workplace Accident		Commuting Accident		Occupational Disease	
	Total	Woman	Total	Woman	Total	Woman	Total	Woman
2016	17,808	12,865	12,915	9,875	4,892	2,989	1	1
2015	15,658	10,967	11,652	8,643	4,003	2,322	3	2
Fluctuation (± %)	+13.73%	+17.31%	+10.84%	+14.25%	+22.21%	+28.73%	-66.67%	-50.00%

**Table 13.2: Result of Work Injury Investigation in Provinces**

Description	Result of Work Injury Investigation (Person)							
	Grand Total		Workplace Accident		Commuting Accident		Occupational Disease	
	Total	Woman	Total	Woman	Total	Woman	Total	Woman
2016	16,705	12,818	11,987	9,602	4,716	3,215	2	1
2015	14,623	11,306	10,835	8,637	3,788	2,669	-	-
Fluctuation (± %)	+14.24%	+13.37%	+10.63%	+11.17%	+24.50%	+20.46%	#DIV/0!	#DIV/0!

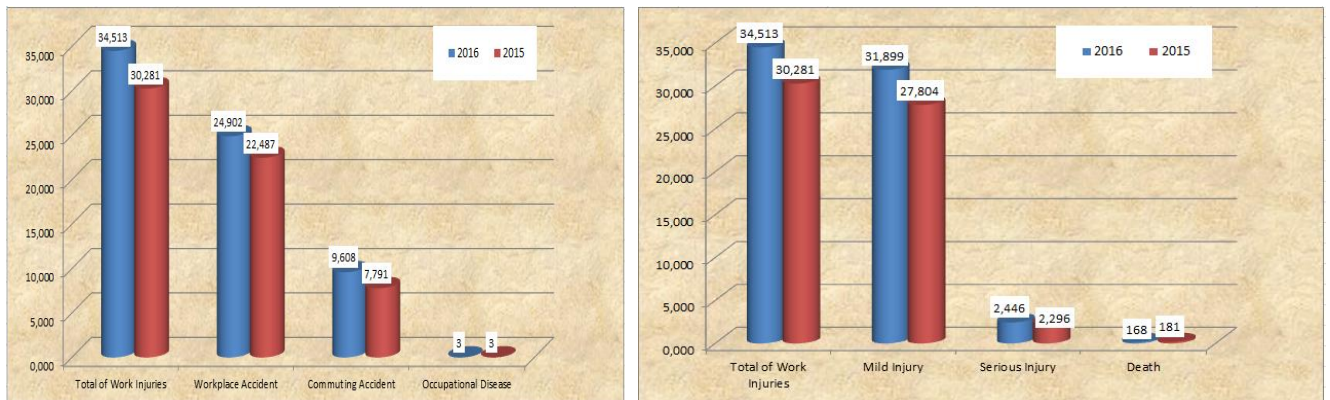
### 1.3.2. Comparison of Work Injury between 2016 and 2015

Graph 5. Number of the Registered Workers and Work Injuries (person)



According to the graph above, it unveils that for work injury in 2016, there are 34,513 victims, whereas in 2015 there are 30,281 victims; so, these numbers accumulates 4,232 victims equal to 13.98 percent. For the registered workers, there is an increase of 59,192 workers equal to 5.50 percent. We observe that work injury increases 13.98 percent, while the number of the registered workers increases 5.50 percent; so, if comparing with both increases, the number of work injuries increases the same as the number of the registered workers. For the rate of work injury, if comparing with the number of workers registered, it increases 3.04 percent in 2016 and 2.81 in 2015.

**Graph 6. Work Injury by Type and by Degree of Wound (person)**



In 2016, there is an increase in work injury consisting of workplace accident amounted to 2,415 victims equal to 10.74 percent, mild injury amounted to 4,095 victims equal to 14.72 percent, and serious injury amounted to 150 victims equal to 6.53 percent, whereas death decreased of 13 victims equal to 7.18 percent. For the commuting accident, there is an increase of 1,817 victims equal to 23.32 percent, while for the occupational disease, there is the same amount as in 2015. The growth of the occupational risk is in line with the increasing number of workers registered. *(Please see the data of the classification of occupational risk in Appendix 10)*

### 1.3.3. Claim of Occupational Risk Benefits

Through the 2016 benefit claims of occupational risk, based on Table 14, there is the total benefit claims of occupational risk amounted to 18,932 victims (13,255 females) equal to 31,974 claims, if compared with the 2015 benefit claims, there are 25,859 claims, thus there is an increase of 6,115 claims equal to 23.65 percent.

**Table 14: Claim of Work Injury Benefits**

Claim of Work Injury Benefits				
No.	Types of Benefits	Claim (Document)		
		2016	2015	Fluctuation (± %)
1	Medical care benefit	15,448	12,804	+20.65%
2	Temporary disability benefit	15,968	12,589	+26.84%
3	Benefit of permanent disability less than 20% (Allowance)	92	68	+35.29%
4	Benefit of permanent disability from 20% up (Pension)	145	118	+22.88%
5	Survivors' benefit	118	85	+38.82%
6	Funeral grant	174	179	-2.79%
7	Caretaker's benefit	10	6	+66.67%
8	Rehabilitation services	19	10	+90.00%
Total		31,974	25,859	+23.65%

Source: National Social Security Fund in 2016

### 1.3.4. Expenditure by Types of Benefit

In 2016, according to Table 15, NSSF received the benefit claims of occupational risk amounted to 36,508 claims that there is an increase of 8,036 claims equal to 28.22 percent from 19,262 victims (13,556 women) if compared with 2015, there is an increase of 3,711 victims equal to 23.86 percent.

**Table 15: Provision of Work Injury Benefits**

Provision of Work Injury Benefits				
No.	Types of Benefits	Claim (Document)		
		2016	2015	Fluctuation (± %)
1	Medical care benefit	13,881	11,402	+21.74%
2	Nursing benefit	4,164	3,176	+31.11%
3	Temporary disability benefit	16,238	12,388	+31.08%
4	Benefit of permanent disability less than 20% (Allowance)	92	67	+37.31%
5	Benefit of permanent disability from 20% up (Pension)	668	451	+48.12%
6	Survivors' benefit	175	180	-2.78%
7	Funeral grant	1,226	772	+58.81%
8	Caretaker's benefit	45	26	+73.08%
9	Rehabilitation services	19	10	+90.00%
Total		36,508	28,472	+28.22%

Source: National Social Security Fund in 2016

Through the benefit claims of victims in 2016, depending on Table 16, NSSF issued the benefit awards to 19,262 workers equal to 36,508 claims for medical care benefit, temporary disability benefit, permanent disability benefit, survivors' benefits, funeral grant, and caretaker benefits amounted to 7,868,37 million riels. Meanwhile, NSSF also issued the benefit awards to 66 signed health facilities with 22,419 workers with 6,423.44 million riels and 47 non-contracted health facilities with 12,239 workers with 1,437.14 million riels as well as 19 workers accessed

rehabilitation services with 85.17 million riels. Therefore, the total benefit awards on cash and in-kind to the recognized and non-recognized health facilities and rehabilitation services for the year of 2016 amounted to 15,814.12 million riels.

**Table 16: Expenditure by Type of Work Injury Benefits**

No.	A. Type of Work Injury Benefits	2016 (million riels)	2015 (million riels)	Fluctuation (± %)
1	Medical care benefit	2,448.68	2,213.45	+10.63%
2	Nursing benefit	166.30	111.10	+49.68%
3	Temporary disability benefit	2,551.02	1,806.87	+41.18%
4	Benefit of permanent disability less than 20%	410.83	177.96	+130.86%
5	Benefit of permanent disability from 20% up to 100%	468.64	267.74	+75.03%
6	Survivors' benefit (pension)	668.00	720.00	-7.22%
7	Funeral grant	1,110.73	594.25	+86.91%
8	Caretaker's benefit	44.17	22.20	+98.94%
9	Rehabilitation services	85.17	41.18	+106.84%
<b>Total (A)</b>		<b>7,953.54</b>	<b>5,954.76</b>	<b>+33.57%</b>
No.	B. Type of Health Facilities	2016 (million riels)	2015 (million riels)	Fluctuation (± %)
1	Recognized health facility	6,423.44	5,014.70	+28.09%
2	None-recognized health facility	1,437.14	1,088.64	+32.01%
<b>Total (B)</b>		<b>7,860.58</b>	<b>6,103.34</b>	<b>+28.79%</b>
<b>Grand Total (A+B)</b>		<b>15,814.12</b>	<b>12,058.10</b>	<b>+31.15%</b>

Source: National Social Security Fund in 2016

The number of claimants and beneficiaries are not the same because some documents leave from the previous year and are kept for the following year. The expenditure of the 2016 benefit provision raises 3,756.02 million riels equal to 31.15 percent. The growth of claiming and providing benefits is due to the increase in work injury in line with growth of workers registered.

### 1.3.5. Evaluation of the Degree of Permanent Disability

Medical Committee has implemented its own duties with transparency, justice, and professional conscience and built trust with the general organizations and the NSSF members, particularly with employers or owners of enterprises/establishments, in the implementation of NSSF through contribution payment for occupational risk scheme for the workers as well as urged them to submit the correct number of workers and workers' wage in order to avoid the loss of benefits as set forth in the law and regulations.

**Table 17: Evaluation of the Degree of Permanent Disability**

Evaluation of the Degree of Permanent Disability					
Description	Meeting (time)	Less than 20%		From 20% up	
		Total	Woman	Total	Woman
2016	23	69	23	128	59
2015	13	31	16	46	15
<b>Fluctuation (± %)</b>	<b>+76.92%</b>	<b>+122.58%</b>	<b>+43.75%</b>	<b>+178.26%</b>	<b>+293.33%</b>

There are 128 victims received the permanent disability benefit more than 20%. Of these victims, NSSF granted the rehabilitation services and caretaker benefits to 8 victims (3 females).

#### **1.4. Preparation of Rehabilitation Services**

In virtue of the Law on Social Security Schemes for Persons Defined by the Provisions of the Labour Law, Sub-Decree concerning the Establishment of the National Social Security Fund, and Prakas on Occupational Risk Benefits, the workers suffered from work injury leading to the permanent disability are entitled to receive rehabilitation services (prosthetics and orthotics) prescribed by the official medical doctors recognized by NSSF as well as occupational rehabilitation and vocational training services. For the above service provision, NSSF, so far, has not yet provided completely; most of them are the medical rehabilitation services including prosthetics and orthotics and physiotherapy. Separately, some medical rehabilitation services, occupational rehabilitation and vocational training, and other social rehabilitations have not been provided yet.

As the result in 2016 for providing rehabilitation services above, Working Group for Mechanism Preparation of Rehabilitation Service Provision implemented as follows:

- Design flow chart, notification, claim form, referral letter for people with disability, report form retrieved from system, and evaluation form for following up the service provision;
- Prepare draft Prakas on Rehabilitation Services for the Employment Injury Insurance Scheme;
- Prepare formalities and procedures for providing rehabilitation services;
- Collaborate with the Information Technology Division in a bid to establish data management system for the disabled and the rehabilitation service provision of NSSF.
- Phone to ask the health of workers and collect information from workers, the NSSF member, suffered from work injury leading to the permanent disability with a view to facilitating to provide the rehabilitation services and benefits in common;
- Collaborate with the Benefit Division to conduct the study visit in the Rehabilitation Center for 11 times, Vocational Training Center for 01 time, and Rehabilitation Service Company for 01 time;
- Collaborate with the Health Care Division to evaluate the degree of disability and follow up directly the provision of rehabilitation services to 76 NSSF members;
- Collaborate with the Rehabilitation Center for the Patient with Spinal Cord Injury in Battambang province to examine the workers suffered from work injury resulting in spinal cord injury and in capital/provinces and provide the rehabilitation services on spinal cord to 04 workers.

- Collaborate with the Bontey Preab Vocational Training Center for the People with Disability to offer the training course to 05 NSSF members.;
- Collaborate with the Benefit Division and Policy Division to examine the worker's injury and provide the rehabilitation services to 29 members;
- Convene the meeting with People with Disability Fund (PDF), Exceed Company, and Kean Klang Rehabilitation Center to find out the rehabilitation consumption and discuss to design the guidelines of Memorandum of Understanding (MoU) for accessing services;
- Collaborate to make the discharge report on the consumption of medical care services for employment injury insurance scheme;
- Study and file the legal documents and strategies in relation to the rehabilitation service provision of NSSF of Cambodia and international institutions;
- Providing rehabilitation services amounted to 12 cases (08 cases to victims, 02 cases to vocational training center, and 02 cases to hospital);
- Establish the decision on the Revision of Composition of Team for Mechanism Preparation of Rehabilitation Service Provision and the decision on the Job Delegation to the Officials and Contracted Staff of Team for Mechanism Preparation of Rehabilitation Service Provision;
- File the information obtained from the ministries, institutions, centers, organizations, and private companies providing the rehabilitation services.

## 2. Launching the Social Security Schemes on Health Care

❖ The National Social Security Fund finished the Health Insurance Project (HIP) of GRET organization that this pilot project covers the medical care and victim referral services by the end of March 2016. In Health Insurance Project (HIP) for the workers, there are 11 registered factories with 6,312 workers (5,681 females), on average, accessed services amounted 2,224 times within the last 04 months.

No.	Type of Service Consumers in Health Insurance Project (HIP)	Service Consumer (time)		
		2016	2015	Fluctuation (± %)
1	IPD	120	417	-71.22%
2	OPD	2,049	10,822	-81.07%
3	Birth Delivery	34	121	-71.90%
4	Abortion	21	106	-80.19%
Total		2,224	11,466	-80.60%

**Source: National Social Security Fund in 2016**



## 2.1. Registration and Contribution

### 2.1.1. Registration (Identification of Workers)

Referring to Prakas No. 093 LV/PrK., dated 07 March 2016, on the Determination of Phases and Date of the Implementation of Social Security Schemes on Health Care and the Notification No. 127 LV/N, dated 02 May 2016, on the Registration of Workers in the National Social Security Fund, NSSF determined the implementation starting from the enterprises/establishments under the scope of Phnom Penh, Kandal province, Kampong Speu province, and reach subsequently other provinces depending on the actual technical and geographical situations.

NSSF renewed the registration of workers by December in 2016 that there are 603 enterprises/establishments with 600,831 workers (504,456 females).

**Table 19: Renewing the Registration of Workers**

Description	Renewing the Registration of Workers								
	Total			Capital (Phnom Pneh)			Provinces		
	Enterprise	Member	Woman	Enterprise	Member	Woman	Enterprise	Member	Woman
By December in 2016	603	600,831	504,456	390	374,008	305,309	213	226,823	199,147
Update of the Number of Enterprises and Workers in 2016	6,884	1,108,759	752,459	3,832	611,064	396,987	3,052	497,695	355,472
Percentage (%)	8.76%	54.19%	67.04%	10.18%	61.21%	76.91%	6.98%	45.57%	56.02%

**Table 20: Registration of Workers comparable with Garment and Footwear Enterprises/Establishments**

Description	Total			Capital (Phnom Pneh)			Provinces		
	Enterprise	Member	Woman	Enterprise	Member	Woman	Enterprise	Member	Woman
By December in 2016	603	600,831	504,456	390	374,008	305,309	213	226,823	199,147
Update of the Number of Enterprises and Workers in 2016	1,006	687,686	566,645	646	362,001	298,371	360	325,685	268,274
Percentage (%)	59.94%	87.37%	89.03%	60.37%	103.32%	102.33%	59.17%	69.64%	74.23%

According to Table 19, the comparison between re-determining registration of workers and updating the registered enterprises/establishments contains 8.78 percent. Separately, based on Table 20, the comparison between re-determining the registration of workers and updating the garment and footwear manufacturing enterprises/establishments shows that the result of re-determining the registration of workers is 59.94 percent.

### 2.1.2. Contribution

Referring to Prakas No. 220 LV/PrK., dated 13 May 2016, on the Determination of Contribution Rate and Formalities of Contribution Payment for Health Care Scheme, NSSF will issue the letter to impose liability of contribution payment on the enterprises/establishments and workers as from September in 2016 onwards.

