



Republic of the Philippines
PROVINCE OF PANGASINAN
Lingayen
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OFFICE OF THE SANGGUNIANG PANLALAWIGAN SECRETARY

CERTIFICATION

TO WHOM IT MAY CONCERN:

THIS IS TO CERTIFY that at the regular session duly constituted of the Sangguniang Panlalawigan, Province of Pangasinan, held on September 27, 2021 at Lingayen, Pangasinan, the following provincial resolution was approved:

Authored by SP Members Rosary Gracia P. Perez-Tababa
and Jeremy Agerico B. Rosario

PROVINCIAL RESOLUTION NO. 816-2021

URGING THE NATIONAL BOARD OF THE SOCIAL SECURITY SYSTEM (SSS) TO REVISIT AND ENTER POSSIBLE AMENDMENTS ON THEIR TRANSACTION PROCEDURES BY FURTHER ENHANCING ITS ONLINE SERVICES AND WALK-IN TRANSACTIONS FOR A FAST, CONTINUOUS AND UNINTERRUPTED DELIVERY OF SERVICES TO ITS MEMBERS AND PENSIONERS TO BE MORE ADOPTIVE TO THE NEW NORMAL SETUP DUE TO THE COVID-19 PANDEMIC

WHEREAS, the Social Security System (SSS) considered as one of the frontline services of the national government is mandated to provide a social security protection to workers in the private sector, wage earners as well as self-employed persons;

WHEREAS, during the Question Hour of the Sangguniang Panlalawigan held on its September 27, 2021 Regular (Physical) Session, the Social Security System (SSS) was invited to apprise the Body on the plans and programs being implemented by the agency to protect its members and pensioners more particularly in accelerating the processing of their documents;

WHEREAS, the Sangguniang Panlalawigan has heard some of the sentiments aired by SSS members and beneficiaries and has also seen people queueing in long line and waiting for their requests for claims and other documents to be processed through a video presentation prepared by the author of the Question Hour;

WHEREAS, the SSS in turn has informed the Sangguniang Panlalawigan on the causes of the delay in SSS transactions and explained to the Body the programs being implemented to ease the burdens of its members and pensioners;

WHEREAS, it is the aim of the Provincial Government to improve the welfare and needed services of the people especially for those who are much more vulnerable to COVID-19 like the old and immunocompromised in terms of saving time and resources in going to and from the branch/service/representative offices of the SSS;



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WHEREAS, though the SSS has been urging the public to transact with its branches using the online services, there is a need to reprogram the same to make it more responsive to the present needs of SSS members and pensioners;

WHEREAS, it is also the aim of the Sangguniang Panlalawigan that SSS shall continue to invest more in further boosting digital capacities for attainment of fast, continuous and uninterrupted if not the best quality services to the public;

WHEREAS, the Sangguniang Panlalawigan urges that SSS shall continue to improve and expand its walk-in transactions to benefit the members and pensioners conveniently and safely in these trying times of pandemic;

WHEREAS, the Sangguniang Panlalawigan deemed it necessary to urge the SSS to revisit the relevance of their transaction procedures to make it more responsive and adoptive to the new normal setup by the pandemic;

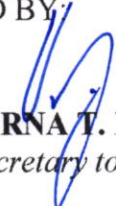
WHEREAS, the health, safety and protection of the people of Pangasinan is the primordial concern of the Sangguniang Panlalawigan;

WHEREFORE, in view of the foregoing, on motion of SP Members Rosary Gracia P. Perez-Tababa and Jeremy Agerico B. Rosario, duly seconded, it was –

RESOLVED, by the Sangguniang Panlalawigan in session assembled to urge, as it is hereby urged, the National Board of the Social Security System (SSS) to revisit and enter possible amendments on their transaction procedures by further enhancing its online services and walk-in transactions for a fast, continuous and uninterrupted delivery of services to its members and pensioners to be more adoptive to the new normal setup due to the Covid-19 pandemic;

RESOLVED, FURTHER, that a copy of this resolution be furnished to the Social Security System (SSS), for its information and appropriate action.

CERTIFIED BY:


VERNA T. NAVA-PEREZ
Secretary to the Sanggunian

ATTESTED:


MARK RONALD DG. LAMBINO
Vice Governor
(Presiding Officer)