



**NATIONAL SOCIAL SECURITY FUND  
(NSSF)**

**REPORT  
ON  
THE ANNUAL ACHIEVEMENTS 2015  
AND THE ACTION PLANS**

**PHASE I  
IMPLEMENTATION OF  
THE EMPLOYMENT  
INJURY INSURANCE**

**ENSURING INCOME SECURITY, POVERTY REDUCTION, AND PROMOTING SOCIAL STABILITY**



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# **VISION, MISSION, AND OBJECTIVES**



## **VISION**

To ensure the social security effectively for Persons Defined by the Provisions of the Labour Law.

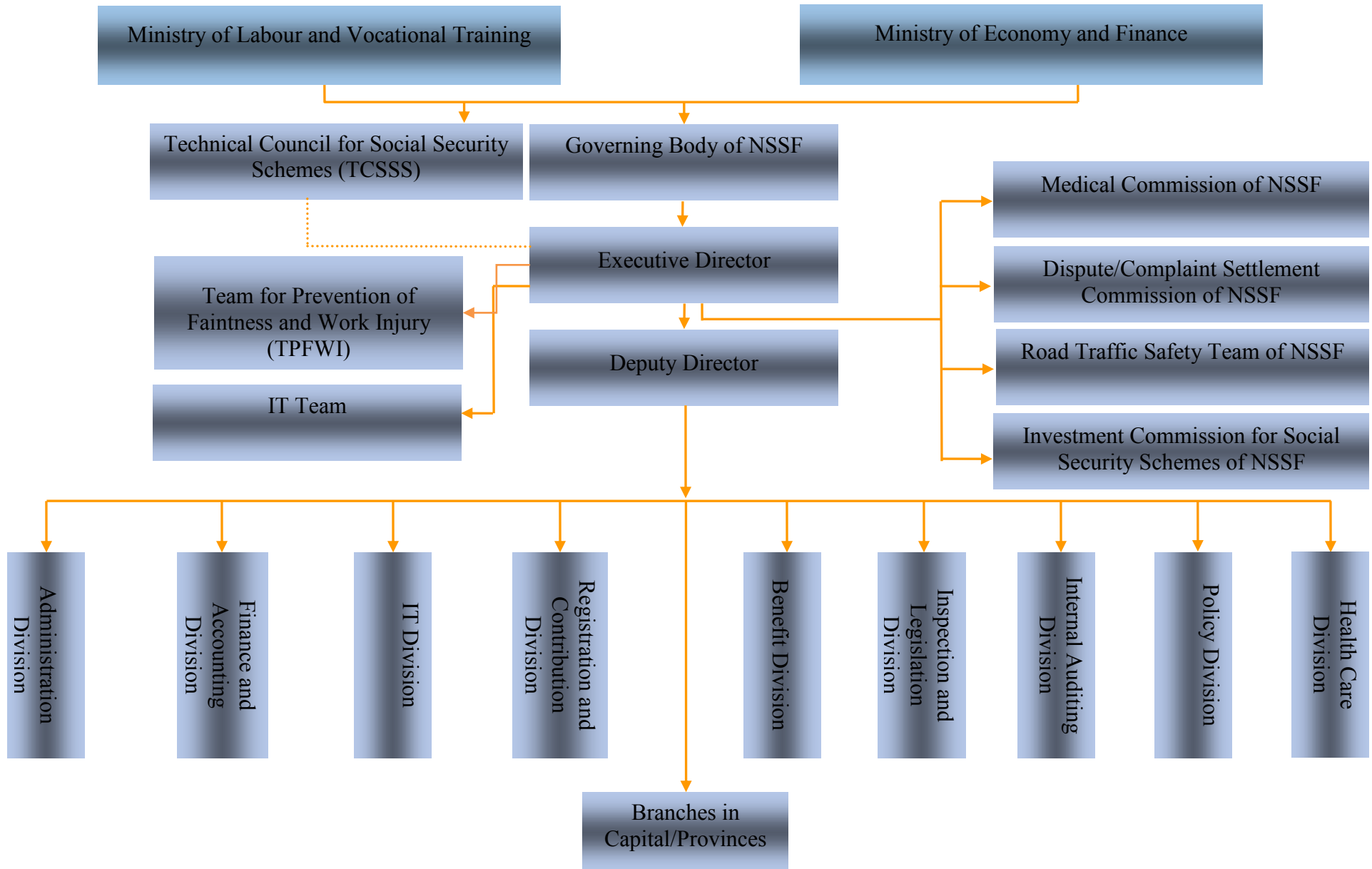
## **MISSION**

To provide the Social Security Services with effectiveness, transparency, accountability, and punctuality for Persons Defined by the Provisions of the Labour Law in the purpose of relieving hardship such as Old Age, Invalidity, Death, Work Injury, or other contingencies such as Sickness and Maternity.

## **OBJECTIVES**

1. Strengthening and extending the implementation of Employment Injury Insurance (accident at workplace, commuting accident, and occupational disease);
2. Launching Health Care Scheme (health prevention service, medical care, daily allowance, and maternity); and
3. Launching Pension Scheme (old-age, invalidity, and death)

# STRUCTURE OF THE NATIONAL SOCIAL SECURITY FUND (NSSF)



**REPORT**  
**ON**  
**THE ANNUAL ACHIEVEMENTS 2015 AND ACTION PLANS 2016 OF THE**  
**NATIONAL SOCIAL SECURITY FUND (NSSF)**

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The implementation of Social Security Schemes on Occupational Risk, Health Care, and Pension is in pursuance of 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 the Rectangular Strategy, National Development Strategy, Social Protection Strategy for the Poor and Vulnerable, Financial Sector Development Strategy, Labour and Vocational Training Development Strategic Plan, and Social Protection Strategy for Persons Defined by the Provisions of the Labour Law.

In pursuance of the Law and Strategic Plans, the National Social Security Fund (NSSF) has implemented Phase I, Social Security Schemes on Occupational Risk, successfully, as well as gained the support from both national and sub-national levels. Furthermore, according to the national economic growth and local integration, NSSF has been ready to prepare, strengthen, extend, and develop capacity additionally with a view to providing the social security administration services with effectiveness, transparency, accountability, and punctuality, and contributing to the implementation of international standards , as well as expanding the coverage or benefits of the social security similar to the regional countries responding to the 2015 ASEAN integration as stipulated in Pillar III, ASEAN Socio-Cultural Community.