All employers or owners of enterprises/establishments are compulsory to collect and pay contribution to NSSF. Contribution rate of employers or owners of enterprises/establishments is equal to 1.3 (one point three) percent and of workers is equal to 1.3 (one point three) percent of average wage in the classification of workers' monthly wage.

In 2016, NSSF imposed liability of contribution payment on 345 enterprises/establishments; of these enterprises/establishments, there are 312 enterprises/establishments paid contribution with 282,727 workers (235,050 females).

**Table 21: Number of Enterprises/Establishments and Workers Paid Contribution**

Description	Contributor y Enterprise	Contribution- Paid Enterprise	Workers		Non-Contribution- Paid Enterprise	Workers	
			Total	Woman		Total	Woman
By December in 2016	240	234	224,804	188,780	6	3,271	2,446
By October in 2016	314	300	289,751	241,910	14	7,365	5,701
By November in 2016	345	312	282,727	236,050	33	26,941	21,952
<b>Total (Average)</b>	<b>300</b>	<b>282</b>	<b>265,761</b>	<b>222,247</b>	<b>53</b>	<b>37,577</b>	<b>30,099</b>

Source: National Social Security Fund in 2016

**Table 21.1: Update of Contribution**

Update of Contribution		
2016 (million riels)	2015 (million riels)	Fluctuation (± %)
17,048.96	N/A	#VALUE!

## 2.2. Inspection and Legal Affair

- Collaborate to guide and explain the formalities and procedures of renewing the registration of enterprises/establishments and workers.
- Collaborate to guide and explain the health care benefits and contribution payment.
- Collaborate to distribute the contributory notification letter to the non-registered enterprises/establishments.
- Facilitate the dissemination of NSSF's implementation in the enterprises/establishments in Phnom Penh and some provinces. Consequently, there are 547 enterprises/establishments facilitated to publish the implementation of NSSF in Phnom Penh and some provinces in 2016.

## 2.3. Benefit Provision

To allow the workers to access services in the health facility near their workplace and housing, in this circumstance, NSSF has expanded to sign the agreement with health facilities throughout capital/provinces; by December in 2016, there are 783 health facilities comprising 03 national hospitals, 100 referral hospitals, and 680 health centers.

There are 17,045 members (15,047 females) accessed health care services from 01 November to 30 December 2016; of these, there are 16,063 workers (14,650 females) have



entitlement to access services and 982 workers (397 females) are not entitled to access services (because they did not satisfy the conditions).

### 3. Urging to Prepare and Launch the Social Security Schemes on Pension

The preparation to establish pension scheme for workers in private sector highlights the effort of the Royal Government for the future of current active labour force and the participation in promoting labour productivity because through this mechanism the workers, active labour force, will feel warm for their future although they are working in the private sector, they have possibility to live by themselves when they reach old-age without depending fully on their children. This is a part to promote the human rights for the old people.

For this pension scheme, the NSSF leaders decided to launch in 2017. Nowadays, the team has been preparing and studying the legal instruments that reach to prepare the feasibility to launch this scheme as expected with no any impacts.

## 4. Supporting the Implementation

### 4.1. Preparation of Policies and Legal Instruments

The growth of work scope, number of members, situation of socio-economic growth, and demand of public service provision for the citizens, in whole and part for the workers working in the enterprises/establishment, in 2016, NSSF has strived twice to fulfill its works by designing to strengthen, extend, and develop the policies of social security schemes through preparing the profound long-term plans and establishing the legal instruments for the implementation basis in order to ensure the provision of social security services with effectiveness, punctuality, and response to the need. The meetings of Governing Body were convened for 10 times (26, 27, 28, 29, 30, 31, 32, 33, 34, and 35) of the third mandate and for this fourth mandate, the meetings were held for 03 times that both tutelary ministries checked and approved as follows:



Figure 2. The Second Meeting of the Governing Body of NSSF, 02 November 2016

- Report on Annual Achievements 2015 and Action Plans as well as the plan to launch health care scheme of NSSF.
- Draft Prakas on the Determination of Phases and Dated of Implementation of Social Security Schemes on Health Care.
- Draft Prakas on Health Care Benefits.
- Draft Prakas on the Determination of Contribution Rate and Formalities of Contribution Payment for Health Care.
- Joint Prakas on Provider Payment Methods for Health Care.

- Inter-Ministerial Prakas on the Agreement of Health Care Service Consumption and Provision between the National Social Security Fund and Health Facility for Health Care.
- Report on Income Statement 2015 of the National Social Security Fund.
- Draft Prakas on List of Chronic Diseases.
- Draft Plan on Income Statement 2017 of NSSF.
- Adjustment of ceiling rate of contribution payment.
- Report on 9-Month Achievements of TPFWI and RTSTWP.

## **4.2. Management and Human Resource Training**

### **4.2.1. Administration and Finance**

#### **4.2.1.1. Administration**

Administration plays a vital role in administrating documents, supplies, and management of officials and contracted staff in a bid to ensure the practice of the internal regulation with efficiency and in compliance with the law on Common Statute of Civil Servants of the Kingdom of Cambodia and the high effectiveness of work.

In 2016, the NSSF administration achieved as follows:

- Get 782 receive letters
- Distribute 1,180 send letters
- Prepare the payment of salary and other perquisites for officials and contracted staff starting from December 2015 to November 2016.
- Prepare to pay contribution of occupational risk for 605 contracted staff in 2016
- Adjust the salary of Mr. Hat Teanbourein in the incentive list.
- Increase salary scale and perquisite for 06 officials of NSSF.
- Prepare to request for the recruitment of 50 contracted staff to the National Social Security Fund (head office) for registering new members.
- Allocate 145 probationary staff to the central office and provincial branches—Prey Veng, Battambang, Kampot, Koh Kong, Banteay Meanchey, Pailen, Pursat, Kampong Speu, and Svay Rieng.
- Nominate 74 probationary staff as contracted staffs to the central office and provincial branches—Battambang, Kampong Thom, Siem Reap, Prey Veng, Takeo, Rathanakiri, Kampong Chhnang, and Kratie.
- Renew one-year contract with 82 contracted staff to the central office and provincial branches—Pursat, Kampot, Takeo, Sihanuk Ville,

Kampong Chhnang, Svay Rieng, Banteay Meanchey, Koh Kong, Kampong Thom, Siem Reap, Odor Meanchey, Pailen, Mondolkiri, Prey Veng, Kampong Cham, Rathanakiri, Kratie, and Kandal.

- Increase salary scale and perquisites for 18 contracted staff working for 02 years in NSSF.
- Organize the meeting on evaluation of 62 probationary staff in order to renew them to be one-year contracted staff of NSSF.
- Pay the rental building fee and utility bills for provincial branches.

#### **4.2.1.2. Finance**

Accounting and financial works of NSSF are operated completely through bank system; it means that all managements of income statement including contribution collection from enterprises/establishments, fine payment, benefit in payment for workers suffered from work injury, and administration expense, shall be performed through bank system with the aim of ensuring effectiveness and accountability. For its implementation, NSSF has applied the following major works:

- Design the income statement plans for the following year (action plans)
- Prepare the monthly income statement in 2016.
- Record the monthly contribution collected from all the enterprises/establishments in account receivable.
- Record the daily cost in journal entry.
- Record the monthly cost of reimbursement for service providers and of pension benefits for the NSSF members in account payable.
- Prepare the exchange rate for monthly contribution payment.
- Check other expenses such as mission, administration, occupational risk prevention, and benefit provision.
- Prepare tax payment on salary.
- Prepare the monthly payroll ledger.
- Verify the bank slip with cash book.

#### **4.2.2. Cooperation and Human Resource Training**

Cooperation and human resource training play an important role in developing the organization and strengthening the cooperation between stakeholders and development partners both in local and international in order to ensure continuity of the implementation of organization for preparing plans, formalities, and procedures, developing knowledge, and exchanging new experiences. The cooperation and human resource training also contributed to develop the entire social activities that the leaders, especially the NSSF officials, attended the meeting, workshop, training course, and study visit both in local and international as follows:

#### **4.2.2.1. Domestic Affair**

With the cooperation and human resource training in the country, NSSF has prepared the training courses and updated annually the internal works for officials and contracted staff. The leaders, officials, and contracted staff of NSSF have arranged and participated in the meeting on Action Plan Preparation and workshop on Promotion of the Awareness in the ministries, organizations, and relevant institutions nationwide for many time as follows:

- Prepare the internal training course on Update of Inspection and Health Care Awareness for officials and contracted staff in 23 provinces and 02 districts in Phnom Penh.
- Arrange the internal training course on Update of Procedures for Registration and Contribution Payment for Health Care Scheme for officials and contracted staff in 23 provinces and 02 districts in Phnom Penh.
- Prepare the dissemination meeting of Inter-ministerial Prakas on Provider Payment Methods and Agreement of Health Care Service Consumption and Provision between the National Social Security Fund and Health Facility for Health Care Scheme.
- Participate in the workshop on the 2016 Expenditure in the Ministry of Labour and Vocational Training.
- Participate in the workshop on Guidelines of Accounting Works for Public Administration Enterprises in the Ministry of Economy and Finance.
- Participate in the workshop on Pension Financing in Ministry of Economy and Finance.
- Participate in the workshop on Progress of the Implementation of Financial Development Strategy 2016-2025 in the National Bank of Cambodia.
- Participate in the workshop on Social Health Insurance for the Citizen in the Foreign Economy in the Phnom Penh Hotel.
- Participate in the workshop on Draft Law on Trade Union in the National Assembly.
- Participate in the dissemination workshop on Implementation of Social Security Schemes on Health Care in the Phnom Penh Hotel.
- Participate in workshop on Evaluation of Capacity and Action Plan Building 2016 of GIZ in the Imperial Garden Villa.
- Participate in the workshop on the First-Quarter Achievements of the Enforcement on Traffic Law in the Ministry of Public Works and Transportation.
- Participate in the workshop on the Draft of National Guidelines, Benefit Package, and Service Payment Methods for Equity Fund in the Sunway Hotel, Phnom Penh.

- Participate in the tripartite national workshop on Decent Labour Program 2016-2018 of Cambodia in the Phnom Penh Hotel.
- Participate in the workshop on the Promotion of Industrial Relations of Cambodia in the Phnom Penh Hotel.
- Participate in the training course on Procedures of Occupational Risk Benefit Provision and Facilitation in the Hospital—there are 12 officials and 33 contracted staff.
- Participate in the workshop on the Preparation of Program Budget Plans 2017 in the Ministry of Labour and Vocational Training.
- Participate in the training course on PQI, Quality Strengthening, and Work Productivity in the Ministry of Labour and Vocational Training.
- Participate in the training course on Strengthening the Capacity of Gender Focal-Point Trainer in all organizations under the Ministry of Labour and Vocational Training.
- Participate in the national capacity building workshop on the Preparation of Action Plans, Awareness of Benefit Claim Procedures, Budget Program in 2017 and the implementation of the national policy on Career and Employment 2015-2025 under cooperation of ILO in the Phnom Penh Hotel.
- Participate in the training course on Crisis Management and Disaster Risk Reduction in the Singapore-Cambodia Center.
- Participate in the second workshop on Health Study in Cambodia in the Himavari Hotel.
- Participate in the workshop on Bong Market Development in Emerging East Asia in the Le Royal Raffle Hotel.
- Participate in the tripartite national workshop on Minimum Wage of Cambodia in the Phnom Penh Hotel.
- Participate in the training course on Reviewing Draft Laws and Legal Instruments for Good Governance, Positive Changes, and Dispute/Complaint Settlement out of Court System with Effectiveness in the Ministry of Labour and Vocational Training.
- Participate in the training course for focal-point trainer on Prevention of Faintness and Work Injury in the Khan Sen Sok meeting room.
- Participate in the meeting and prepare the training course for focal-point trainer and dissemination team referring to Decision No. 02 S-LSC, dated 11 September 2016, on the Establishment of Team for Strengthening the Policy Implementation of Labour Sector Development in the NSSF Grand Room.

- Participate in the workshop on Preparation of Legal Framework of Social Protection System in the SUNWAY Hotel.
- Participate in the dissemination workshop on Air Pollution Forecasting System for the Enterprises/Establishments in the SOKHA Hotel.
- Participate in the workshop on Data Analysis Tool of Investment on Reproductive Health and Family Plans in the Cambodiana Hotel.
- Participate in the dissemination workshop on Report of Cost Estimation for Health Insurance Project of Cambodia 2012-2014.
- Participate in the workshop on Draft Prakas on Working Conditions for the Maid in the SUNWAY Hotel.
- Participate in the workshop on Draft Sub-Decree on Small-Scale Insurance in the Phnom Penh Hotel.
- Participate in the workshop on Pension Scheme in the Rock Royal Hotel.
- Participate in the first workshop on Draft Guidelines of Infirmary Preparation in the Enterprises/Establishments in the Phnom Penh Hotel.
- Participate in the workshop on Administration, Staff, and Plans in the Ministry of Labour and Vocational Training.
- Participate in the second workshop on Draft Prakas on Working Conditions for the Maid in the Phnom Penh Hotel.
- Participate in the workshop on the Awareness of Social Protection in Tonle Bassac II.
- Participate in the dissemination workshop on Draft Prakas on Procedures of Excise and Advance Expenditure for the Public Administration Enterprises in the Ministry of Labour and Vocational Training.
- Participate in the workshop on Improving the Efficiency of Health and Disease Spending with an Emphasis on the Role of Health Financing in the Phnom Penh Hotel.
- Participate in the workshop in Purchasing to round out the Overall Materials on three Health Financing, Re-Insurance, and Provider Payment Mechanism in the SOKHA Hotel, Siem Reap province.

Apart from the above works, NSSF also nominated the officials and contracted staff to join the social activities for many times with the purpose of contributing to the whole social development.

#### **4.2.2.2. Foreign Affair**

Aside from the promotion of human resource and cooperation in the country, the international relation plays a vital role in promoting the cooperation with the international

development partners and the integration of social security sectors of Cambodia in the region with the aim of exchanging new technical experiences for developing the country. In 2016, NSSF fulfill the main foreign affairs for social security sector as follows:

- Participate in the workshop on the Investment of the National Social Security Fund, Kuala Lumpur, Malaysia.
- Participate in the study visit on the Universal Social Protection, Japan.
- Participate in the workshop on Social Health System, Bangkok, Thailand.
- Participate in the workshop on the Social Security Schemes, Cebu, Philippine.
- Participate in the workshop on Capacity Building Program on the Information Technology for the Management of Employment Injury Insurance, Seoul, the Republic of Korea.
- Participate in the program on the Leadership for the Universal Health Service Coverage prepared by GIZ and World Bank, Cebu, Philippine.
- Participate in the international training course on the Rehabilitation Services for the Workers with Permanent Disability, Thailand.
- Participate in the training course on Health Insurance Scheme, Republic of Korea.
- Participate in the training course on the Leadership for the Universal Health Service Coverage prepared by GIZ and World Bank, Malaysia.
- Participate in the training course on the Social Security, Malaysia.
- Participate in the 33<sup>rd</sup> ASSA Meeting of Governing Board, Philippine.
- Participate in the workshop on the Investment of the National Social Security Fund, Manila, Philippine.
- Participate in the bilateral regional workshop of World Health Organization on the Financing Policy for Health Service in Asia, Manila, Philippine.
- Participate in the workshop on the Universal Social Protection through tripartite cooperation between the developing countries, Beijing, People's Republic of China.
- Participate in the study visit on Staff Identification, Japan.
- Participate in the workshop on the Employment Injury Insurance Scheme, Republic of Korea.
- Participate in the universal conference on Work Injury Compensation Payment in Asia, Malaysia.

- Participate in the workshop on the Potential of Social Protection for Increasing the Adaptation to Hazards, Philippine.
- Participate in the training course on Cost Computerization Model of Pension Scheme for Public Employees, Australia.

