

NINETEENTH CONGRESS OF THE)
REPUBLIC OF THE PHILIPPINES)
First Regular Session)

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SENATE
P.S. Res. No. 544

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Introduced by **Senator Raffy T. Tulfo**

RESOLUTION

**DIRECTING THE SENATE COMMITTEE TO CONDUCT AN INQUIRY IN AID
OF LEGISLATION TO REVIEW THE PROCESS OF SOCIAL SECURITY SYSTEM
IN PROCESSING BENEFIT CLAIMS WITH THE END IN VIEW TO IMPROVE
THE EFFICIENCY OF CLAIMING THE BENEFITS ESPECIALLY RETIREMENT
CLAIMS**

1 **WHEREAS**, the Social Security System (SSS) was created to provide social
2 protection to Filipinos and help them prepare for the future through contributions and
3 benefits;

4
5 **WHEREAS**, the SSS has been receiving complaints from its members about
6 the long and tedious process of claiming their benefits, particularly retirement claims,
7 which often result in delays and frustration;

8
9 **WHEREAS**, delays in processing claims have caused difficulties for retirees
10 who are relying on their benefits for their daily living and have even resulted in
11 financial hardships for some;

12
13 **WHEREAS**, it is the responsibility of the Senate to ensure that government
14 agencies such as the SSS are efficient in providing services to the public, especially to
15 its members who have contributed to the system;

16 **NOW, THEREFORE, BE IT RESOLVED**, that the Senate Committee on Social
17 Justice, Welfare, and Rural Development conduct an inquiry in aid of legislation to
18 review the process of the Social Security System in processing benefit claims with the
19 end in view to improve the efficiency of claiming the benefits, especially retirement
20 claims;

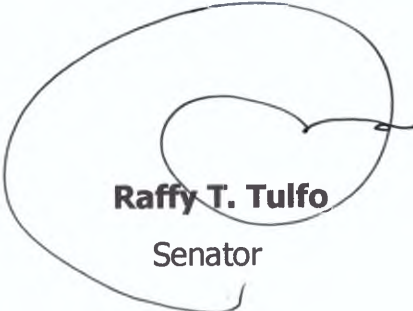
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22 **BE IT FURTHER RESOLVED**, that the inquiry should include but not limited to
23 the following:

- 24
- 25 a. The current process of claiming benefits, particularly retirement claims, and the
26 average time it takes for members to receive their benefits;
 - 27
 - 28 b. The reasons for delays in processing claims and the measures being taken by
29 the SSS to address these issues;
 - 30
 - 31 c. The possible reforms that can be implemented to improve the efficiency of
32 claiming benefits, such as the use of digital technology and automation of
33 processes;
 - 34
 - 35 d. The feasibility of extending the period for filing claims and the possibility of
36 allowing members to file their claims online;
 - 37
 - 38 e. The need for additional funding and manpower to support the SSS in processing
39 benefit claims efficiently;
 - 40
 - 41 f. The possible establishment of a monitoring system that will track the progress
42 of claims and provide regular updates to members;
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44 **BE IT FINALLY RESOLVED**, that the findings and recommendations of the
45 Senate Committee on Social Justice, Welfare, and Rural Development, as a result of
46 the inquiry, shall be used as a basis for proposing legislative measures to improve the

- 47 Social Security System and to ensure that its members receive their benefits in a timely
48 and efficient manner.

Adopted,



Raffy T. Tulfo
Senator