Over 7 years from 2008 to 2015 of the successful implementation Phase 1, Occupational Risk, there will be a significant catalyst to help NSSF experience potentially with a view to launching new schemes for the purpose to relieve the difficulties of the social members and contribute to eradicate the poverty, as well as promote the social stability. Meanwhile, NSSF has also detected some problems with both weaknesses and strengths that are crucial experiences to better implement Phase I and as basis to launch Phase II, Health Care, and Phase III, Pension, with a view to enabling the workers to access healthcare and annuity (pension) like the public employees.

The National Social Security Fund strongly hopes that such annual achievements in 2015 will become an effective instrument for measuring, monitoring, and assessing the implementation of social security sectors, especially for Employment Injury Scheme. Moreover, it also highlights the positive and negative points, as well as challenges in order to adjust and take actions for better preparing action plan in 2016.

### I. Preparation of Policies and Legal Instruments

The growth of work scope, number of members, socio-economy, and demand of public service provision for the citizens, wholly and partly for the workers employing for the enterprises/establishments. In 2015, NSSF strived double to fulfill its work by preparing to further strengthen, extend, and develop the policy on Occupational Risk, in-

Figure1: 25<sup>th</sup> Governing Body Meeting, October 06, 2015



depth long-term plans, and legal instruments as the basis to implement with a view to ensuring to provide the social security services with effectiveness, punctuality, and responsiveness. Occupational Risk, meanwhile, has been being implemented; Health Care is the 2<sup>nd</sup> phase. So far, NSSF established the

Team to prepare to launch this scheme; through this Team, some work was achieved tremendously comprising the preparation of formalities, procedures, and legal instruments. Through nine-time meeting of Governing Body (17<sup>th</sup>, 18<sup>th</sup>, 19<sup>th</sup>, 20<sup>th</sup>, 21<sup>st</sup>, 22<sup>nd</sup>, 23<sup>rd</sup>, 24<sup>th</sup>, and 25<sup>th</sup>) of the 3<sup>rd</sup> mandate, some works were checked, enacted, and approved by both tutelary ministries as follows:

- Review and adjust the report on the Annual Achievements in 2014 and Action Plans of TPFWI;
- Review and adjust the report on the Annual Achievements in 2014 and Action Plans of Road Traffic Safety Team for Workers' Prevention (RTSTWP);
- Make presentation on the Preparation of Launching Healthcare Scheme and Feasibility Study;
- Check the Financial Report in 2014 of the National Social Security Fund;

- Check and decide the meaning of Article 8 (new) of Sub-Decree No.34 SD.E, dated 24 February 2011, concerning the Establishment of Technical Council for Social Security Schemes for Persons Defined by the Provisions of the Labour Law;
- Check the draft on Income Statement in 2016 of NSSF;
- Re-discuss about the land request for the NSSF administration building; and
- Discuss the re-determination of the NSSF members' identity.

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

### 1. Registraton 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 enterprises/establishments and pay contribution of occupational risk to NSSF. For the initial phase of NSSF, the registration of the enterprises/establishments shall be conducted with the enterprises/establishments with 08 workers and more. The contribution rate of Occupational Risk is a uniform rate that is regulated equal to 0.8% of the average wage in the classification of workers' monthly wage.

*Figure 2: Activities of Registration and Contribution Payment in NSSF*



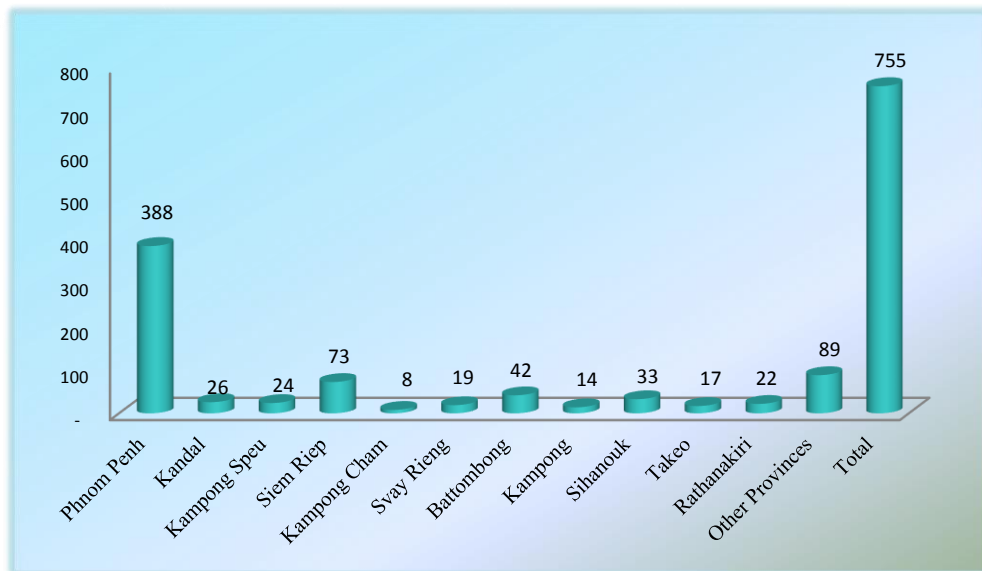
### 1.2 The Registration of Enterprises/Establishments

Until the end of 2015, NSSF expanded the coverage of Occupational Risk nationwide and registered the enterprises/establishments preliminarily amounted to 7,796 enterprises with 1,077,079 workers, 762,013 women equal to 70.74%.