#### **4.2.3. Information Technology**

NSSF designed the applications and data managements through the information technology for registration, contribution payment, benefit provision, attendant system of officials, and other crucial works. Visibly, in 2016, NSSF accomplished the following works:

##### **4.2.3.1. Programming**

###### **Program retrieves data from and inserts data into Sage Accpac (NSSF Sage):**

- Develop the NSSF Sage program to retrieve the contribution income and create form of General Ledger to retrieve cost of benefit and Health Care Scheme.
- Create form of Account Receivable to retrieve the contribution income.
- Backup database NSDATE and database NSSYS and then restore both databases to create the database for testing Sage Accpac and NSSF Sage as well as install Sage Accpac in the server test machine and client machines for testing with the accounting division.

###### **Program publishes the NSSF member card:**

- Update form for inserting the name of members received member card and form for publishing the NSSF member card in order to accelerate the publishing.
- Create form for correcting the wrong information of new members.

###### **Program retrieves data as CSV file for HSPIS:**

- Update form for retrieving data as CSV file by adding function of retrieving the data of member for inserting member list with wage into the existing list.
- Add function of retrieving the data of enterprises/establishments registered in Health Care Scheme from registration and contribution programs into HSPIS.

**Program retrieves data of contribution payment through ACLEDA Unity System:** add function for calculating the number of workers who pay contribution in the following month.

###### **Program identifies the NSSF member:**

- Create form of Server Application and Client Application.



- Delete data and retrieve data (such as name of member and number of enterprises/establishments) from Registration and Contribution Division in order to insert it into database.
- Create new account for new members in the Registration and Contribution Division.
- All server machines are equipped with new database and all client machines are installed new registration program.
- Create form for inserting the information of enterprises/establishments registered newly in the system.
- Create form for retrieving data as File Access based on enterprise code and data-inserted date.

**Program manages the NSSF rehabilitation:**

- Create database for storing and retrieving data of victims with permanent disability more than 20%.
- Adjust the flowchart based on the request of rehabilitation service access, report for requesting for accessing rehabilitation services, form of degree of permanent disability, and form of the report for reporting rehabilitation services.
- Install the rehabilitation program and database in the server testing machine so that the team can test.
- Update form of work injury and disability information and form of medical care service and rehabilitation service access history.

**Program manages the NSSF benefits:**

- Update program for reimbursing of medical care cost, program for adjusting form of attach letter, program for submitting the occupation risk report, and program on NSSF Benefits for using the NSSF member card with 15 digits.
- Facilitate use of the NSSF benefit program in the central office and all NSSF branches.
- Study to create the table for storing data of persons gaining permanent benefit and create the form for inserting and retrieving data of persons gaining permanent pension.
- Create the form for calculating annual permanent disability benefit in line with the annual average inflation.
- Create the form for publishing the error report on the investigation result of the NSSF branches.
- Create the forms for publishing envelop, list of beneficiary, and re-decision.

- Update the semester, quarter, and monthly reports of persons with permanent disability based on the entitlement conditions.
- Update the benefit program by adding the forms for inserting the occupational risk report connected the central office with the NSSF branches, medical care cost report of non-recognized health facilities and permanent benefit report by retrieving additional inflation automatically.
- Create the table for storing data and form for inserting data of beneficiaries receiving survivors' benefit.
- Create other forms of report in accordance with necessary needs of divisions.

**Program manages registration and contribution:**

- Update the form of contribution payment and create the form for closing annual report and other some reports.
- Add the form for registering the new NSSF member together with data management system of registration and contribution program and create the program for testing the procedures of contribution payment for health care scheme for the registration and contribution division.
- Prepare the reports of number of workers based on their current address and verified by the fingerprint system.
- Update the form for publishing the NSSF member card, form for inserting the NSSF membership code, and form for inserting the monthly wage of workers for occupational risk scheme.
- Prepare to separately create the program for publishing the new NSSF member card from the registration and contribution program.
- Update the form for verifying the NSSF member code presented in the worker list that is incorrect in the previous month and form for inserting the monthly wage of workers and add the function for verifying the fingerprint system in the form for inserting the data of new workers in the duplicate data system.
- Create other forms of report in line with necessary needs of divisions.

**Program manages the NSSF administration:** update the form for calculating overtime wage, form for inserting monthly wage, and form for calculating the yearly, monthly, daily attendance by skipping the already-calculated name.

**Program manages the NSSF website application:**

- Add the form for calculating the amount of contribution for health care scheme.

- Determine the function of program use for occupational risk and health care schemes in the same program.
- Create the form for verifying name and code of consumer before transferring E-Form files into server machine.
- Create the form for clearing all data of workers only one time from E-Form file.
- Adjust some errors related to the retrieval of data of workers who are renewed the registration.

**The NSSF Program:**

- Design the NSSF program for health care scheme so that the enterprises/ establishments can retrieve the documents from the NSSF website and the clip will be presented how to use this program.
- Update the form for declaring the resigned workers to be used more conveniently and retrieved the already-declared resignation file in order to add the new resigned workers.

**Program manages the recruitment:**

- Create database system for storing the data of examination subject, form for inserting questionnaire and answers and form for registering the candidates.
- Create the form for registering the candidate, determine the period of examination by subject, create the report for releasing the score of each candidate by subject, and rank the candidate by score.
- Update the form for showing the score of each candidate by subject and ranking each candidate by score by adding information such as certificate and skill.

**Inspection program:**

- Create the name of inspection program user for officials and contracted staff of the NSSF branches for searching and setting the location of enterprises/establishments by using Google Map.
- Update the form for setting the location of enterprises/establishment and add the name of program user for officials and contracted staff of the NSSF branches.

**Gateway (SMS Gateway) for sending SMS to the NSSF members:**

- Test the SMS Gateway through mobile phone.
- Add some functions for retrieving the data of program:
  - o Benefit: for notifying the investigation result of work injury.

- Registration and contribution: for notifying the contribution payment and enterprises/establishments that have not yet paid contribution.
- Searching the information of workers through mobile phone: for sending the code.

**Modem (SMS System) for receiving and replying to the NSSF agent and the health facility:** create function for retrieving the data of workers in health care scheme in order to show the validity of service entitlement in the health facility through sending the message to the NSSF server.

**Program for the primary investigation of work injury:**

- Study workflow of the system and design interface of program.
- Create database system for storing data and creating the form for inserting health service consumption letter and form for the primary investigation of work injury.
- Adjust the form for inserting the work injury report so that the user can insert the work injury report

**Developing the NSSF Data Transfer:** for the Accounting Division in order to retrieve more conveniently the data of contribution and of benefit cost for health care scheme for putting them into Sage Page of the Accounting Division.

**Program for checking the validity of service entitlement in the health facility through mobile phone with Android:**

- Create room for storing data of program user and of workers' data retrieval.
- Design the form for searching the information of the NSSF member
- Update the form for searching the information of the NSSF member and adding data retrieval code for the NSSF member.

**HSPIS program:** inserting data of workers for testing in HSPIS system in order to verify the validity of health care service entitlement in the health facility for monthly contribution payment.

**4.2.3.2. Network**

- Resolve network problems in the NSSF branch, Banteay Meanchey province, by connecting networks together between Sereysophorn and Poipet branches in order to retrieve data of attendance management for officials and contracted staff.
- Mission to install networks additionally in the NSSF branches including Prey Veng, Svay Rieng, Odor Meanchey, Kampong Chhnang, Pursat, and Pailin provinces.

- Facilitate to monitor and resolve network problems in the central office and provincial branches.
- Design the information technology guidelines and install new network in Siem Reap branch.
- Study and connect the network from the health facility to VPN (Layer 2 + Cisco ASA 5505) of the central office.
- Connect networks additionally in the NSSF branch, Kampong Thom province.
- Prepare to install GFI program (prepare to install server machine).
- Collaborate with Ecam Company to monitor the update of temporary license of Juniper.
- Convene the meeting to prepare Data Recovery (DR).
- Collaborate with Campura Company to configure GFI and Troubleshooting Core Switch.
- Collaborate and prepare new network in the NSSF branch, Preah Vihear province.
- Collaborate with Ecam Solution Company to separate Public IP Address through each server.
- Prepare to test Configuration Switch Cisco 2960x-Series.
- Test networks between DR and health facility.
- Install network for health care scheme in the new NSSF branches.
- Configure Juniper to adjust IP Address (Web Server, Email Server, DVR, and SMS Gateway)
- Prepare the documents for installing network in the health facility recognized by NSSF.
- Install and test network in the health facility (Calmet, Preah Kossamak, and Khmer-Soviet Friendship hospitals)
- Collaborate with Online Company to connect network with ACLEDA website in order to operate normally after changing new IP Public.
- Configure and test Cisco ASA 5505 for being installed in 03 computers of the health facility and Inspection Division (located nearby Samroung Orndet pagoda)
- Configure Cisco ASA 5505 to link with 03 desk phones in Health Care Division.
- Mission to check network in the NSSF branches such as Rattanakiri, Mondulhiri, Prey Veng, and Svay Rieng provinces.
- Create new VLAN for operating Fingerprint server machine and configure 05 client machines for connecting with the Fingerprint server machine.

#### **4.2.3.3. Maintenance**

- Contact all NSSF provincial branches and some district branches for asking the operation of the NSSF program, online data transfer, and computer operation and resolve other problems.
- Resolve the error of printer and network for all divisions in the central office and provincial branches.
- Check air conditioner, temperature, electricity system in the server room and the operation of server machine every week.
- Check the antivirus server machine and scan virus in all computers of the central office.
- Collaborate with maintenance and network team in order to resolve the disconnection of Wifi router.
- Create the clip to guide how to use the system for numbering and initialing the work injury report of the Benefit Division and the system for checking the report, posting the checked report, and submitting the verified report to the Inspection and Legal Affair Division.
- Collaborate with Phone Service Company to additionally install a new standardized desk phone.
- Collaborate with Internet Online Company to test data-insert system in the provincial branch, Kampong Chhnang province.
- Contact with Phone Service System to resolve the problem of phone service (+023) due to disconnection and change the phone system network in order to deal with temporarily for using phone system in NSSF.
- Collaborate with the company to resolve GMS Display on the television in the Registration and Contribution Division.
- Collaborate with Symantec Company to resolve Symantec Client machine by not retrieving Update Definition from Symantec Server Machine.
- Upgrade Windows System from 32 bits to 64 bits for all the NSSF branches in capital/provinces.

#### **4.2.4. Internal Audit**

To promote the effectiveness of organization, the internal auditing has practiced the Fifth Activity, Internal Auditing Development, with the following three activities:

- Activity 1: Strengthen and extend the internal auditing management.
- Activity 2: Administrate the human resource of Internal Auditing Division.
- Activity 3: Strengthen the internal auditing implementation.

Meanwhile, the auditors accomplished activities 1 and 3 by auditing 20 provincial branches of the National Social Security Fund in relation to assets, operation, and expenditure

management. For this type of auditing, the auditors found some faults and provided the recommendations to each audited branches to modify and then reported to the NSSF Executive Director and followed up 09 provincial branches for the implementation of internal auditing recommendation.

#### **4.2.5. Dispute or Complaint Settlement Committee of NSSF**

Dispute or Complaint Settlement Committee of NSSF was established with the purpose of addressing the dispute or complaint involved with the enforcement of regulations and orders in social security sector between the NSSF members, employers, and NSSF. This Committee has tripartite compositions comprising representatives of NSSF, employers, and workers.

In 2016, the Dispute or Complaint Settlement Committee of NSSF convened the internal meeting for one time and deal with the dispute or complaint for two times as follows:

- Check the annual achievements 2015 and action plans 2016 of the Dispute or Complaint Settlement Committee of NSSF.
- Check the result of work injury evaluation of Mr. Yun Sambath, a worker in NAGPEACE CORP ORANTION LIMITED.
- Check the complaint against the Decision No. 11-16 NSSF/DCSC, dated 20 September 2016, of the Dispute or Complaint Settlement Committee of NSSF.

#### **4.3. Dissemination and Occupational Risk Prevention**

The dissemination is a vital task that NSSF has paid high attention to design numerous dissemination plans with the aim of publishing the achievements, preventing work injury, implementing the policy of social security schemes, and additionally strengthening the implementation and cooperation with the stakeholders including representative of workers, trade unions, health facilities, NGOs, and other relevant ministries and institutions in a bid to receive the new information of the implementation of social security scheme policy and urge them to contribute to the dissemination and worker injury prevention together. Remarkably, in 2016, the dissemination performed as follows:

- Meeting on the Annual Achievements 2015 and Action Plans 2016 of NSSF, convened in the grand meeting room of the National Social Security Fund.
- Dissemination meeting on the Annual Achievement 2015 and Action Plans 2016 of TPFWI and RTSTWP.
- Dissemination meeting on the Policy Implementation of Social Security Schemes and Provision of Occupational Risk Benefits.
- Dissemination meeting on the Implementation of Social Security Schemes on Health Care.

- Dissemination meeting on Hygiene, Work Safety, Working Conditions, Social Security Scheme Benefits, Preventive Measures on Workers’ Faintness, and Worker-Transporting Means.
- Dissemination meeting on the Dissemination of Road Traffic Safety in terms of Transportation Means to Worker-Transporting Drivers and Workers, Driving Training Course, and Driving Examination.
- Training Course for Focal-Point Trainers on Prevention of Workers’ Faintness, Traffic Law, and First-Aid.
- Dissemination of the Video Clips on Television Channels and Audio Spots on Radio Channels.

Figure 3: Dissemination Meeting on the Policy Implementation of Social Security Schemes on Health Care



- Newsletter, calendar, leaflet, booklet, and registration documents were distributed to the participants in each dissemination meeting.

Apart from the disseminations above, NSSF also possesses a website: ([www.nssf.gov.kh](http://www.nssf.gov.kh)) with all information and significant legal instruments in connection with the implementation of the Law on Social Security Schemes for Persons Defined by the Provisions of the Labour Law, Facebook Page of the National Social Security Fund, phone contact, and Hotline (1286) for disseminating the breaking news associated with the policy implementation of social security schemes and informing the members directly and immediately. In addition, NSSF has also disseminated through the media and designated the officials to directly publish, guide, and explain the workers in the enterprises/establishments in relation particularly to the policy implementation of social security schemes on Occupational Risk and Health Care, procedures and formalities of registration, contribution payment, benefit claim, and benefit provision.

**4.3.1. Strengthening the Policy Dissemination of Social Security Schemes**

To strengthen the policy dissemination of social security schemes, in 2016, NSSF disseminated the policy of strengthening benefit provision for workers to representatives of enterprises/establishments, the NSSF members, organizations, hospitals, local authorities, health



facilities (signed the agreement with NSSF), and all victims, participants, who have been gaining work injury benefits from NSSF.

**Table 22: Policy Dissemination of the Implementation of Social Security Schemes**

Policy Dissemination of the Implementatin of Social Security Schems					
Description	Situation of Dissemination			Participant	
	Time (s)	Employer/Trade Union/Victim/Local Authority	Captial/Province	Total	Woman
2016	74	12,868	30	12,868	5,274
2015	46	4,841	24	6,188	2,475
Fluctuation (± %)	+60.87%	+165.81%	+25.00%	+107.95%	+113.09%

Source: National Social Security Fund in 2016

**Table 22.1: Dissemination of Occupatinal Risk Scheme**

Description	Situation of Dissemination			Participant	
	Time (s)	Employer/Trade Union/Victim/Local Authority	Captial/Province	Total	Woman
2016	39	7,164	25	7,164	2,866
2015	46	4,841	24	6,188	2,475
Fluctuation (± %)	-15.22%	+47.99%	+4.17%	+15.77%	+15.80%

**Table 22.2: Dissemination of Health Care Scheme**

Description	Situation of Dissemination			Participant	
	Time (s)	Employer/Trade Union/Victim/Local Authority	Captial/Province	Total	Woman
2016	35	5,704	5	5,704	2,408
2015	N/A	N/A	N/A	N/A	N/A
Fluctuation (± %)	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!