In 2015, NSSF registered **755** enterprises/establishments with **55,491** workers (**36,686** women) in capital/provinces consisting of **388** enterprises in Phnom Penh, **26** in Kandal, **24** in Kampong Speu, **73** in Siem Reap, **08** in Kampong Cham, **19** in Svay Rieng, **42** in Battambang, **14** in Kampong Thom, **33** in Sihanouk Ville, **17** in Takeo, **22** in Rattanakiri, and **89** in other provinces. *(The detail information in Annex 1)*

Graph 1: The Registered Enterprises/Establishments in Capital/Provinces in 2015



\*\*\* Note: Up-To-Date Enterprises/Establishments and Workers

- 6,470 enterprises/establishments (excluding the closed and suspended enterprises/establishments)
- 1,109,890 workers, 779,998 women (including both workers paid and did not yet pay contribution)

| Description | Total      |           |         | capital    |         |         | provinces  |         |         |
|-------------|------------|-----------|---------|------------|---------|---------|------------|---------|---------|
|             | Enterprise | Member    | Female  | Enterprise | Member  | Female  | Enterprise | Member  | Female  |
| 2015        | 755        | 55,491    | 36,686  | 388        | 31,426  | 20,640  | 367        | 24,065  | 16,046  |
| 2014        | 934        | 174,313   | 125,605 | 576        | 87,622  | 57,804  | 358        | 88,691  | 67,801  |
| 2008-2015   | 7,796      | 1,077,079 | 762,013 | 4,687      | 621,537 | 420,330 | 3,109      | 455,542 | 341,683 |

Source: NSSF 2015 (The detail data in Annex 2)

| Description | Total      |           |         | capital    |         |         | provinces  |         |         |
|-------------|------------|-----------|---------|------------|---------|---------|------------|---------|---------|
|             | Enterprise | Member    | Female  | Enterprise | Member  | Female  | Enterprise | Member  | Female  |
| 2008-2015   | 6,470      | 1,109,890 | 779,998 | 3,766      | 638,583 | 424,726 | 2,704      | 471,307 | 355,272 |

Source: NSSF 2015 (The detail data in Annex 3)

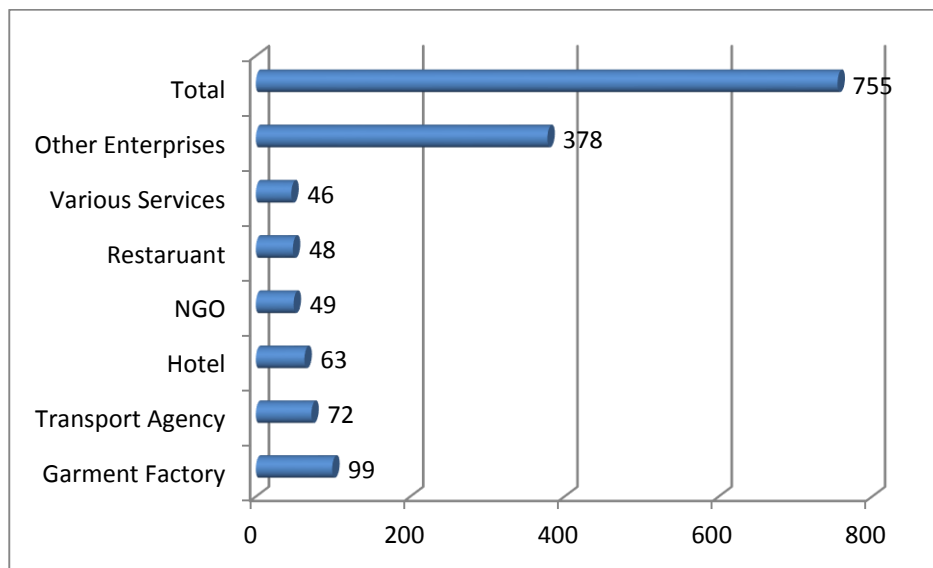
| Description | Total      |         |         | Capital    |         |         | provinces  |         |         |
|-------------|------------|---------|---------|------------|---------|---------|------------|---------|---------|
|             | Enterprise | Member  | Female  | Enterprise | Member  | Female  | Enterprise | Member  | Female  |
| 2008-2015   | 1,088      | 715,640 | 599,158 | 733        | 405,158 | 333,768 | 355        | 310,482 | 265,390 |

Source: NSSF 2015 (The detail data in Annex 4)

### 1.2 Types of the Registered Enterprises/Establishments

In 2015, NSSF registered 755 enterprises/establishments in which 99 were garment factories, the highest, following the transportation agencies 72, hotel 63, NGOs 49, restaurant 48, various services 46, and other enterprises 378. (The detail data in Annex 5)

Graph2: Types of the Registered Enterprises/Establishments in 2015



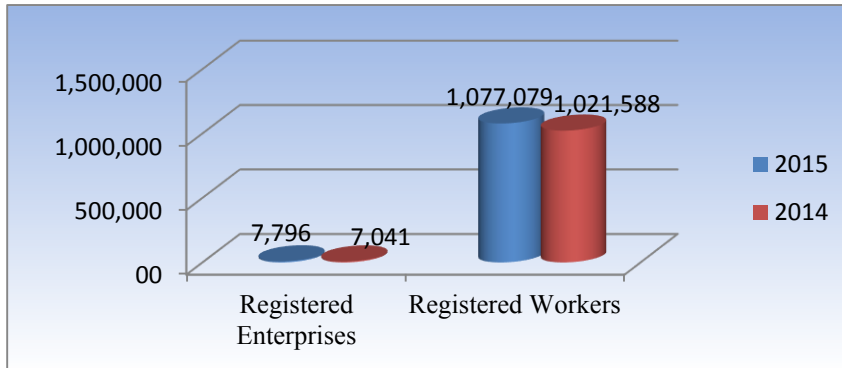
### 1.3. The Closing and Suspension of Enterprises/Establishments

In 2015, there were 470 closed and suspended enterprises/establishments with 35,387 workers in which 367 enterprises/establishments were completely closed with 30,019 workers (242 in Phnom Penh, 09 in Kandal, 01 in Kampong Speu, 05 in Kampong Thom, 03 in Stung Streng, 04 in Banteay Meanchey, 35 in Siem Reap, 06 Svay Rieng, 10 in Sihanouk Ville, 01 in Kampong Chhnang, 04 in Pailin, 02 in Kep, 04 in Kampot, 01 in Pursat, 09 in Takoe, 03 in Kratie, 08 in Kampong Cham, 04 in Rathanakiri, 09 in Battambang, 02 in Mondulkiri, 03 in Preah Vihear, and 02 in Tboung Khmum). However, there were 103 suspended enterprises/establishments with 5,368 workers (51 in Phnom Penh, 05 in Kandal, 02 in Oddar Meanchey, 03 in Banteay Meanchey, 01 Stung Streng, 02 Kampong Speu, 02 in Pailin, 01 in Svay Rieng, 09 in Takeo, 04 in Kratie, 02 in Sihanouk Ville, 03 in Siem Reap, 03 in Battambang, 06 in Kampong Chhnang, 03 in Kampong Cham, 01 in Preah Vihear, 01 in Pursat, 01 in Kep, and 03 in Tboung Khmum).

Noticeably, of the above closed enterprises/establishments until now, there were some enterprises/establishments re-opened; in addition, some changed the name of enterprise and others changed the owners such as handicrafts, brick kilns, and restaurants and so on.

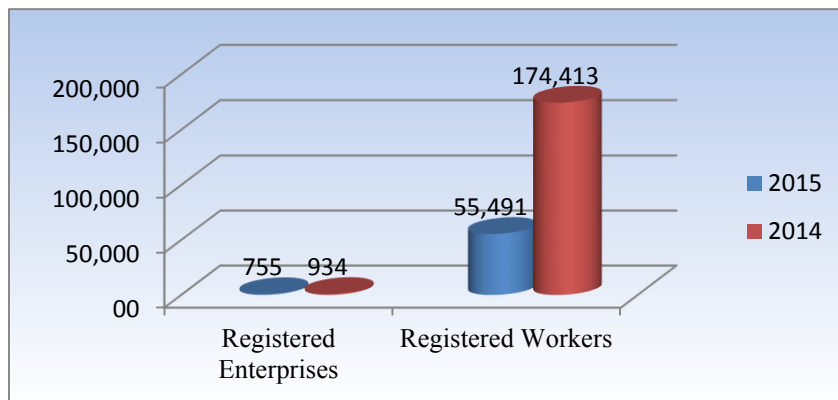
### 1.4 Comparison of Registration

Graph 3: Registration by 2014 and 2015



Based on this graph, within a year, there was an increase of 755 enterprises/establishments equal to 10.72% with 55,491 workers equal to 5.43%.

Graph 4: Registration in 2014 and 2015



Based on this graph, within a year, there was a decrease of 179 enterprises/establishments equal to 19.16% with 118,922 workers equal to 68.18%.

### 1.5. Contribution

NSSF registered the total of 7,796 enterprises/establishments with 1,077,079 workers (762,013 female). Based on up-to-date 6,470 enterprises/establishments with 1,109,890 workers (779,998 female), NSSF imposes contribution payment for the total of 6,144 enterprises/establishments on average in which 5,622 enterprises/establishments with 1,038,151 workers have paid contribution and 518 enterprises/ establishments with 28,226 workers haven't paid yet.

Table 4: Number of Enterprises/Establishments and Workers Paid Contribution

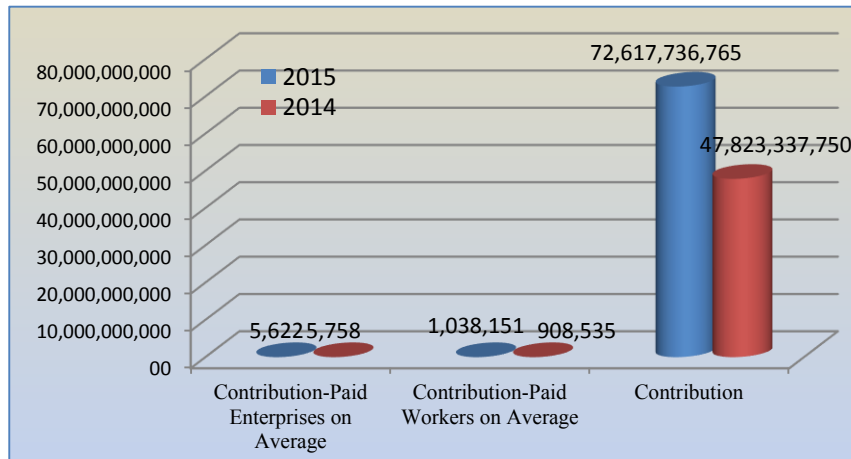
| Month    | Year | Imposed-contribution-payment Enterprises | Paid-contribution Enterprises | Paid-contribution workers | Total Contribution (in Riel) | Unpaid-contribution Enterprises | Unpaid-contribution workers | Unpaid-contribution from enterprises (in Riels) |
|----------|------|--|-------------------------------|---------------------------|------------------------------|---------------------------------|-----------------------------|---|
| November | 2014 | 5,937                                    | 5,686                         | 1,008,273                 | 5,247,493,199                | 251                             | 11,308                      | 36,920,600                                      |

|           |         |         |           |                |               |         |               |             |
|-----------|---------|---------|-----------|----------------|---------------|---------|---------------|-------------|
| December  |         | 6,020   | 5,702     | 1,009,515      | 5,379,547,180 | 318     | 26,836        | 106,852,200 |
| January   | 2015    | 5,995   | 5,696     | 1,015,511      | 5,986,061,593 | 299     | 13,587        | 44,906,400  |
| February  |         | 6,021   | 5,696     | 1,018,252      | 5,859,008,380 | 325     | 14,642        | 49,473,600  |
| March     |         | 6,081   | 5,726     | 1,024,004      | 6,021,689,000 | 355     | 18,376        | 60,502,600  |
| April     |         | 6,111   | 5,749     | 1,028,198      | 5,723,537,300 | 362     | 18,402        | 62,133,600  |
| May       |         | 6,130   | 5,737     | 1,051,187      | 6,342,858,627 | 393     | 20,661        | 71,826,400  |
| June      |         | 6,159   | 5,706     | 1,065,103      | 6,545,141,900 | 453     | 22,408        | 79,175,200  |
| July      |         | 6,231   | 5,636     | 1,073,829      | 6,617,076,500 | 569     | 28,615        | 107,477,100 |
| August    |         | 6,295   | 5,580     | 1,072,647      | 6,438,201,193 | 689     | 35,115        | 137,866,700 |
| September |         | 6,342   | 5,419     | 1,060,868      | 6,432,582,793 | 923     | 49,289        | 202,152,800 |
| October   |         | 6,406   | 5,125     | 1,030,422      | 6,024,539,100 | 1,281   | 79,468        | 352,796,000 |
| Total     | Average | Average | Average   | Total          | Average       | Average | Total         |             |
|           | 6,144   | 5,622   | 1,038,151 | 72,617,736,765 | 518           | 28,226  | 1,312,083,200 |             |

Source: National Social Security Fund in 2015

## 1.6 Comparison of Contribution in 2014 and 2015

Graph 5: Number of the enterprises/establishments and workers paid contribution and the contribution in 2014 and 2015



Based on this graph, there were a decrease of 136 enterprises/establishments equal to 2.36% and an increase of 129,616 workers equal to 14.27% and the contribution amounted to 24,794,399,015 Riels equal to 51.84%.