#### 4.3.2. The NSSF Team Collaborated with Dissemination Team to Strengthen the Policy of Labour Sector Development

**Table 22.3: Dissemination of Pension Scheme**

Description	Situation of Dissemination			Participant	
	Time (s)	Employer/Trade Union/Victim/Local Authority	Captial/Province	Total	Woman
2016	N/A	N/A	N/A	N/A	N/A
2015	N/A	N/A	N/A	N/A	N/A
Fluctuation (± %)	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!

#### 4.3.3. Dissemination of Work Injury Prevention

##### 4.3.3.1. TPFWI

Team for Prevention of Faintness and Work Injury (TPFWI) has duties to study the causes of workers' faintness, take the emergency actions, facilitate with hospitals and relevant authorities in order to allow the victim to receive the emergency, and prepare the dissemination program for work injury prevention. TPFWI has been designing the meeting to disseminate gradually the working conditions, hygiene, work safety, prevention of workers' faintness and

traffic accident due to workers' transportation means, and benefits of social security schemes to the representatives of enterprises/establishments and workers in order to prevent from work injury, especially for reduction of workers' faintness at the lowest level. Noticeably, in 2016, this team prepared the dissemination meeting for 77 times joined by 77 factories with 13,042 workers (11,738 females).

Figure 4: Dissemination Activities on Hygiene, Work Safety, and Working Conditions.

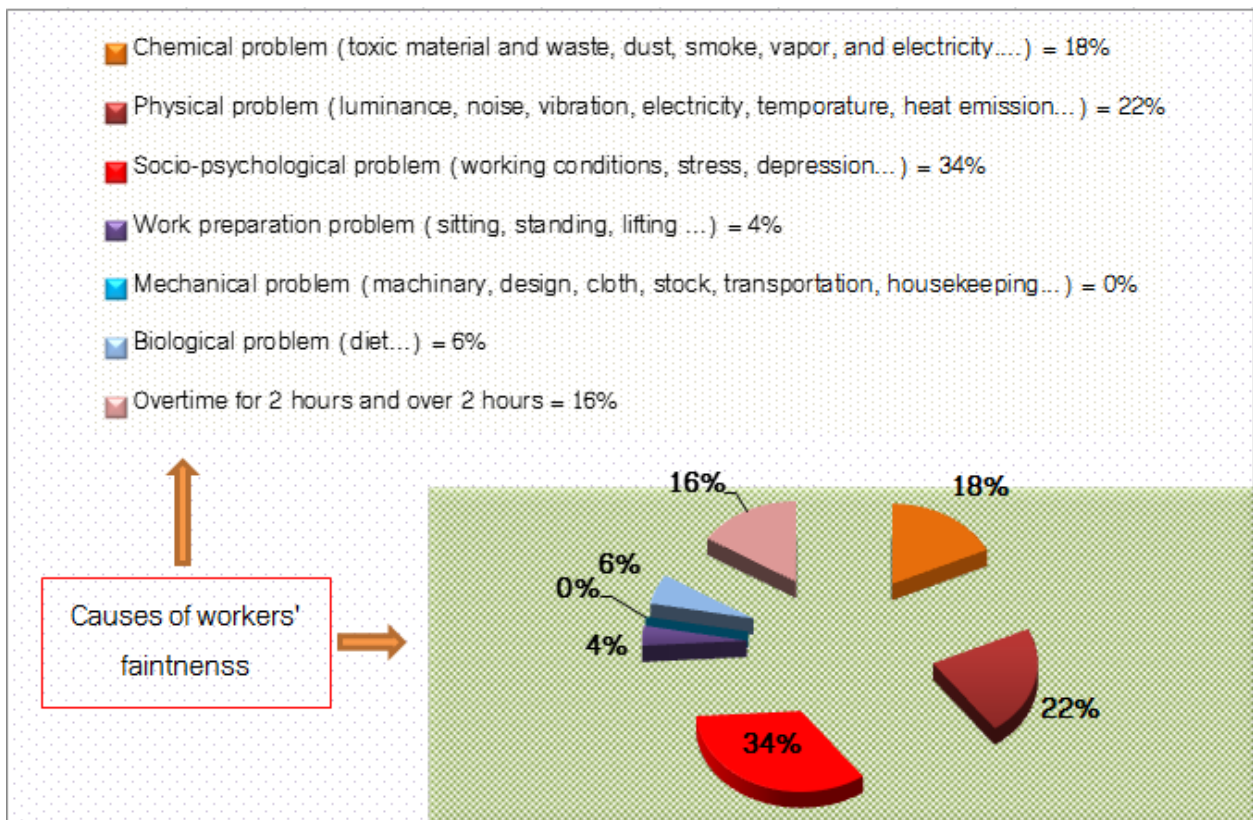


In the case of workers' faintness, TPFWI also help to facilitate to take actions on modification and emergency in 18 factories with 1,160 workers (1,159 females).

**The Phenomenon of Faintness and Dissemination to Workers in 2015 and 2016:**

**- Situation of Workers' Faintness**

Graph 7: Causes of Workers' Faintness in 18 Garment and Footwear Manufacturing Factories



Graph 8: Causes of Workers' Faintness in 18 Factories in Comparison with 1,006 Garment and Footwear Manufacturing Factories registered in NSSF.

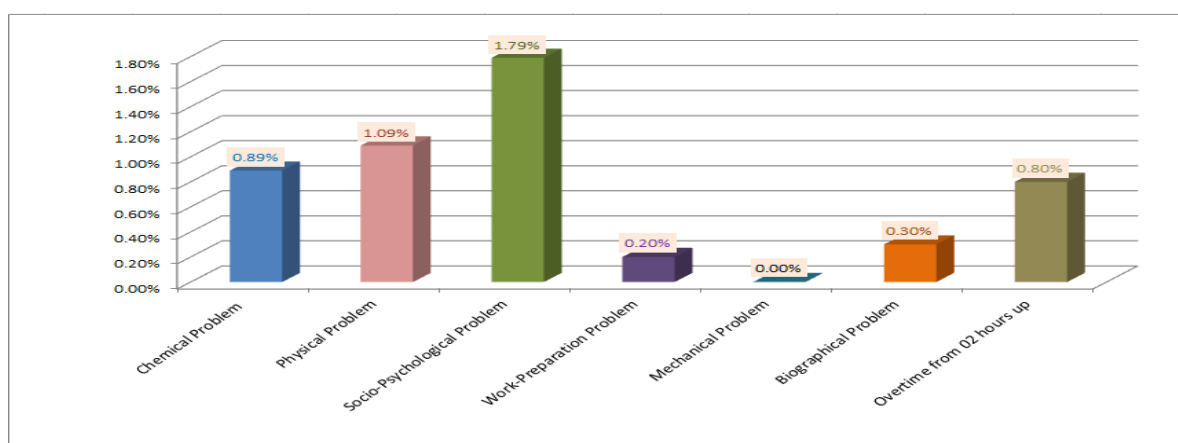


Table 24: Data of Factories and Workers' Faintness in 2016 and 2015

Data of Factories and Workers' Faintness in 2016 and 2015							
No.	Capital/Provinces	2016		2015		Fluctuation (± %)	
		Factory	Worker	Factory	Worker	Factory	Worker
	<b>Grand Total</b>	<b>18</b>	<b>1,160</b>	<b>32</b>	<b>1,806</b>	<b>-44%</b>	<b>-36%</b>
1	Phnom Penh	5	214	8	359	-38%	-40%
2	Kandal	4	214	13	800	-69%	-73%
3	Kampong Chhnang	1	40	2	87	-50%	-54%
4	Svay Rieng	1	26	1	104	0%	-75%
5	Takeo	2	65	2	142	0%	-54%
6	Kampong Speu	4	515	5	297	-20%	+73.40%
7	Kampong Cham	1	86	0	0	#DIV/0!	#DIV/0!
8	Prey Veng	0	0	1	17	-100%	-100%

Table 25: Collective Data Analysis in 2016 and 2015

No.	Description	2016	2015	Fluctuation (± %)
1	Factories suffered from faintness	18	32	-43.75%
2	Faint worker	1,160	1,806	-35.77%
3	None-faint worker in the factories encountered faintness	31,621	45,259	-30.13%
4	Garment and footwear factories registered in NSSF	1,006	1,088	-7.54%
5	Garment and footwear workers registered in NSSF	687,686	714,640	-3.77%
6	Comparison between No. 1 and 4	1.79%	2.94%	-39.17%
7	Comparison between No. 2 and 5	0.17%	0.25%	-33.25%
8	Comparison between No. 2 and 3	3.67%	3.99%	-8.07%

- Dissemination

Table 26: Collective Dissemination Data Analysis in 2016 and 2015



Dissemination on Prevention of Workers' Faintness				
Description	Enterprise		Worker	
	Factory	Time (s)	Total	Woman
2016	77	77	13,042	11,738
2015	90	90	13,450	12,105
Fluctuation (± %)	-14.44%	-14.44%	-3.03%	-3.03%

Source: Team for Prevention of Workers' Faintness and Work Injury (TPFW) in 2016

- Training Course

Table 27: Training Course for Focal-Point Trainers on Prevention of Workers' Faintness

Description	Training Course for Focal-Point Trainer on Prevention of Workers' Faintness and Certification Provision			
	Time (s)	Participant		Certification Provision
		Total	Woman	
2016	5	429	260	429
2015	0	0	0	0
Fluctuation (± %)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Source: Team for Prevention of Workers' Faintness and Work Injury (TPFW) in 2016

4.3.3.2. Road Traffic Safety Team for Workers' Prevention

Currently, the traffic accident is a major issue that the Royal Government has to address because the victim suffered from the traffic accident leading to death, injury, disability, and numerous loss of public and private properties, in particular the workers suffered from the commuting accident by other transportation means. For the sake of contributing to reduce and prevent from the traffic accident, the National Social Security Fund under the tutelage Ministry of Labour and Vocational Training established Road Traffic Safety Team for Workers' Prevention (RTSTWP) by the Decision No.002/13 LV/D, dated 25 January 2013, with the compositions of relevant ministries and representatives of employers, workers, and Handicap International. This team has duties to build action plans, study and collect data, conduct the statistics of workers' travelling means, disseminate traffic law and traffic safety, and collaborate with the local authorities and relevant authorities to take preventive actions on traffic accident as well as implement other duties under the order of Ministry of Labour and Vocational Training.

Figure 5: Event of Driving Examination and Distribution of the Driving Licence to the Work-Transporting Drivers



In 2016, the team designed the action plans and materials for publishing the worker-transporting drivers and workers on Traffic Law, Vehicle Inspection, First-Aid, Helmet-Wearing, and Other Preventive Measures, especially the causes resulting in the frequent traffic accident and other remarkable works as follows:

**Table 28: Situation of Traffic Accident**

Workers Suffered from Traffic Accident	Case	Situation of Victim (Person)					Vehicle (%)			Offending Vehicle (%)		By Sector (%)		
		Death	Serious	Mild	Total	Woman	Motorbike	Car	Other	Worker-Transportation Vehicle	Other	Factory	Bank/Micro-Finance	Other
2016	7,592	118	1,293	7,898	9,309	5,839	73%	15%	13%	39%	61%	66%	7%	27%
2015	6,491	130	1,068	6,159	7,357	4,991	73%	14%	13%	47%	53%	67%	5%	28%
Fluctuation (± %)	+16.96%	-9.23%	+21.07%	+28.24%	+26.53%	+16.99%	-0.63%	+5.29%	-2.15%	-17.57%	+15.58%	-1.66%	49.20%	-4.82%

Source: Road Traffic Safety Team for Workers' Prevention (RTSTWP) in 2016

**- Dissemination to Workers**

**Table 29: Dissemination of RTSTWP for Workers**

Dissemination on Traffic Law and Preventive Measure on Traffic Accident						
Description	Enterprise		Participant			
	Factory	Time (s)	Worker	Driver	Grand Total	Woman
2016	154	137	24,922	1,488	26,410	15,794
2015	307	103	17,776	3,591	21,367	12,820
Fluctuation (± %)	-49.84%	+33.01%	+40.20%	-58.56%	+23.60%	+23.20%

Source: Road Traffic Safety Team for Workers' Prevention (RTSTWP) in 2016

**- Training Works**

**Table 30: Driving Training Course, Driving Examination, and Distribution of Driving Licence**

Driving Training Course, Driving Examination, and Licence Provision										
Description	Training Course			Driving Examination				Licence Provision		
	Time (s)	Participant		Time (s)	Participant		Result	Time (s)	Participant	
		Total	Man		Total	Man			Total	Man
2016	123	7,812	7,811	35	2,712	2,710	1,746	15	1,912	1,911
2015	2	153	153	1	153	153	114	N/A	N/A	N/A
Fluctuation (± %)	+6050.00%	+5005.88%	+5005.23%	+3400.00%	+1672.55%	+1671.24%	+1431.58%	#VALUE!	#VALUE!	#VALUE!

Source: Road Traffic Safety Team for Workers' Prevention (RTSTWP) in 2016

**Table 31: Training Course for Focal-Point Trainers on Traffic Safety for Trade Union Federation**

Description	Training Course for Focal-Point Trainer on Road Traffic Safety for Trade Union Federation		
	Time (s)	Participant	
		Total	Woman
2016	5	296	171
2015	4	380	228
Fluctuation (± %)	+25.00%	-22.11%	-25.00%

Source: Road Traffic Safety Team for Workers' Prevention (RTSTWP) in 2016

**Table 32: Training Course for the First-Aid Agent**

Description	Training Course for First-Aid Agent		
	Time (s)	Participant	
		Total	Woman
2016	2	100	60
2015	-	-	-
Fluctuation (± %)	#DIV/0!	#DIV/0!	#DIV/0!

Source: Road Traffic Safety Team for Workers' Prevention (RTSTWP) in 2016

## II. Challenges of Social Security Scheme Development

### 1. Challenges of Strengthening and Extending the Implementation of Occupational Risk Scheme

Until 2016, the National Social Security Fund faced some challenges as follows:

#### 1.1. Administration

Human resource is still limited.

#### 1.2. Finance

The building of the National Social Security Fund is small (the NSSF workplace is small)

#### 1.3. Technic

##### 1.3.1. A Handful of Employers

- Don't know NSSF precisely involved with the procedures of registration, contribution payment, and monthly submission of incorrect number of workers.
- Difficult to appoint the owners of enterprises (restaurant, entertainment club, Karaoke etc...)
- Delay to register the workers.
- Closure, suspension, and change of address, administrator, owner, and name without notifying NSSF.
- Type of anarchic handicraft with no proper legal instruments.
- Submit the late or/and incorrect work injury report and keep the benefit claim documents until many then submit them to NSSF.
- Not yet paid contribution for the last month of 2016 amounted to 18.16%.

##### 1.3.2. A Handful of Workers

- Don't know NSSF clearly, don't have proper identification documents, and claim the non-work injury benefit.
- Don't have legitimate marriage certificate.
- Access services in the health facility not signed the agreement with NSSF and in the wrong target.

### **1.3.3. A Handful of Health Facilities:**

Quality of care of some health facilities is limited.

## **2. Challenges of the Launch of Health Care Scheme**

For the implementation of Health Care Scheme, the National Social Security Fund faced some challenges as follows:

### **2.1. Administration**

Human Resource is limited (hard to recruit medical doctors, limited knowledge/skill).

### **2.2. Finance**

The building of the National Social Security Fund is small (the NSSF workplace is small)

### **2.3. Technic**

#### **2.3.1. A Handful of Employers:**

- Renewing (re-identification) the registration of workers
  - ✓ Delay to register.
  - ✓ Concern the impact of production process by sending a small number of workers.
  - ✓ Afraid that ILO files a complaint and report to the buyer.
- Don't report the number of new and resigned workers
- Submit the incorrect number of workers

#### **2.3.2. A Handful of Workers:**

- Renewing the registration of workers
  - ✓ Use other's identification documents by not telling the truth because they are afraid that they will be dismissed.
  - ✓ Don't understand obviously the benefit of health care.
  - ✓ Afraid of losing their seniority when their names are adjusted properly.
- Don't show the NSSF member card when accessing services in the health facility by thinking that the general practitioner will provide the services better when they expend their out-of-pocket.