## 2. Inspection and Legal Affairs

Inspection and legal affairs play a vital role in ensuring the implementation of the Law on the Social Security Schemes for Persons Defined by the Provisions of the Labour Law and other regulations coming into force. This section focuses on some works including law dissemination to the owners of enterprises/establishments on Practice of the Employment Injury Insurance Policy for Registration and Contribution Payment in NSSF, investigation of work injury, inspection of survivors, strengthening of the law enforcement through inspections, constraints, penalties, and filing a complaint to the court in case of the enterprises refuse to comply with the law.

### 2.1. Inspection

Consequently, in 2015, the social security inspectors inspected 6,552 enterprises/establishments equal to 6,109 times in which social security inspectors did special inspection with joint-inspection accounted for 143 enterprises/establishments equal to 143 times.

### 2.1.1. Inspection for Registration

The social security inspectors searched new 1,055 enterprises/establishments, distributed the inspection notification to 1,045 enterprises/establishments, inspected 688 enterprises/establishments for registration, issued 262 constraint letters, took the minutes on fine for 26 enterprises/establishments, and coordinated 208 enterprises/establishments to register. The total of inspection for registration amounted to 3,384 enterprises/establishments equal to 3,189 times.

**Table 5: Inspection for Registration**

| No.                     | Activities                           | Time(s)        |          | Number of Enterprises |          | Other |
|-------------------------|--------------------------------------|----------------|----------|-----------------------|----------|-------|
|                         |                                      | Central Office | Branches | Central Office        | Branches |       |
| 1                       | Searching new enterprises            | 312            | 635      | 368                   | 687      |       |
| 2                       | Distributing inspection notification | 482            | 520      | 525                   | 520      |       |
| 3                       | Inspecting for registration          | 124            | 520      | 168                   | 520      |       |
| 4                       | Issuing the constraint letter        | 150            | 112      | 150                   | 112      |       |
| 5                       | Inspecting for penalty               | 26             | -        | 26                    | -        |       |
| 6                       | Coordinating for registration        | 122            | 186      | 122                   | 186      |       |
| <b>Total</b>            |                                      | 1,216          | 1,973    | 1,359                 | 2,025    |       |
| <b>Total Inspection</b> |                                      | <b>3,189</b>   |          | <b>3,384</b>          |          |       |

### 2.1.2. Joint-Inspection

The social security inspectors conducted the 1<sup>st</sup> normal inspection with the joint-inspection team with 1, 422 enterprises/establishments equal to 1,231 times; in the meantime, 202 enterprises/establishments reported incorrectly the number of workers to NSSF, 132 did not include food allowance into the workers' wage, 83 declared the inappropriate wage of workers, and 15 did not include the overtime wage into the workers' wage.

After the 1<sup>st</sup> normal inspection was over, the NSSF inspectors conducted the 2<sup>nd</sup> normal inspection on the 1<sup>st</sup> normal inspected enterprises with joint-inspection team accounted for 132 enterprises/establishments equal to 132 times; as the result, the social security inspectors found that 06 enterprises were not in compliance with the law.

Additionally, the social security inspectors conducted the special inspection with the joint-inspection team amounted to 143 enterprises/establishments equal to 143 times; consequently, the social security inspector noted that 126 enterprises/establishments were complied with the orders properly, 17 did not comply with the law properly yet, and figured out new wrongdoings in 11 enterprises. The total of inspections amounted to 1,697 enterprises/establishments equal to 1,506 times.

### 2.1.3. Inspection for the Contribution Payment

The inspection for the contribution payment amounted to 311 enterprises/establishments equal to 254 times.

*Table 6: Inspection on Contribution Claim*

| No.                     | Activities   | Time(s)        |          | Number of Enterprises |          | Other |
|-------------------------|--|----------------|----------|-----------------------|----------|-------|
|                         |  | Central Office | Branches | Central Office        | Branches |       |
| 1                       | Fine for hiding the number of workers                        | 12             | -        | 18                    | -        |       |
| 2                       | Fine issued by NSSF Director                                 | 6              | 9        | 6                     | 9        |       |
| 3                       | Inspection on fine claim                                     | 5              | -        | 5                     | -        |       |
| 4                       | Inspection on contribution payment                           | 112            | 23       | 122                   | 33       |       |
| 5                       | Issuance of the constraint letter                            | 46             | 18       | 52                    | 30       |       |
| 6                       | Coordination for contribution payment (paid after follow-up) | 14             | 9        | 22                    | 14       |       |
| <b>Total</b>            |  | 195            | 59       | 225                   | 86       |       |
| <b>Total Inspection</b> |  | <b>254</b>     |          | <b>311</b>            |          |       |

### 2.1.4. Other Inspections

In addition to the above achievements, the social security inspectors also accomplished some works comprising the investigation of 230 enterprises/establishments suspected to be closed or re-opened equal to 230 times, distribution of registration certificates to 22 enterprises/establishments, dissemination of the NSSF benefits to 32 enterprises/establishments, coordination for contribution payment and IT system with 16 enterprises/establishments, investigation of 24 suspended enterprises/establishments, distribution of contribution and fine with interest letters to 824 enterprises/establishments, and facilitation with the officials and staff of the NSSF branches to acquaint with work procedures accounted for 12 times. The total of other inspections amounted to 1,160 enterprises/ establishments equal to 1,160 times.

## 2.2. Work Injury Investigation

NSSF received 30,919 occupational risk reports in which 31,072 victims were investigated and 30,281 victims were work injuries with 22,490 workplace accidents, 7792 commuting accidents, and 03 occupational diseases (03 occupational diseases considered to be work injury) and 791 non-work injuries. On the other hand, 186 cases of survivors were investigated with 106 cases were entitled and 80 were not due to incomplete condition.

### **2.3. Legal Affairs**

NSSF fined 07 enterprises/establishments for registration rejection and demanded 155 enterprises/establishments to pay contribution; in addition, 04 enterprises/establishments have been filling the complaint to the Phnom Penh Court of First Instance.