#### **2.3.3. A Handful of Health Facilities' Service Provision**

- Some general practitioners don't understand clearly the procedures of service provision for the members (transferring the patient from one ward to another) and prescribe the essential drugs inadequately.
- Promote/sell the prenatal-care products when the patients go to take a pregnancy test; and they are required to expend their out-of-pocket. So, it makes misconception about benefits of health care services.

### **3. Challenges of Urging to Prepare and Launch Pension Scheme**

- 3.1. *Shortage of human resource.*
- 3.2. *Shortage of mathematic expert (actuary) for the calculation of contribution payment and benefit provision.*
- 3.3. *Shortage of basic data for study and analysis.*
- 3.4. *Not yet design to study the feasibility of implementation.*
- 3.5. *Small workplace.*

### **III. Remedies and Action Plans**

With the aim of implementing the Law on Social Security Schemes for Persons Defined by the Provisions of the Labour Law with effectiveness and punctuality and addressing other challenges, the National Social Security Fund has some significant action plans as follows:

#### **1. Strengthening and Extending the Implementation of Occupational Risk Scheme**

##### **1.1. Administration**

To prepare the training courses and request the development partners for offering training courses in both local and international and developing the information technology system.

##### **1.2. Finance**

- Request the approval from the tutelary ministries for buying a plot of land and constructing the building.
- Request for leasing the building temporarily.

##### **1.3. Technic**

###### **1.3.1. Employers of the Enterprises/Establishments**

- Keep disseminating the implementation mechanism entering into force.
- Continue facilitating to appoint the employers in the afternoon and try its best to guide and explain prior to taking administrative measures on them.
- Facilitate and explain directly with the purpose of specifying the situation of whether enterprises/establishments are operating or not.
- Try to contact directly with the administrator of enterprises/establishments in order to guide how to prepare the contribution payment and benefit claim documents.
- Demand the documents directly through the constraint letter.

###### **1.3.2. Workers**

- Facilitated and explained directly the guidelines/regulations coming into force.
- Urged to apply for a marriage certificate.
- Guided to access services in the health facility signed the agreement with NSSF.

###### **1.3.3. Service Provision of Health Facility**

- Facilitate with the health facility signed the agreement to better provide services and convene the meeting to address other challenges.



- Keep signing the agreement with health facility and designating NSSF agents in the recognized health facility.

## **2. Implementation of Health Care Scheme**

### **2.1. Administration**

- Prepare the separate conditions/statute for medical profession .
- Conduct more training courses.

### **2.2. Finance**

- Request the approval from the tutelary ministries for buying a plot of land and constructing the building.
- Request for leasing the building temporarily.

### **2.3. Technic**

#### **2.3.1. Employers of the Enterprises/Establishments**

- Explain the procedures of registration and service provision.
- Guide how to prepare a report of the number of workers correctly.

#### **2.3.2. Workers**

- Explain the procedures of renewing the registration of workers (dissemination of Notification No. 127 LV/N on Registration of Workers in the National Social Security Fund).
- Explain and disseminate the health care benefits as well as facilitated the receipt of medical care services for members through the NSSF agent in the health facility.

#### **2.3.3. Service Provision of Health Facility**

- Convene the meeting in order to find the solution for providing the essential drugs and services smoothly.
- Facilitate and request the health staff not to promote/sell the medical-related product to the NSSF members.
- Keep determining the level of care and signing the agreement with health facility in 25 capital/provinces.
- Explain the provider payment methods.
- Explain the procedures of verifying the members' identification in the health facility through SMS and H-SPIS system.

## **3. Pensions**

*3.1. Recruit staff and build capacity.*

*3.2. Request to collaborate with ILO and development partners to prepare implementation mechanism and build capacity.*

*3.3. Request the development partners for the mathematic expert (actuary) to study and collect data for analyzing the contribution payment and service provision.*

*3.4. Design to study the feasibility of implementation, request the approval for implementation, and prepare the legal instruments.*

*3.5. Request the approval from the tutelary ministries for buying a plot of land and constructing the building.*

## **CONCLUSION**

According to the above-mentioned report, it highlights that NSSF has taken a step forwards by implementing Phase I, Occupational Risk Scheme, until the year of 2016, expanded the nationwide coverage, registered 8,731 enterprises/establishments with 1,136,271 workers, signed the agreement with 97 health facilities, provided the occupational risk benefits in 2016 to 19,262 victims, and inspected on many cases in the enterprises/ establishments to strengthen the law enforcement. Apart from registration, contribution collection, benefit provision, and inspection, NSSF has been renewing (re-identification) the registration of workers, preparing preventive measures on work injury, and designing to strengthen, extend, and develop the policy implementation of social security schemes numerously with a view to ensuring to provide social security services with effectiveness and punctuality. In this spirit, NSSF has just launched Phase II, Health Care Scheme, in a bid to enable the workers to have entitlement to receive medical care services, health prevention, and disability benefits when bearing illness, maternity, and other contingencies. Among the total number of 600,831 members, 16,063 victims accessed services for Health Care Scheme in the health facility. Currently, there are 783 health facilities signed the agreement.

For the above-mentioned achievements, it is because the leaders, officials, and contracted staff of NSSF have strived to fulfill the works with professional conscience and high responsibility. Furthermore, there are support from ministries, institutions, national and international organizations, and other development partners and the good participation in law implementation of employers and workers.

In line with the above achievements, NSSF has observed that there are some challenges relating to the compulsory implementations including a handful of employers and workers did not comply well, quality of medical care service provision was limited, and other problems belong to NSSF side. In connection with these challenges, NSSF also noticed that the number of work injuries have still increased in line with the growth of enterprises/establishments and workers registered in NSSF, especially for the case of serious injury, although the commuting accident accumulated slightly, this case is still a challenge. Therefore, in order to contribute to address the challenges above, it is required to continue to support and collaborate additionally with ministries and institutions involved, national and international organizations, and other development partners for developing the social security sector in Cambodia and participate actively in taking actions to

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disseminate in a bid to reduce work injury at the lowest level. It is a part to contribute to reduce the poverty and promote the social stability. Moreover, the workers themselves have to make an awareness of health problems and high precaution for fulfilling the works, particularly for the commute, with the purpose of avoiding the traffic accident because it will lead to the loss of job, time, money, and other contingencies resulting in death.

Phnom Penh, 30 December 2016

**National Social Security Fund**

**OUK SAMVITHYEA**

## ANNUAL ACHIEVEMENTS COMPARED WITH ACTION PLANS FOR THE IMPLEMENTATION OF SOCIAL PROTECTION STRATEGY FOR PERSONS DEFINED THE PROVISIONS OF THE LABOUR LAW 2014-2018

### SUB-SCHEDULE 1: STRENGTHEN AND EXTEND THE IMPLEMENTATION OF EMPLOYMENT INJURY INSURANCE SCHEME

No.	Activity	Indicator	Unit	The Year of Implementation								Implementer
				2015			2016			2017	2018	
				Plan	Result		Plan	Result				
					Unit	%		Unit	%			
<b>Activity 1: Extend the Scope of Occupational Risk Scheme</b>												
1.1	Keep disseminating the policy implementation of Employment Injury Insurance Scheme.	Dissemination meeting in capital/provinces	Time (s)	12	46	383	12	39	325	12	12	NSSF
1.2	Establish the NSSF branches in capital, province, town, and district.	Number of the NSSF branches in capital, province, town, and district.	Branch	06	0	0	10	0	0	10	10	NSSF
1.3	Sing the agreement with health facility in capital, province, town, and district.	Number of the health facilities in capital, province, town, and district.	Health Facility	150	08	5	50	2	4	30	20	NSSF
1.4	Register the enterprises and workers	Number of enterprises/establishments and workers	Enterprise	1.000	755	75	1.000	935	94	1.000	5.000	NSSF
			Worker (Person)	50.000	55.491	111	50.000	59.192	118	50.000	400.000	
1.5	Revise Prakas on the Determination of Phases and Coverage of the Implementation of Employment Injury Insurance Scheme and Prakas on the Registration of Enterprises/Establishments and Works in the National Social Security Fund.	Process of revising Prakas	%	0	0	0	1	1	100	100		NSSF
1.6	Apply the registration to the enterprise with from 01 worker or more.	Implementation process	%	0	0	0	0	0	0		20	NSSF
1.7	Extend to connect the control system and networks with the NSSF branches in capital, province, town, and district.	Network connection process	%	100	90	90	100	100	100			NSSF
<b>Activity 2: Strengthen and Extend the Occupational Risk Scheme</b>												
2.1	Inspect in the enterprises/establishments	Number of inspections	Time (s)	6.336	6.109	96	6.779	5.284	78	7.117	10.675	NSSF
2.2	Investigate the work injury	Number of workers suffered from work injury have entitlement to get benefits	Person	17.543	30.281	173	17.311	34.510	199	16.979	21.447	NSSF
2.3	Take administrative measures on the enterprises/establishments not complying with the law.	Rate of enterprises/establishments complying with the law.	%	90	96	106	91			92	93	NSSF

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No.	Activity	Indicator	Unit	The Year of Implementation								Implementer
				2015			2016			2017	2018	
				Plan	Result		Plan	Result				
					Unit	%		Unit	%			
2.4	Design the guideline on the Control of Contractors for Employment Injury Insurance Scheme.	Process of preparing Prakas on the Control of Contractors	%	100	0	0	0	0	0			NSSF
2.5	Determine the guideline on Trainee and Apprentices.	Process of preparing Prakas on the Health Care Scheme for Trainees and Apprentices.	%	100	0	0	0	0	0			NSSF
2.6	Prepare the guideline on the Self-Employed and Casual or Seasonal Employment	Process of preparing Prakas on the Employment Injury Insurance Scheme for self-employment and casual or seasonal employment	%	100	0	0	0	0	0			NSSF
2.7	Study and file type of occupational diseases	Process of preparing Prakas on the Determination of Type of Occupational Diseases.	%	100	0	0	100	0	0			NSSF
2.8	Develop the management system of registration and contribution payment of workers and enterprises/ establishments.	Process of preparing the system of registration and contribution payment.	%	0	50	0	100	90	90			NSSF
2.9	Develop the management system of benefits.	Effectiveness of benefit provision for victims.	%	96	90	94	97	90	92	98	99	NSSF
2.10	Install SMS system for workers	Installment of SMS system	%	0	70	0	100	95	95			NSSF
<b>Activity 3: Take Preventive Measures on Work Injury</b>												
3.1	Study and file the statistics of work injury	Process of studying and filing the statistics of work injury.	%	100	40	40	100	50	50			NSSF
3.2	Convene the discussion meeting with the stakeholders to prepare the preventive and emergency measures on work injury.	Number of discussion meeting with the stakeholders	Time (s)	20	14	70	20	20	100	20	20	NSSF, TPFWI, and RTSTWP
3.3	Disseminate and explain the preventive and emergency measures on work injury to employers, workers, and stakeholders.	Number of dissemination meetings	Time (s)	40	199	497	30	315	1.050	30	30	NSSF, TPFWI, and RTSTWP
3.4	Collaborate with the stakeholders to take measures on work safety, hygiene, and emergency for work injury.	Rate of work injury reduction	%	1,70	2.81	165	1,60	3.05	190	1,50	1,40	NSSF, TPFWI, and RTSTWP
3.5	Investigate on-site and facilitate the victim suffered from work injury to access emergency services.	Effectiveness of accessing the emergency services	%	90	90	100	93	92	98	95	97	TPFWI
<b>Activity 4: Provide the Rehabilitation Services</b>												

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No.	Activity	Indicator	Unit	The Year of Implementation								Implementer
				2015			2016			2017	2018	
				Plan	Result		Plan	Result				
					Unit	%		Unit	%			
4.1	Establish the mechanism for providing the rehabilitation services.	Process of preparing the mechanism of rehabilitation services.	%	100	70	70	100	100	100			NSSF
4.2	Train human resource for rehabilitation services.	Number of officials participated in the rehabilitation training courses.	Person	10	04	40	15	5	33	20	25	NSSF
4.3	Study and collaborate with the stakeholders	Process of study	%	100	70	70	100	80	80			NSSF
4.4	Design the legal instruments.	Process of preparing the legal instruments	%	100	70	70	90	80	89			NSSF
4.5	Determine and evaluate the degree of disability of victim suffered from work injury for benefit provision.	Effectiveness of providing the rehabilitation services to the victim	%	65	0	0	75	73	97	85	95	NSSF
4.6	Establish the data management system of rehabilitation service provision.	Process of designing the data management system	%	100	30	30	100	70	70			NSSF
4.7	Sign the agreement with the service providers	Number of rehabilitation service providers	Provider	10	0	0	5	12	240	5	5	NSSF

**SUB-SCHEDULE: LAUNCH HEALTH CARE SCHEME**

No.	Activity	Indicator	Unit	The Year of Implementation								Implementer
				2015			2016			2017	2018	
				Plan	Result		Plan	Result				
					Unit	%		Unit	%			
<b>Activity 1: Prepare the Formalities and Procedures for the Implementation of Health Care Scheme</b>												
1.1	Prepare the legal instruments for implementing the health care scheme.	Process of preparing the legal instruments	%	0	0	0	100	95	95			NSSF
1.2	Prepare the discussion meeting with the stakeholders to collect data and experiences	Number of discussion meeting	Time (s)	10	4	40	40	35	88			NSSF
1.3	Study and analyze the possibility for covering the excluded services.	Process of studying and analyzing the type of services will be included in the health care scheme.	%	0	0	0	50	0	0	70	100	NSSF
1.4	Prepare the formalities and create assessment tools for health facility.	Number of health facility accredited.	Health Facility	100	0	0	200	180	90	300	500	NSSF
<b>Activity 2: Designing the Information Technology System for Implementing the Health Care Scheme.</b>												

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2.1	Create the system of registration and contribution payment	Process of designing the management system of registration and contribution payment	%	0	0	0	100	90	90			NSSF
2.2	Design the benefit management system.	Process of designing the benefit management system.	%	0	0	0	100	90	90			NSSF
2.3	Collaborate with Ministry of Interior to identify the workers.	Rate of workers with ID Smart Card	%	70	0	0	100	99	99			NSSF
2.4	Create and equip the complaint system.	Process of creating and equipping the system.	%	0	100	0	100	100	100			NSSF
2.5	Study the feasibility of changing Database Oracle system.	Process of studying the feasibility for changing Database Oracle system.	%	100	100	100	100	100	100			NSSF
2.6	Study the possibility of changing the collective management system between Occupational Risk and Health Care Schemes.	Process of studying the possibility for changing the system.	%	100	0	0	0	0	0			NSSF
2.7	Prepare to connect the management system of health care scheme with Sage system.	Process of connecting the system.	%	0	70	0	100	80	80			NSSF
2.8	Make the data inserting faster between central office and branches.	Effectiveness of inserting data on time.	%	95	95	100	96	96	100	98	100	NSSF
2.9	Prepare the procedures and equip the system controller.	Process of preparing the procedures and equipping the system controller.	%	0	100	0	100	100	100			NSSF
<b>Activity 3: Prepare the Provider Payment Methods</b>												
3.1	Prepare the provider payment methods	Process of preparing the mechanism	%	0	0	0	100	100	100			NSSF
3.2	Prepare the system of provider payment methods through the information technology system.	Process of designing the system of provider payment methods.	%	0	0	0	100	100	100			NSSF
3.3	Prepare the Inter-Ministerial Prakas on the Health Care Service Consumption for Health Care Scheme.	Process of preparing the Inter-Ministerial Prakas.	%	0	0	0	100	70	70			NSSF
3.4	Create and equip the validity verification system for the member accessing services in the health facility.	Number of health facility equipped with this system.	Health Facility	100	0	0	200	25	13	300	500	NSSF
3.5	Designate the NSSF agent on standby in the health facility.	Number of the NSSF agents on standby in the health facility.	Person	100	30	30	50	133	266	50	50	NSSF
<b>Activity 4: Disseminate Publically and Determine the Implementation Phases</b>												
4.1	Convene the dissemination meeting on the Implementation of Health Care Scheme in Capital/Provinces.	Number of dissemination meetings	Time (s)	7	0	0	5	35	600	5	7	NSSF