For the joint-inspection, the social security inspectors inspected 1,697 enterprises/establishments in which some were found that they declared the number of workers incorrectly to NSSF, did not include the food allowance of the workers, declared wage inappropriately according to the actual amount, as well as not include overtime wage of the workers. The above enterprises/establishments found by the social security inspectors were done for two times in total of 164 enterprises/establishments in which 97 enterprises were issued the fine letter.

### **3. Benefits**

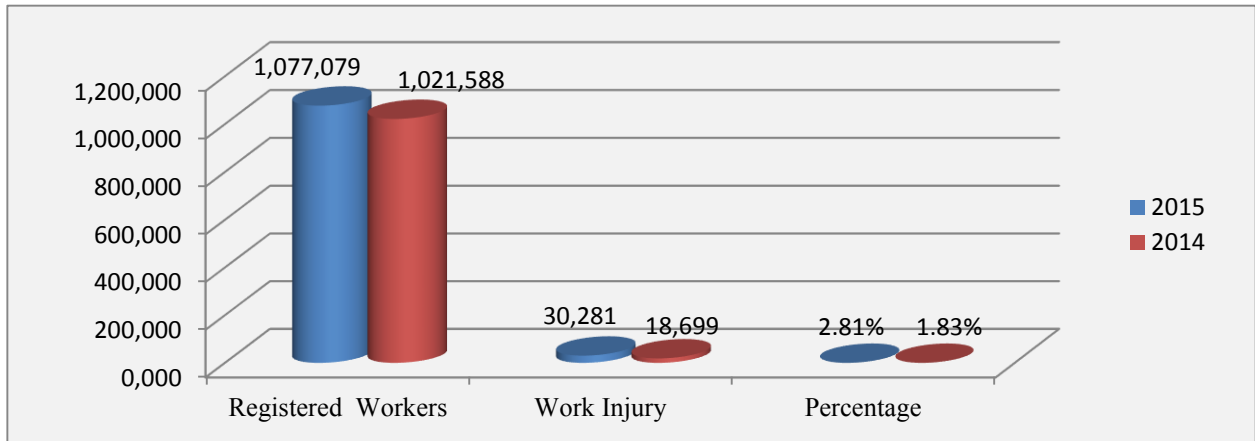
The increase of members which led to more work injuries, NSSF organized the development of work procedure and expanded mechanism of providing the benefits more conveniently and comprehensively so that the workers who suffered from work injuries get the services effectively and punctually. Through such measures, NSSF established and promulgated the data management system on occupational risk benefit claim in which this system can administer the occupational risk reports, work injury investigation, and benefit calculation resulting in accelerating the benefit delivery with righteousness. NSSF has signed the agreement with the total of 93 public and private health facilities and designated agents in some health facilities for facilitating the victims, NSSF members, in order to easily access the service at the nearest. Furthermore, in case of serious accident, NSSF sent officials to the whereabouts of accident with a view to helping facilitate and intervene on time.

#### **3.1. Occupational Risk Report**

In 2015, NSSF received the occupational risk reports from the enterprises/establishments in capital/provinces nationwide amounted to 27,916 cases with 30,919 victims (22,764 women). Through the result of work injury investigation amounted to 30,281 victims (22,273 women), there were workplace accidents amounted to 22,487 victims (17,280 women), commuting accidents 7,791 victims (4,991 women), and occupational diseases 03 victims (02 women) respectively. For the degree of wound, there were 27,804 mild injuries (20,802 women), 2,296 serious injuries (1,404 women), and 181 deaths (67 women). For non-work injury, there were 791 victims (624 women). *(The detail in Annex 6)*

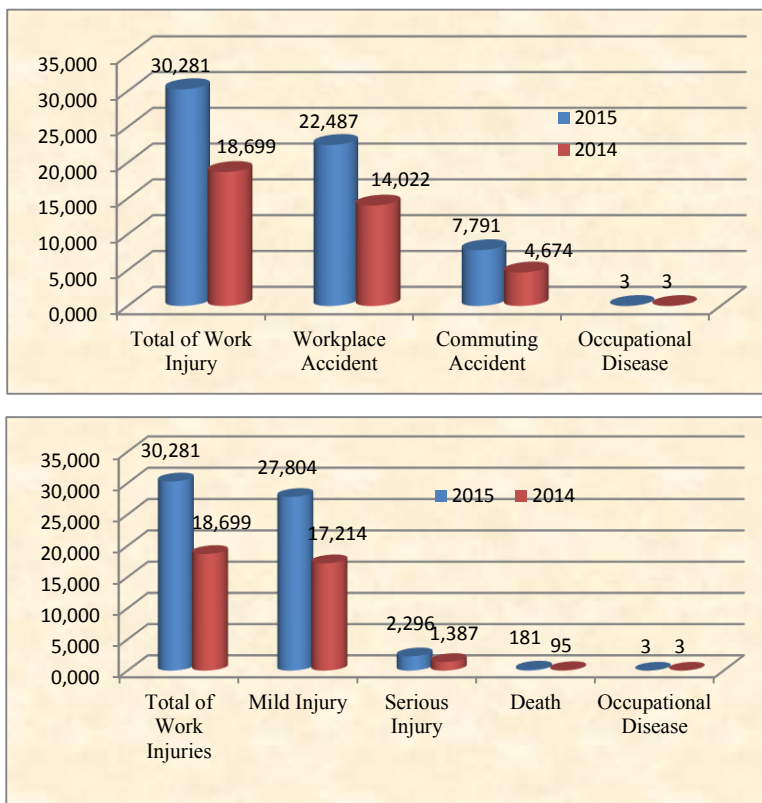
### 3.2. Comparison of Work Injury between 2014 and 2015

**Graph 6: Number of the Registered Workers and Work Injuries (Person)**



Based on the graph above, there were 30,281 victims suffered from work injury in 2015, whereas there were 18,699 victims in 2014, so there was an increase of 11,582 victims equal to 61.93%. For the workers who have been registered increased 55,491 equal to 5.43%. It highlights that the work injury was an increase of 61.93% while the registered worker was an increase of 5.43%. Therefore, if compared to both increases, number of work injuries increased in line with number of the registered workers. For the rate of work injury of workers compared to the registered workers in 2015 accounted for 2.81% and 1.83% in 2014.