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4.2	Produce spot and disseminating leaflet.	Number of spots and disseminating disseminations	Spot	0	0	0	1	2	200		1	NSSF
			Disseminating Leaflet	0	0	0	1	1	100		1	
4.3	Launch Health Care Scheme in capital/provinces	Number of capital and provinces.	Capital/Provinces	7	0	0	5	1	20	5	7	NSSF
4.4	Register the enterprises and workers and collect contribution from them.	Number of enterprises and workers registered in the system	Enterprise	4.500	0	0	2.000	510	26	2.000	5.900	NSSF
			Person	550.000	0	0	630.000	500.607	79	80.000	430.000	
4.5	Provide the health care benefits to the workers.	Rate of members accessing health care services.	%	50	0	0	45	2	4	45	45	NSSF
4.6	Follow up the health problems of members after they access the medical services.	Rate of members investigated.	%	5	0	0	5	0	0	5	5	NSSF
4.7	Practice dissemination programs on the Health Promotion and program on Prevention and First-Aid for Workers.	Number of prevention program for dissemination.	Time (s)	15	0	0	20	0	0	25	30	NSSF

**SUB-SCHEDULE: LAUNCH PENSION SCHEME**

No.	Activity	Indicator	Unit	The Year of Implementation								Implementer
				2015			2016			2017	2018	
				Plan	Result		Plan	Result				
					Unit	%		Unit	%			
<b>Activity 1: Study the Possibility for Launching Pension Scheme</b>												
1.1	Prepare the mechanism of pension scheme.	Process of preparing the mechanism of pension scheme.	%	100	0	0	100	50	50			NSSF
1.2	Study the demographic situation and workers by age group for implementing pension scheme.	Process of study.	%	0	0	0	100	80	80			NSSF
1.3	Study the socio-economic situation.	Process of study.	%	0	0	0	100	90	90			NSSF
1.4	Prepare the discussion meeting with stakeholders.	Number of dissemination meeting	Time (s)	3	1	33	3	2	66			NSSF
1.5	Collaborate with the mathematic expert specialized in social security to determine rate of contribution and benefit package.	Process of determining rate of contribution and benefits.	%	100	0	0	1	1	100			NSSF



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Activity 2: Prepare the Legal Instruments and Train Human Resource												
2.1	Prepare the legal instruments.	Process of preparing the legal instruments.	%	100	100	100	100	100	100			NSSF
2.2	Convene the discussion meeting with stakeholders to gather ideas for including in the legal instruments.	Number of discussion meetings.	Time (s)	5	3	60	5	4	80			NSSF
2.3	Nominate the officials and contracted staff knowledgeable about pension to fulfill works.	Number of officials and contracted staff in charge of pension scheme.	Person	5	5	100	5	5	100	5	5	NSSF
2.4	Collaborate with development partners to conduct the official study visit to exchange experiences in both local and international.	Number of study visits	Time (s)	2	6	300	2	4	200	2	2	NSSF
2.5	Offer officials and contracted staff the training course on Pensions.	Number of officials and contracted staff capable	Person	5	5	100	5	4	80	5	5	NSSF
Activity 3: Design the Information Technology System for Launching Pension Scheme												
3.1	Establish the data basis of pensions by collaborating with the national and international specialists.	Process of establishing the data basis and management system.	%	100	0	0	0	0	0			NSSF
3.2	Prepare the accounting and financial system.	Process of preparing the management system.	%	100	0	0	100	10	10			NSSF
3.3	Create the system of registration and contribution payment.	Process of preparing the system of registration and contribution payment.	%	100	50	50	100	50	50			NSSF
3.4	Create the system of benefit provision.	Process of preparing the system of benefit provision.	%	100	50	50	100	50	50			NSSF
3.5	Prepare to insert data into the account of retired persons with the partnership bank.	Process of preparing the data inserting.	%	100	30	30	100	30	30			NSSF
Activity 4: Disseminate Publically and Determining the Implementation Phases												
4.1	Convene the dissemination meeting on the Launch of Pension Scheme in Capital/Provinces.	Number of dissemination meetings in capital/provinces.	Time (s)	3	0	0	8	0	0	14		NSSF
4.2	Produce sports and disseminating leaflet.	Number of spots and leaflets.	Spot	1	0	0	1	0	0	1	1	NSSF
			Leaflet	1	0	0	1	0	0	1	1	
4.3	Launch pension scheme in capital/provinces.	Number of capital/provinces.	Capital/Province	3	0	0	8	0	0	14		NSSF
4.4	Register and collect contribution from the enterprises and workers.	Number of enterprises and workers registered and paid contribution.	Enterprises	5.500	0	0	2.000	0	0	1.500	6.000	NSSF
			Person	790.000	0	0	160.000	0	0	100.000	450.000	
4.5	Provide the old-age allowance to the workers.	Number of workers received benefit or old-age allowance.	Person	1.053	0	0	1.568	0	0	2.573	4.150	NSSF

**SUB-SCHEDULE 4: SUPPORT SERVICES**

No.	Activity	Indicator	Unit	The Year of Implementation								Implementer
				2015			2016			2017	2018	
				Plan	Result		Plan	Result				
					Unit	%		Unit	%			
<b>Activity 1: Increase the Effectiveness and Service Quality of Public Administration</b>												
1.1	Build capacity and train human resource.	Rate of officials and contracted staffs participating in the training courses.	%	50	77	154	50	40	80	50	50	NSSF
1.2	Strengthen the internal management system and human resource policy.	Effectiveness of internal management.	%	97	97	100	99	95	96	99	99	NSSF
1.3	Extend the public dissemination on the Provision of Social Security Insurance Services.	Coverage of public notification.	%	70	70	100	70	74	106	70	70	NSSF
1.4	Establish the mechanism for notifying and addressing problems.	Effectiveness of notifying and addressing problems.	%	90	90	100	95	90	95	97	97	NSSF
1.5	Establish the document library of social security insurance service provision.	Process of preparing and launching.	%	50	0	0	100	0	0			NSSF
1.6	Revise the compositions and duties of medical commission.	Process of revising Prakas on the Establishment of Medical Commission of the National Social Security Fund.	%	0	0	0	0	0	0			NSSF
1.7	Design the management system of health care service consumption.	Effectiveness of payment and consumption of health care services.	%	96	90	94	97	97	100	98	99	NSSF
1.8	Design and revise the organizational structure of information technology.	Effectiveness of inserting data.	%	95	100	105	100	100	100			NSSF
1.9	Study the feasibility of connecting network with the partnership bank.	Process of connecting network with the partnership bank.	%	100	50	50	100	100	100			NSSF
1.10	Prepare the procedures and implementation policy of equipment and information technology consumptions.	Process of preparation.	%	0	0	0	100	30	30			NSSF
<b>Activity 2: Strengthen the Property and Finance Management</b>												
2.1	Determine the procedures and formalities of finance management.	Process of determining the procedures and formalities of finance management.	%	0	0	0	100	80	80			NSSF

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2.2	Analyze the finance of social security schemes.	Number of financial analyses of social security schemes.	Time (s)	0	0	0	0	0	0	1		NSSF
2.3	Establish the Investment Commission.	Process of preparing and establishing the Investment Commission.	%	0	0	0	0	0	0			NSSF
2.4	Prepare the procurement plans in line with the law on the Public Procurement and Financial Policy.	Effectiveness of procurement management.	%	97	100	103	99	99	100	99	99	NSSF
2.5	Prepare the maintenance and consumption mechanism for the collective property.	Effectiveness of property consumption.	%	97	100	103	99	98	99	99	99	NSSF
<b>Activity 3: Strengthen and Extend the Cooperation with the National and International Partners</b>												
3.1	Strengthen and extend the cooperation with the national and international organizations in social security sectors.	Effectiveness of exchanging the information and data in social security sectors.	%	75	60	80	80	72	90	85	90	NSSF
3.2	Strengthen the mandatory implementation of the national and international regulations in social security sectors.	Compliance with the national and international regulations.	%	75	75	100	80	70	88	85	90	NSSF
3.3	Keep following up and implementing the agreement and memorandum of understanding.	Keeping the cooperation relation.	%	100	100	100	100	100	100	100	100	NSSF
3.4	Participate in the annual submit with ASSA and AWCF and other meetings and workshops.	Number of meetings and workshops.	Time (s)	10	20	200	10	10	100	10	10	NSSF
3.5	Prepare the study visit to exchange experiences in both national and international.	Number of study visits.	Time (s)	5	2	40	5	5	100	5	5	NSSF
<b>Activity 4: Strengthen the Mechanism of Building Plans, Statistics, and Legislation</b>												
4.1	Build the long-term strategic and annual plans.	Roadmap for implementing the right target.	%	100	100	100	100	100	100	100	100	NSSF
4.2	Mark the report on the Annual Achievements and Action Plans.	Relative mechanisms and implementation evaluation.	Report	1	1	100	1	1	100	1	1	NSSF
4.3	File and adjust the legal instruments to ensure to provide the social security services more effectively and in line with the economic situation in both national and international.	Effectiveness and progress of social security services.	%	85	85	100	90	90	100	95	97	NSSF
4.4	Keep collaborating with the tutelary ministries and relevant institutions to build plans, statistics, and legislation in compliance with the policy of Royal Government.	Compliance with the policy of the Royal Government.	%	100	100	100	100	100	100	100	100	NSSF
4.5	Strengthen to take administrative measures on the objection to complying with the law and guideline on Social Security.	Number of measures to be taken on the objection to complying with the law and guideline	%	90	96	106	100	70	70	100	100	NSSF

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Activity 5: Strengthen the Internal Auditing												
5.1	Build plans and make the annual internal auditing report.	Effectiveness of implementing the internal auditing in the right target.	%	90	70	78	95	80	84	97	97	NSSF
5.2	Collaborate with the national auditing authority and specialized institutions to prepare the training course on the Auditing Skill, Financial Workers, Internal Management Mechanism, and Other Knowledge.	Number of training courses	Time (s)	1	0	0	1	0	0	1	1	NSSF
5.3	Collaborate with the financial inspectors of Ministry of Economy and Finance to implement the internal auditing works.	Number of annual auditing	Time (s)	1	1	100	1	1	100	1	1	NSSF
5.4	Monitor, follow up, evaluate, and recommend the implementation of social security policy.	Effectiveness of administrating the social security policy.	%	85	80	94	90	90	100	95	99	NSSF
5.5	Audit and investigate finance, contribution, benefit provision, and other activities in the central office and branches.	Adjusting and developing the management system of finance, contribution, and benefit provision in the social security scheme.	%	75	60	80	80	80	100	85	90	NSSF
Activity 6: Promote the Gender Equity in the Social Security Sector												
6.1	Urge and encourage the woman to participate in the social security works as well as prioritized the main positions to the woman.	Rate of officials and contracted staff working in NSSF.	%	50	36	72	50	40	80	50	50	NSSF
6.2	Provide Employment Injury, Health Care, and Pension Schemes.	Female workers and employees have entitlement to get insurances comparable with the total workers registered.	%	71	71	100	71	70	98	71	71	NSSF
6.3	Contribute to build plans and make the report on the Promotion of Gender Equity in the social security sector with ministries and relevant institutions.	Mainstreaming and sharing the gender equity in the social security sector with relevant institutions.	%	70	70	100	70	70	100	70	70	NSSF

**ADDRESS AND CONTACT NUMBER WITH THE CENTRAL OFFICE AND NSSF BRANCHES**

No.	Province	Address	Contact Number	Desk Phone Number	E-mail
1	Kandal	House No. 01, st. 202, Derm Mean village, Sangkat Derm Mean, Takmao city, Kandal	085 567 766 977 963 078	024 640 1676	samphearak@nssf.gov.kh
		Knong village, Praek Ta Meak commune, Ksach Kandal district, Kandal	096 615 6168 012 548 805 098 548 805	023 519 8999	nssf_reythearith@nssf.gov.kh
2	Kampong Speu	House No. 36A, Svay Chrum village, Baek Chan commune, Baek Chan district, Kandal	012 286 879 015 210 210 060 212 212	024 508 0777	movratha@yahoo.com
3	Svay Rieng	National Road No. 1, Bavet Ler village, Sangkat Bavet, Bavet city, Svay Reing	077 663 214	044 715 831	pek.samol@nssf.gov.kh
4	Sihanouk Ville	Sangkat No. 04, Sihanouk Ville, Sihanouk	017 933 396 077 663 215	034 934 606	tong_samnieng@nssf.gov.kh
5	Kampong Chhnang	House No. C495, Group No. 18, Mong Barang village, Sangkat Paak, Kampong Chhnang city, Kampong Chhnang	077 663 216 016 884 348	026 988 891 026 775 566	nssf_kcn@nssf.gov.kh
6	Siem Riep	House No. P10, Tropang Seh village, Kork Chork district, Seim Reap city, Seim Reap	012 534 345 077 663 217	063 965 934	pang_sokchea@yahoo.com sokchea@nssf.gov.kh
7	Banteay Meanchey	Kilometre No. 4 village, Sangkat Phsar Kandal, Poipet city, Banteay Meanchey	077 663 218 089 987 887	054 711 441	nssf_bmc@nssf.gov.kh
8	Kampong Cham	Phum 4, Sangkat Veal Vong, Kampong Cham city, Kampong Cham	012 520 767 077 990 048	042 652 1999 042 943 388	say.sothon@nssf.gov.kh
9	Kratie	Natioal Road No. 73, Roka Kandal 1 village, Sangkat Roka Kandal, Kratie city, Kratie	092 873 051 097 262 7547	072 210 423	kratie@nssf.gov.kh soksay.he@nssf.gov.kh
10	Prey Veng	House no. 107, Village No. 3, Sangkat Kampong Leav, Prey Veng city, Prey Veng	012 548 805 092 708 803		reythearith@yahoo.com rey.thearith@nssf.gov.kh
11	Takeo	St. 10, Village No. 2, Sangkat Roka Knong, Daun Keo city, Takeo	012 636 439	032 210 666	vannak-rk@nssf.gov.kh vannaknssf@gmail.com
12	Kampot	l Orsapea village, Sangkat Kampong Kandal, Kampot city, Kampot	012 623 332 072 688 886	033 932 133	phokchetra@gmail.com sin.kosal@nssf.gov.kh
13	Koh Kong	House No. 26, Group No. 2, Sangkat Dong Tong, Khamarak Phumen city, Koh Kong	097 973 9006 012 625 855	035 936 436	kongkea.nssf.kk@gmail.com

No.	Province	Address	Contact Number	Desk Phone Number	E-mail
14	Battambang	House No. B9, Borie Pheanichkam Battambang, Sangkat Svay Pak, Battambang city, Battambang	097 997 2829	053 953 336	battambang@nssf.gov.kh
15	Pailin	Wat village, Sangkat Pailin, Pailin city, Paili	086 893 777	055 956 667	somit.ream@nssf.gov.kh
16	Pursat	House No. 007, Roam village, Sangkat Pteas Prey, Pursat city, Pursat	092 707 385	052 951 123	nssf_ps@nssf.gov.kh
17	Kampong Thom	Villag No. 07, Sankat Kampong Thom, Steung Sen city, Kampong Thom	092 747 099	062 210 463	ly_sokha2007@yahoo.com
18	Steung Streng	Thmor Leart village, Sangkat Sras Russey, Steung Treng city, Steung Tren	012 405 451		nganrachana@gmail.com
29	Ratanakiri	Teis Ornloung Village, Sangkat Beung Konseng, Banlung city, Ratanakiri	011 451 777 097 966 7666	075 974 184	sam_ath@nssf.gov.kh
20	Mondulkiri	Chombork village, Sangkat Spean Meanchey, Sen Monorom city, Mondulkiri	012 205 756 088 820 5756		kosol_vicheth@yahoo.com
21	Oddar Meanchey	Chhuk village, Sangkat Samrong, Samrong city, Oddar Meanchey	097 523 4666 085 311 300		simmao2013@gmail.com
22	Preah Vihear	Kandal village, Sangkat Kampong Bronak, Preah Vihear city, Preah Vihear	097 366 6060 012 259 258		nssf_pvh@nssf.gov.kh savuthnou22@gmail.com
23	Dangkor Branch	House No. 12A, St. Veng Srang, Sangkat Choum Cheu, Khan Porsenchey, Phnom Penh (opposite Sou Nguon port)	012 695 550 086 271 371	023 995 484	lpl@nssf.gov.kh
24	Russey Keo Branch	House No. 50 E0E1, St. 03, Beung Chhuk, Sangkat Kilometre No. 6, Khan Russey Keo, Phnom Penh	092 486 256 088 691 1911	023 663 3030	vannaknssf@nssf.gov.kh