**Graph 7: Situation of Work Injury by Types of Accident and Degree of Wound (Person)**





The situation of work injury in the year of 2015 showed that workplace accidents were increased 8,465 victims equal to 60.36%, mild injuries increased 10,590 equal to 61.51%, serious injuries increased 909 equal to 65.53%, and deaths increased 86, respectively. For the commuting accident, there was a decrease of 3,117 victims equal to 66.68% and the number of occupational diseases remained the same. The number of work injuries increased in line with the growth of the registered workers.

### 3.3. The Claim of Occupational Risk Benefits

In 2015, NSSF received the claims of occupational risk benefits amounted to 15,551 victims (10,854 female) equal to 25,849 documents. If compared to 2014, the claims amounted to 16,621 documents. So, there was an increase of 9,228 documents equal to 55.52%.

**Table 7: The Claim of Occupational Risk Benefits**

| No.          | Types of Benefit                               | Claims in 2015 (document) | Claim in 2014 (document) |
|--------------|--|---------------------------|--------------------------|
| 1            | Medical care and nursing                       | 12,804                    | 864                      |
| 2            | Temporary disability                           | 12,589                    | 7,772                    |
| 3            | Permanent disability less than 20% (Allowance) | 68                        | 22                       |
| 4            | Permanent disability from 20% up (Pension)     | 118                       | 42                       |
| 5            | Survivors                                      | 85                        | 45                       |
| 6            | Funeral allowance                              | 179                       | 100                      |
| 7            | Caretaker                                      | 6                         | -                        |
| <b>Total</b> |  | <b>25,849</b>             | <b>16,621</b>            |

### 3.4. The Expenses by Types of Benefit

Through the benefit claim from victims, NSSF issued the benefit award to 15,338 victims, who suffered from work injury, equal to 28,462 documents for medical care benefits, temporary disability benefits, permanent disability benefits, survivors' benefits, funeral allowance, and caretaker benefits amounted to 5,913,586,000 Riels and issued the benefit award to 54 recognized health providers with 20,605 victims amounted to 5,014,981,200 Riels, and 36 non-recognized health facilities with 8,678 victims amounted to 1,088,641,600 Riels, and 10 victims for rehabilitation services amounted to 41,175,500 Riels. So, the total of benefit awards to health providers both recognized and non-recognized by NSSF, and rehabilitation services in 2015 amounted to 12,058,384,300 Riels.

**Table 8: The Expenses by Types of Occupational Risk Benefits**

| No. | Types of Benefit | Benefits in 2015 | Benefits in 2014 |
|-----|------------------|------------------|------------------|
|     |                  | Riel             | Riel             |
| 1   | Medical care     | 2,213,447,800    | 1,339,757,800    |

|   |  |                       |                      |
|---|--|-----------------------|----------------------|
| 2   | Nursing  | 111,104,300           | 59,465,000           |
| 3   | Temporary disability                           | 1,806,873,600         | 967,263,100          |
| 4   | Permanent disability less than 20% (Allowance) | 177,958,200           | 52,810,600           |
| 5   | Permanent disability from 20% up (Pension)     | 267,744,000           | 110,264,500          |
| 6   | Survivors' benefit ( <i>Pension</i> )          | 594,253,900           | 283,238,800          |
| 7   | Funeral allowance                              | 720,000,000           | 392,000,000          |
| 8   | Caretaker                                      | 22,204,200            | 4,875,000            |
| 9   | Rehabilitation service                         | 41,175,500            | 5,810,800            |
| <b>Sub-Total</b>                            |  | <b>5,954,761,500</b>  | <b>3,215,485,600</b> |
| <b><i>Expenses to Health Facilities</i></b> |  |                       |                      |
| <b>No.</b>                                  | <b>Health Facilities</b>                       | <b>2015</b>           | <b>2014</b>          |
| 1   | Recognized health facilities                   | 5,014,981,200         | 4,013,036,400        |
| 2   | Non-recognized health facilities               | 1,088,641,600         | 758,547,600          |
| <b>Sub-Total</b>                            |  | <b>6,103,622,800</b>  | <b>4,771,584,000</b> |
| <b>Total</b>                                |  | <b>12,058,384,300</b> | <b>7,987,069,600</b> |

The number of claimants and beneficiaries were not the same because some documents left from the previous year and kept until the following year. For the benefit delivery in 2015, the expenses increased 4,071,314,700 Riels equal to 50.97%. The increase in the claim and benefit delivery was due to the growth of work injuries and the registered workers.

### **3.5. The Reimbursement Claim of Non-Work Injury**

The victim, a member of NSSF, suffered from the work injury shall access services free of charge in the health facilities signed the agreement with NSSF. But, over the past time, there were some workers suffered from the non-work injury and accessed services free of charge in the above health facilities; those health facilities claimed these reimbursements with NSSF instead. In such case, the victim shall pay back to NSSF based on the actual amount.

In 2015, NSSF received the non-work injury reimbursements from 07 victims amounted to 2,820,500 Riels.

### **3.6. The Assessment of the Degree of Permanent Disability**

The Medical Commission (MC) implemented its duties with transparency, justice, and professional conscience, and has been trusted from the public and the NSSF members, especially from the employers of enterprises/establishments through the contribution payment of Employment Injury

Insurance for their workers, as well as encouraged them to declare the actual number of workers and wages with a view to avoiding losing the benefits as set forth in the Law.

In 2015, Medical Commission convened the 13-time meeting in order to assess the degree of permanent disability for 78 victims comprising:

- Degree of permanent disability less than 20% amounted to 31 victims (16 female)
- Degree of permanent disability from 20% up amounted to 46 victims (15 female); of whom, 02 victims (male) were provided the caretaker benefit and 01 victim (male) were renewed the rehabilitation service.
- Objection to the causes of carcinogenicity (cancer) resulting from the leg bumping the table amounted to 1 male victim.

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

##### **4.1. Administration and Finance**

###### **4.1.1. Administration**

The administration plays a vital role in administering documents, supplies, officials, and staff with a view to ensuring to comply with the internal regulations effectively and in conformity with the Law on the Common Statute of Civil Servant of the Kingdom of Cambodia and ensuring the high effectiveness of work.