## OCCUPATIONAL RISK SCHEME



## 1. Number of Enterprises/Establishments Registered By Month in 2016 in Capital/Provinces

No.	Capital/Provinces	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Total
1	Phnom Penh	49	60	70	43	24	34	40	29	18	22	14	23	426
2	Kandal	7	1	3	2	1	0	6	0	1	2	0	6	29
3	Kampong Speu	0	2	3	1	1	3	2	3	1	1	0	1	18
4	Banteay Meanchey	0	2	3	1	2	1	7	12	0	4	0	4	36
5	Siem Reap	11	15	7	6	5	5	5	7	0	4	3	6	74
6	Sihanuk Ville	4	4	2	2	7	1	6	8	7	2	4	3	50
7	Svay Rieng	1	1	3	3	1	0	0	1	0	0	0	0	10
8	Kampong Chhnang	0	1	0	0	0	0	0	0	0	4	0	0	5
9	Kampong Cham	0	0	0	0	1	1	3	0	0	1	0	0	6
10	Kratie	1	1	1	1	0	0	1	2	3	1	2	1	14
11	Prey Veng	2	0	1	1	0	0	2	0	0	1	0	0	7
12	Takeo	0	2	2	1	5	2	1	0	1	0	0	2	16
13	Kampot	0	0	1	1	1	0	2	1	0	1	0	0	7
14	Kap	0	0	0	0	2	0	0	0	0	0	0	0	2
15	Tbong Kmoum	1	0	0	0	0	0	6	1	1	0	1	0	10
16	Koh Kong	0	1	0	0	0	0	0	0	0	0	0	0	1
17	Battambang	3	13	21	13	12	9	9	11	21	20	3	5	140
18	Pailen	1	0	0	1	2	0	0	0	0	0	1	0	5
19	Pursat	1	3	0	0	0	5	2	1	0	0	4	3	19
20	Kampong Thom	1	1	1	0	0	0	0	2	2	2	0	3	12
21	Stung Treng	0	0	0	2	0	0	0	1	0	0	0	0	3
22	Rathanakiri	4	2	0	3	1	3	2	0	1	0	1	0	17
23	Mondolkiri	0	0	0	0	0	1	1	0	0	1	2	0	5
24	Oddar Meanchey	0	0	0	1	2	0	0	0	4	0	3	1	11
25	Preah Vihear	1	0	2	2	0	1	0	0	0	3	2	1	12
<b>Total</b>		<b>87</b>	<b>109</b>	<b>120</b>	<b>84</b>	<b>67</b>	<b>66</b>	<b>95</b>	<b>79</b>	<b>60</b>	<b>69</b>	<b>40</b>	<b>59</b>	<b>935</b>

**2. Number of Enterprises and Workers Registered by Month in 2016 in Capital/Provinces.**

No.	Capital/Provinces	2016		
		Enterprise	Worker	Woman
01	Banteay Meanchey	40	1,486	659
02	Battambang	140	2,183	892
03	Kampong Cham	6	330	211
04	Kampong Chhnang	5	318	121
05	Kampong Speu	18	2,491	1,832
06	Kampong Thom	12	608	391
07	Kampot	7	379	235
08	Kandal	29	9,391	5,750
09	Koh Kong	1	10	4
10	Kratie	14	242	68
11	Mondulkiri	5	107	25
12	Phnom Penh	426	24,969	14,425
13	Preah Vihear	12	265	138
14	Prey Veng	7	4,136	3,756
15	Pursat	19	280	108
16	Rattanakiri	17	241	98
17	Siem Reap	74	2,409	1,218
18	Sihanuk Ville	50	3,263	1,816
19	Stung Treng	3	129	45
20	Svay Rieng	10	1,860	1,185
21	Takeo	16	1,127	899
22	Oddar Meanchey	7	1,112	512
23	Kap	2	28	7
24	Pailen	5	122	74
25	Tbong Kmoum	10	1,706	1,545
<b>Total</b>		<b>935</b>	<b>59,192</b>	<b>36,014</b>



## 3. Update of Enterprises and Workers

No.	Capital/Province	Enterprise	Worker	
			Total	Woman
1	Banteay Meanchey	140	13,905	8,246
2	Battambang	342	7,140	3,404
3	Kampong Cham	140	24,061	19,425
4	Kampong Chhnang	57	37,328	32,463
5	Kampong Speu	130	77,874	66,024
6	Kampong Thom	120	3,946	1,554
7	Kampot	52	5,501	2,143
8	Kandal	359	136,784	106,861
9	Koh Kong	32	8,864	2,378
10	Kratie	124	6,122	2,151
11	Mondulkiri	33	1,073	202
12	Phnom Penh	3,832	611,064	396,987
13	Preah Vihear	40	1,214	447
14	Prey Veng	36	4,306	3,834
15	Pursat	106	8,610	6,465
16	Rattanakiri	97	2,846	989
17	Siem Reap	534	24,317	10,917
18	Sihanuk Ville	242	33,729	17,322
19	Stung Treng	44	841	267
20	Svay Rieng	116	52,682	36,774
21	Takeo	104	30,972	26,710
22	Oddar Meanchey	26	2,719	1,241
23	Kap	28	355	83
24	Pailen	54	2,538	1,544
25	Tbong Kmoum	96	9,968	4,028
<b>Toal</b>		<b>6,884</b>	<b>1,108,759</b>	<b>752,459</b>

## 4. Update of Garment and Footwear Manufacturing Enterprises in Capital/Provinces

No.	Capital/Province	Enterprise	Worker	
			Total	Woman
1	Banteay Meanchey	4	2,651	1,893
2	Battambang	1	259	191
3	Kampong Cham	10	18,734	16,986
4	Kampong Chhnang	17	31,488	27,727
5	Kampong Speu	68	62,632	53,976
6	Kampong Thom	1	14	13
7	Kampot	5	1,839	1,562
8	Kandal	143	119,509	97,684
9	Koh Kong	2	4,524	40
10	Kratie	0	0	0
11	Monduliri	0	0	0
12	Phnom Penh	646	362,001	298,371
13	Preah Vihear	0	0	0
14	Prey Veng	3	3,921	3,640
15	Pursat	2	6,650	5,643
16	Rattanakiri	1	17	1
17	Siem Reap	0	0	0
18	Sihanuk Ville	30	14,914	8,315
19	Stung Treng	0	0	0
20	Svay Rieng	30	27,671	23,263
21	Takeo	42	29,562	26,065
22	Oddar Meanchey	0	0	0
23	Kap	0	0	0
24	Pailen	0	0	0
25	Tbong Kmoum	1	1,300	1,275
<b>Total</b>		<b>1,006</b>	<b>687,686</b>	<b>566,645</b>

## 5. Type and Number of Enterprises Registered

No.	Business Code	Type of Business	Enterprise	Worker	
				Total	Woman
1	1712	Garment	62	21,020	16,615
2	2222	Publishing	5	249	141
3	1920	Manufacture of Shoe	16	2,015	1,491
4	9310	Laundry	3	398	161
5	1711	Textile	3	3,029	2,832
6	1600	Manufacture of Tobacco Products	3	201	87
7	7412	Auditing Activities	1	10	9
8	7413	Marketing Research Activities	2	41	16
9	7414	Business Activities	11	181	48
10	2695	Manufacture of Cement and Skimcoat	3	91	23
11	6511	Bank	28	1,969	408
12	2710	Manufacture of Steel and Zince	3	58	29
13	6309	Transport Agency	56	2,254	874
14	1544	Manufacture of Food	5	76	39
15	5139	Household Product Trade	2	20	9
16	5510	Hotel	70	2,809	1,438
17	5050	Gasoline Trade	4	81	20
18	3120	Manufacture of Electrical Products	12	149	22
19	1554	Manufacture of Beverage	33	404	193
20	2102	Manufacture of Paper	3	51	24
21	4520	Construction	31	1,005	222
22	7010	Real Estate Activities	16	348	146
23	6603	Insurances (Non-Life Insurance)	2	57	20
24	5220	Food, Beverage, and Tobacco Trade	1	10	6
25	2029	Manufacture of Wooden and Styrofoam Product	7	391	111
26	1549	Manufacture of Forage	6	118	48
27	1553	Manufacture of Beer	2	33	13
28	7492	Security	5	155	10
29	5323	Supermarket	2	26	14
30	5010	Car Trade	1	18	10
31	7491	Migrant Worker Recruitment	5	54	30
32	5521	Restaurant	63	1,303	710
33	5190	Other wholesales	18	271	139
34	7220	Computer Software Supply and Consultation	6	201	42
35	1429	Mining Activities	1	11	1
36	8511	Hospital	10	108	65
37	8030	University	1	15	8
38	9399	Other Services	55	1,682	882
39	6304	Tourism Activities	9	149	50
40	8021	High School	7	109	44
41	5231	Medicine, Medical Apparatus, Costmetics, and Grooming Apparel Trade	3	63	18
42	5150	Mechine, Electrical Equipment Trade and Supply	11	775	90
43	5434	Utensils and Electrical Equipment Repair Service	2	43	25
44	5410	Garage	7	87	7
45	9000	Hygiene Service	1	31	18
46	8022	Vocational and Technical Training Center	39	782	446
47	2221	Paper Publishing	2	106	25
48	2520	Manufacture of Plastic Product	4	68	24
49	7495	Package Service	4	166	63
50	7421	Architecture, Engineering, and Technical Consultation	2	39	13

51	5122	Food, Beverage, and Tobacco Trade	2	22	12
52	8010	Primary School	15	229	131
53	7430	Advertising	2	60	23
54	2423	Manufacture of Medicine	1	24	13
55	9213	Radio and Television	1	367	77
56	130	Livestock Farming and Crop Cultivating	13	519	179
57	3699	Other Manufacturing Factories	58	3,982	2,382
58	9900	NGO	50	1,607	663
59	9241	Sports Activities	2	62	22
60	2696	Stone Carving and Brick Kilns	24	594	233
61	1533	Manufacture of Forage	1	14	1
62	7499	Other Business Activities	75	3,045	1,172
63	4020	Manufacture and Distribution of Gas	1	13	1
64	6601	Life Insurance	2	17	4
65	2519	Manufacture of Rubber Products	3	75	33
66	2610	Manufacture of Glass and Glass product	1	8	1
67	9219	Other Entertainment Activities	19	1,163	573
68	9191	Organization and Religion Activities	2	30	17
69	1729	Manufacture of Other Garment Products	15	4,031	2,698
<b>Total</b>			<b>935</b>	<b>59,192</b>	<b>36,014</b>

## 6. Number of Enterprises/Establishments Closed and Suspended in Capital/Provinces

No.	Capital/Provinces	Total of Enterprises Closed and Suspended			Closed Enterprise			Suspended Enterprise		
		Enterprise	Worker	Woman	Enterprise	Worker	Woman	Enterprise	Worker	Woman
01	Banteay Meanchey	6	420	195	4	413	192	2	7	3
02	Battambang	28	329	154	22	238	105	6	91	49
03	Kampong Cham	4	29	14	4	29	14	-	-	-
04	Kampong Chhnang	5	718	334	3	331	129	2	387	205
05	Kampong Speu	6	1,239	1,093	4	632	538	2	607	555
06	Kampong Thom	4	21	7	3	14	4	1	7	3
07	Kampot	4	68	6	4	68	6	-	-	-
08	Kandal	32	9,975	6,738	27	8,224	5,272	5	1,751	1,466
09	Kratie	2	3	1	2	3	1	-	-	-
10	Mondulkiri	1	10	4	-	-	-	1	10	4
11	Preah Vihear	3	309	98	1	15	5	2	294	93
12	Prey Veng	6	3,733	3,456	6	3,733	3,456	-	-	-
13	Pursat	6	50	9	4	34	3	2	16	6
14	Rattanakiri	5	33	10	5	33	10	-	-	-
15	Siem Reap	33	542	238	28	403	192	5	139	46
16	Sihanuk Ville	13	288	104	13	288	104	-	-	-
17	Stung Treng	4	9	1	3	7	1	1	2	-
18	Svay Rieng	6	767	217	6	767	217	-	-	-
19	Takeo	9	2,830	2,552	8	2,670	2,452	1	160	100
20	Oddar Meanchey	-	-	-	-	-	-	-	-	-
21	Kap	-	-	-	-	-	-	-	-	-
22	Pailen	9	271	112	6	232	109	3	39	3
23	Tbong Kmoum	9	1,312	1,241	5	1,286	1,235	4	26	6
24	Phnom Penh	419	37,235	24,711	367	32,116	20,880	52	5,119	3,831
<b>Total</b>		<b>614</b>	<b>60,191</b>	<b>41,295</b>	<b>525</b>	<b>51,536</b>	<b>34,925</b>	<b>89</b>	<b>8,655</b>	<b>6,370</b>

## 7. Report on Work Injury and Investigation Result

No.	Capital/Provinces	Work Injury Report	Investigation Result		
			New	Old	Total
01	Phnom Penh	15,497	9,178	5,612	14,790
02	Kandal	4,767	2,536	2,168	4,704
03	Kampong Speu	3,806	2,459	1,131	3,590
04	Kampong Chhnang	2,200	1,197	896	2,093
05	Prey Veng	304	215	96	311
06	Kampong Cham	1,003	584	408	992
07	Kratie	139	68	66	134
08	Stung Treng	11	2	8	10
09	Svay Rieng	4,222	1,943	2,003	3,946
10	Takeo	1,304	731	576	1,307
11	Kampot	133	52	65	117
12	Kap	2	-	1	1
13	Sihanuk Ville	1,478	1,009	425	1,434
14	Koh Kong	218	102	105	207
15	Kampong Thom	118	64	49	113
16	Pursat	284	107	103	210
17	Battambang	138	68	66	134
18	Siem Reap	446	309	141	450
19	Banteay Meanchey	328	179	129	308
20	Oddar Meanchey	23	11	9	20
21	Pailen	39	19	17	36
22	Preah Vihear	7	2	3	5
23	Mondulkiri	14	5	10	15
24	Rattanakiri	77	31	36	67
25	Tbong Kmoum	175	104	59	163
<b>Total</b>		<b>36,733</b>	<b>20,975</b>	<b>14,182</b>	<b>35,157</b>

## 8. Work Injury Insituations in 2016 in Capital/Provinces

No.	Capital/ Provinces	Work Injury Report		Work Injury						Total of Work Injury		Total of Non- Work Injury	
				Mild		Serious		Death					
		Total	Woma n	Total	Woma n	Total	Woma n	Tota l	Wom an	Total	Woman	Total	Woman
1	Banteay Meanchey	331	190	278	169	15	6	5	0	298	175	13	4
2	Battambang	145	83	124	76	12	2	2	0	138	78	3	3
3	Kampong Cham + Tbong Khmoum	1,186	928	974	815	148	88	21	3	1,143	906	17	12
4	Kampong Chhnang	2,209	1,876	1,886	1,577	193	176	6	6	2,085	1,759	16	15
5	Kampong Speu	4,096	3,538	3,506	3,063	232	174	24	14	3,763	3,251	106	96
6	Kampong Thom	126	45	78	32	32	9	7	3	117	44	4	2
7	Kampot	138	67	101	48	16	4	1	0	118	52	2	2
8	Kandal	860	664	748	588	59	35	5	1	812	624	6	4
9	Koh Kong	220	143	194	131	11	3	1	0	206	134	3	3
10	Kratie	179	72	123	55	45	15	0	0	168	70	2	1
11	Monduliri	10	2	8	1	2	1	0	0	10	2	1	0
12	Phnom Penh	12,564	8,683	11,153	7,877	909	519	29	10	12,090	8,406	252	171
13	Preah Vihear	10	1	4	0	2	0	0	0	6	0	0	0
14	Prey Veng	312	272	240	209	18	15	2	1	260	225	59	54
15	Pursat	293	238	189	142	13	10	1	0	203	152	16	15
16	Rattanakiri	86	28	50	17	13	1	0	0	63	18	10	4
17	Siem Reap	487	208	386	171	92	33	3	1	481	205	9	4
18	Sihanuk Ville	1,505	826	1,358	757	80	27	15	3	1,453	787	7	3
19	Stung Treng	16	2	9	0	5	1	0	0	14	1	2	0
20	Svay Rieng	4,233	3,385	3,843	3,089	102	58	6	2	3,951	3,149	4	4
21	Takeo	1,395	1,200	1,287	1,125	60	42	12	5	1,359	1,172	35	34
22	Oddar Meanchey	29	6	9	1	15	4	2	1	26	6	0	0
23	Pailen	39	11	29	9	4	0	0	0	33	9	3	1
24	Dong Kor	5,716	4,458	4,843	3,838	339	226	18	6	5,200	4,070	59	46
25	Russey Keo	549	412	479	372	29	12	8	4	516	388	15	10
<b>Total</b>		<b>36,734</b>	<b>27,338</b>	<b>31,899</b>	<b>24,162</b>	<b>2,446</b>	<b>1,461</b>	<b>168</b>	<b>60</b>	<b>34,513</b>	<b>25,683</b>	<b>644</b>	<b>488</b>

## 9. Result of Work Injury Investigation in 2016 in Capital/Provinces

No.	Capital/ Provinces	Result of Work Injury Investigation (Person)						Grand Total	
		Workplace Accident		Commuting Accident		Occupational Disease			
		Total	Woman	Total	Woman	Total	Woman	Total	Woman
1	Banteay Meanchey	236	141	62	34	0	0	298	175
2	Battambang	95	65	43	13	0	0	138	78
3	Kampong Cham + Tbong Khmoum	914	761	229	145	0	0	1,143	906
4	Kampong Chhnang	1,284	1,110	801	649	0	0	2,085	1,759
5	Kampong Speu	2,818	2,518	942	731	1	1	3,763	3,251
6	Kampong Thom	71	27	46	17	0	0	117	44
7	Kampot+Kep	66	37	52	15	0	0	118	52
8	Kandal	565	444	247	180	0	0	812	624
9	Koh Kong	151	98	55	36	0	0	206	134
10	Kratie	130	52	38	18	0	0	168	70
11	Mondulkiri	6	0	4	2	0	0	10	2
12	Preah Vihear	8,037	5,949	4,054	2,457	1	1	12,090	8,406
13	Prey Veng	2	0	4	0	0	0	6	0
14	Pursat	166	159	94	66	0	0	260	225
15	Rattanakiri	126	104	76	48	1	0	203	152
16	Siem Reap	31	10	32	8	0	0	63	18
17	Sihanuk Ville	244	111	237	94	0	0	481	205
18	Stung Treng	1,027	590	426	197	0	0	1,453	787
19	Svay Rieng	10	1	4	0	0	0	14	1
20	Takeo	3,034	2,502	917	647	0	0	3,951	3,149
21	Oddar Meanchey	974	866	385	306	0	0	1,359	1,172
22	Pailen	18	3	8	3	0	0	26	6
23	Phnom Penh	19	3	14	6	0	0	33	9
24	Dong Kor	4,479	3,605	721	465	0	0	5,200	4,070
25	Russey Keo	399	321	117	67	0	0	516	388
<b>Total</b>		<b>24,902</b>	<b>19,477</b>	<b>9,608</b>	<b>6,204</b>	<b>3</b>	<b>2</b>	<b>34,513</b>	<b>25,683</b>



## CLASSIFICATION OF WORK INJURY



### 1. Classification of Work Injury by Economic Activity, Type, and Degree of Work Injury

No.	Economic Activity	Number of Victims		
		Total	Man	Woman
1	Livestock Farming and Crop Cultivating	209	151	58
2	Crude petroleum and Natural Gas Industry	1	1	0
3	Mining activity	13	10	3
4	Manufacture of Canned Fruit and Vegetable	2	1	1
5	Manufacture of Forage	74	52	22
6	Manufacture of Food	0	0	0
7	Manufacture of Food	29	20	9
8	Manufacture of Beer	105	80	25
9	Manufacture of Beverage	78	63	15
10	Manufacture of Tobacco Product	5	5	0
11	Textile	570	137	433
12	Garment	18,105	3,045	15,060
13	Manufacture of Other Garments	5	1	4
14	Manufacture of Footwear	5,051	677	4,374
15	Manufacture of Wooden and Styrofoam Product	314	193	121
16	Manufacture of Paper	112	92	20
17	Paper Publishing	9	7	2
18	Publishing	134	53	81
19	Manufacture of Fuel Refining Product	0	0	0
20	Manufacture of Medicine	3	2	1
21	Manufacture of Chemical and Toxic Product	3	3	0
22	Manufacture of Rubber Product	95	67	28
23	Manufacture of Plastic Product	171	86	85
24	Manufacture of Glass and Glass Product	16	16	0
25	Manufacture of Cement, Concrete, and skimcoat	90	85	5
26	Stone carving and Brick Kiln	52	42	10
27	Manufacture of Steel and Zinc	98	92	6
28	Electricity Manufacturing	61	57	4
29	Manufacture of Cable	0	0	0
30	Manufacture of Electronic Equipment	88	11	77
31	Manufacture of Medicine	0	0	0
32	Manufacture of Car	1	1	0
33	Motobike Manufacturing Factory	105	91	14
34	Motobike Manufacturing Factory	126	72	54
35	Manufacture of Jewelry	4	0	4
36	Manufacture of Game and Toy	111	8	103
37	Other Manufacturing Factories	3,551	861	2,690
38	Natural Gas Manufacture and Distribution	0	0	0
39	Construction	56	47	9
40	Car Trade	4	3	1
41	Fuel Trade	16	12	4
42	Food, Beverage, Tobacco Trade	0	0	0
43	Household Product Trade	3	3	0
44	Fire Extingisher Trade	3	3	0
45	Machine and Electricity Equipment Trade and Supply	25	13	12
46	Other Wholesales	80	49	31
47	Beverage and Tobacco Trade	12	10	2
48	Medicine, Medical Apparatus, Costmetics, and Grooming Apparel Trade	3	0	3
49	Supermarket	52	32	20
50	Garage	10	10	0
51	Utensils and Electrical Equipment Repair Service	5	4	1

52	Hotel	1,224	573	651
53	Restaurant	148	89	59
54	Rail Transportation	3	3	0
55	Water and Marine Transportation	1	1	0
56	Airport	33	24	9
57	Tourism Agent Activity	12	11	1
58	Transport Agency	1,280	455	825
59	Telecommunication	45	37	8
60	Bank	709	508	201
61	Life Insurance	21	11	10
62	Insurance (Non-Life Insurance)	0	0	0
63	Stock Market Activity (Bond)	1	1	0
64	Real Estate Activities	35	28	7
65	Computer Software Supply and Consultation	1	1	0
66	Legal Activity	1	0	1
67	Auditing Activity	0	0	0
68	Marketing Research Activity	0	0	0
69	Business Activity	13	11	2
70	Architecture, Engineering, and Technical Consultation	5	2	3
71	Advertising	9	6	3
72	Migrant Worker Recruitment	8	2	6
73	Security	142	121	21
74	Photography Activity	0	0	0
75	Package Service	131	47	84
76	Other Business Activities	186	131	55
77	Social Security	40	19	21
78	Primary School	22	9	13
79	High School	14	7	7
80	Vocational and Technical Training School	23	9	14
81	University	26	20	6
82	Hospital	27	8	19
83	Dental Clinic	0	0	0
84	Hygiene and Sanitation Services	266	181	85
85	Business Association (Consortium)	0	0	0
86	Activity of Organization and Religion	1	0	1
87	Radio and Television	4	4	0
88	Other Leisure Activities	39	24	15
89	Press Agent Activity	0	0	0
90	Museum, Building Maintenance, and Historical Place	1	1	0
91	Sports Activity	9	4	5
92	Laundry	48	39	9
93	Port Activity	14	14	0
94	Other Services	186	81	105
95	NGO	125	80	45
<b>Total</b>		<b>34,513</b>	<b>8,830</b>	<b>25,683</b>

## 2. Classification of Work Injury by Type of Accident and Sex

No.	Type of Work Injury	Case	Number of Victim		
			Total	Man	Woman
1	Electric Shock	190	194	77	117
2	Burning or Inflammation	260	266	121	145
3	Falling down from High Place	161	163	122	41
4	Materials or Equipment Falling on	1,034	1,041	554	487
5	Slipping and Falling Down	1,079	1,080	250	830
6	Holding/Pressing by Equipment or Machines	814	814	384	430
7	Explosion of High-Pressure Tools	21	21	15	6
8	Getting Cut by Sharpening Things	3,474	3,476	1,323	2,153
9	Piercing	240	240	110	130

10	Stumbling or Bumping by Things	727	729	308	421
11	Twisting or Tightening	7	7	5	2
12	Activity Used Energy Extermely	111	111	66	45
13	Exposure to the Unsuitable Temperature or Atmosphere Pressure	1	1	1	-
14	Exposure to the Radioactive Substance	2	2	2	-
15	Exposure to the Hazardous Substances	30	30	16	14
16	Suffocation	33	33	8	25
17	Faintness	11,898	13,863	806	13,057
18	Road Traffic Accident	7,639	9,031	3,327	5,704
19	Accident due to Mining Activity	5	5	3	2
20	Occupational Disease	4	4	3	1
21	Resporatory Disease	7	7	4	3
22	Heart Disease	1	1	1	-
23	Brain Disease	3	3	-	3
24	Other Accidents	2,841	2,889	1,324	1,565
25	Miscarriage	502	502	-	502
<b>Total</b>		<b>31,184</b>	<b>34,513</b>	<b>8,830</b>	<b>25,683</b>

### 3. Classification of Work Injury by Types of Wound and Sex

No.	Type of Wound	Number of Victims		
		Total	Man	Woman
1	Bone Fracture	978	545	433
2	Pain/Sore	659	151	508
3	Sprain or Dislocation	930	367	563
4	Getting Cut	2,300	813	1,487
5	Piercing	4,737	2,326	2,411
6	Scraping	3,150	1,277	1,873
7	Bruise by the Strong Bumping	3,014	864	2,150
8	Surface Wound	166	64	102
9	Burning or Inflammation	542	233	309
10	Blind	7	1	6
11	Poisoning	177	22	155
12	Drowning	-	-	-
13	Inner Organ Wound	150	23	127
14	Other Wounds	17,703	2,144	15,559
<b>Total</b>		<b>34,513</b>	<b>8,830</b>	<b>25,683</b>

### 4. Classification of Work Injury by Wound and Sex

No.	Type of Wound	Number of Victims		
		Total	Man	Woman
1	Head (brain, skull, and skull skin)	1,180	507	673
2	Eye	1,251	601	650
3	Face	440	230	210
4	Ear (inside and outside)	38	18	20
5	Mouth	85	47	38
6	Tooth	21	11	10
7	Throat	98	31	67
8	Shoulder	328	152	176
9	Chest	319	118	201
10	Back	82	31	51
11	Waist	356	162	194
12	Abdomen	970	53	917
13	Hip	155	33	122
14	Arm	2,079	901	1,178
15	Hand	393	177	216

16	Finger	3,391	1,219	2,172
17	Leg	3,411	1,403	2,008
18	Foot	449	240	209
19	Toe	504	277	227
20	Blood Stream	2	2	0
21	Resporatory System	3,042	165	2,877
22	Digestive System	6	1	5
23	Sexual Organ	19	7	12
24	Nerve System	1	1	0
25	Unclear-Symptom Wound	349	14	335
26	Multi-Physical Wound	2,964	1,134	1,830
27	Whole-Physical Wound	67	18	49
28	Other Wounds	12,513	1,277	11,236
<b>Total</b>		<b>34,513</b>	<b>8,830</b>	<b>25,683</b>

## 5. Classification of Work Injury by Types of Means in Economic Activity

No.	Type of Consumption Means	Number of Victim		
		Total	Man	Woman
<b>1 - Machine</b>				
1	Trailers except Electricity-Powered Machines	17	1	16
2	Converting Machine	1	1	-
3	Metal-Manufacturing Machine	22	16	6
4	Generator	31	30	1
5	Wood-Manufacturing Machine	26	15	11
6	Plastic-Manufacturing Machine	3	2	1
7	Mixing Machine	3	3	-
8	Agricultural Machine	4	2	2
9	Mine-Extracting Machine	1	-	1
10	Sewing machine	5,947	277	5,670
11	Stitch Sewing Machine	169	6	163
12	Cutting Machine	577	231	346
13	Ironing Machine	240	48	192
14	Button-Putting Machine	495	142	353
15	Embroiding Machine	165	29	136
16	Washing Machine	27	23	4
17	Drying Machine /Dryer	5	4	1
18	Other Machines	2,163	555	1,608
<b>2 - Transportation and Lifting Machine</b>				
1	Lifting Tool and Machine	17	15	2
2	Rail Transport	2	2	-
3	Land Transport excluding Rail	-	-	-
4	Air Transport	-	-	-
5	Water Transport	1	-	1
6	Other Transports	136	66	70
<b>3 - Materials</b>				
1	High-Pressure Tool	-	-	-
2	Heating Furnace	13	13	-
3	Blast Furnace	-	-	-
4	Microwave	3	3	-
5	Brick Furnace	4	4	-
6	Freezing Factory	2	1	1
7	Electrical Aesthetics	-	-	-
8	Electrical Motor	63	59	4
9	Electrical Equipment	4	4	-
10	Other Materials and Equipment	266	97	169
11	Stair and Mobile Ramp	16	11	5
12	Scaffolds	5	5	-
13	Other Equipment	83	39	44
<b>4 - Equipment, Substance, and Radioactive Substance</b>				
1	Chemical Substances excluding Explosive and Toxin	-	-	-

2	Toxic Substances	5	3	2
3	Pieces Splattered	13	4	9
4	Radioactive Substance	2	1	1
5	Explosive Substance	8	3	5
6	Liquid	11	6	5
7	Dust	20	14	6
8	Other Materials and Substances	-	-	-
9	Gas	36	15	21
<b>5 - Workplace Atmosphere</b>				
1	Underground	51	41	10
2	Transportation	468	120	348
3	Outdoor Building	-	-	-
4	Indoor Building	26	13	13
<b>6 - Other Means</b>				
1	Animal	4	2	2
2	Other Non-Classified Utilization Methods	13,150	3,252	9,898
<b>7 - Transportation</b>				
1	Pedestrian	1,230	290	940
2	Motorcycle	6,837	3,090	3,747
3	Trishaw	185	31	154
4	Car	1,814	222	1,592
5	Bikecycle	142	19	123
<b>Total</b>		<b>34,513</b>	<b>8,830</b>	<b>25,683</b>

#### 6. Classification of Work Injury by Workplace and Sex

No.	Workplace Atmosphere	Number of Victims		
		Total	Man	Woman
1	Outdoor building	994	661	333
2	Indoor building	23,838	4,757	19,081
3	Underground	22	12	10
4	Transportation	9,659	3,400	6,259
<b>Total</b>		<b>34,513</b>	<b>8,830</b>	<b>25,683</b>