Over the year of 2015, the administration division of the National Social Security Fund accomplished as follows:

- Pay contribution of occupational risk for the contracted staff;
- Renew the contract with the contracted staff;
- Prepare the incentive and salary for the officials and contracted staff;
- Prepare the assessment meeting for the officials requesting decoration in 2015;
- Raise the incentive for 08 civil servants and adjust the incentive in October for 12 civil servants transferred to work in NSSF;
- Promote the functional level for 10 office-level officials and included 08 officials into the NSSF incentive table;
- Assesse 131 contracted staff;
- Promote 68 contracted staff working for 02 years to the NSSF and renewed the contract with 27 contracted staff for 01 year;

- Establish the disciplinary commission with a view to taking measures on the officials and staff who took leave exceeding the annual leave in 2014;
- Recruit 101 staff for the central office and 27 for provincial branches;
- Select 44 probationary staff in the central office and 09 in provincial branches to be the permanent contracted staff;
- Control the data through the fingerprinting, monitor and make the weekly report on the attendance of officials and contracted staff;
- Record and keep the leave permission letter in order to verify the data and attendance list of all officials and contracted staff;
- Monitor and make the monthly-and-weekly report on the attendance of officials and contracted staff;
- Prepare the maternity leave documents for 22 officials and contracted staff;
- Pay tax of the transportation means in 2015; and
- Pay off the rental building fee, and electricity and water supplies for the NSSF branches;

#### **4.1.2. Finance**

The accounting and finance of NSSF operates completely through the bank system which means that all the operations of income and expense managements such as contribution collection from the enterprises/establishments, fines, benefit expenses for workers suffered from work injury, and administrative expenses shall be operated through the bank system. In order to ensure the effectiveness and accountability of the operation, NSSF implemented the crucial works as follows:

- Make the income statement plan for implementation in 2016;
- Record the monthly contributions of the enterprises/establishments;
- Record the monthly expenses for medical care in each health facility and permanent disability pension for the NSSF members;
- Prepare the monthly report of income statement in detail in 2015;
- Monitor other expenses including missions, administrations, occupational risk prevention, and benefits;
- Make the notification on exchange rate for monthly contribution payment;
- Pay off the tax on monthly salary and incentive;
- Prepare the monthly payroll ledger;

- Verify the bank slips with cash book; and
- Collaborate with the delegation from Department of State Property of the Ministry of Economy and Finance to monitor the closing of the list of income statement and inventory in 2014.

#### 4.2. Cooperation and Human Resource Training

The cooperation and human resource training play a crucial role in developing the organization and strengthening the cooperation between the stakeholders and other development partners in both national and international with a view to ensuring the continuity of the organization's operation for preparing the plan, formality, procedure, and knowledge development, as well as experience exchanges. The cooperation and human resource training also contributed to develop the entire social activities because the leaders and officials of NSSF contributed to attend the meetings, workshops, training courses, and study visits in both national and international as follows:

##### 4.2.1. The National Affairs

For the cooperation and human resource training in the country, NSSF prepared the training courses and updated the internal affairs for the officials and contracted staff every year.

Additionally, the leader, officials, and contracted staff of NSSF also contributed to attend the consultation meetings, discussion, the development plan preparation and training workshops, and the awareness raise in ministries, organizations, and stakeholders nationwide for many times as follows:

- Participate in the congratulation meeting under the presidency of H.E Minister that NSSF was nominated as the Outstanding Organization on Innovation by the ASEAN Social Security Association (ASSA);

*Figure 3: Congratulation on Receipt of the Outstanding Certificate on Innovation from the ASEAN Social Security Association (ASSA), dated 29 September 2015*



- Participate in the meeting on the draft law preparation on the 2016 Public Finance;

- Prepare and join the NSSF meeting on Annual Achievements in 2014 and Action Plans in 2015, Phnom Penh Hotel;
- Participate in the training course on Intermediate English Language and Communication Skills (I).
- Participate in the discussion meeting on the Proposed Budget Strategic Plan and the 2016 Income Statement Plan Monitoring at technical level;
- Participate in the workshop on Capacity Building and Action Plan Development on the Decent Work Program in 2016-2108;
- Participate in the meeting on the Cooperation in Employment Sectors for Cambodia, Loa PDR, Myanmar, Thailand, and Vietnam;
- Participate in the consultation workshop on the Update of Decent Work Country Program for Cambodia in 2011-2015;
- Participate in the workshop on Administration, Finance, and Planning;
- Participate in the training course on the Principle of Program Budget Implementation Procedure;
- Participate in the national tripartite training course on the Minimum Wage in Cambodia;
- Participate in the consultation workshop on the Update of Decent Work Country Program for Cambodia in 2011-2015;
- Participate in the workshop on the Dissemination of the Meanings of Royal Kret concerning the Judicial Statute of Public Administration Enterprises;
- Participate in the workshop on the Facilitation of Changing from Informal Economy to Formal Economy based on the Roles of the Trade Union;
- Participate in the ordinary meeting on the Content Check of H.E Minister's Recommendations;
- Participate in the workshop on the Health Financing and Social Health Protection for the Old-Age, the Disabled, and Non-Communicable Patient;
- Participate in the national workshop on the Experience Exchange of Human Resource Development for Decent Work and Social Affairs of Indonesia;
- Participate in the meeting involved with the meeting preparation of Annual Achievements 2014 and Action Plans 2015;
- Participate in the 129<sup>th</sup> Anniversary of International Labour Day, as the distinguished guest, dated May 01, 2015; and

- Participate in the tripartite workshop on the Annual Review of Decent Work Country Program (DWCP) for Cambodia (2011-2015).

In addition to the above works, NSSF also designated the officials and contracted staff to participate in some social activities with a view to contributing to develop the entire society.

#### 4.2.2. The International Affairs

Apart from promoting human resources and cooperation in the country, the international relation plays a crucial role in promoting the cooperation with the foreign development partners and integrating the Cambodian social security sectors into the region in order to exchange the experiences and new technical works for the country development. In 2015, NSSF fulfilled some important international works for the social security sectors as follows:

- Participate in the 32<sup>th</sup> meeting of ASEAN Social Security Association (ASSA) on Issue of Ageing Citizens that all Social Security Schemes shall face the challenges. NSSF was recognized as the Outstanding Organization on Innovation (Singapore);

Figure 4: Receipt of the Outstanding Certificate on Innovation from the President of ASEAN Social Security Association (ASSA) in Singapore



- Participate in the workshop on Social Security Reform, Comprehensive Benefit Delivery for All Persons, and Adaptation to the Major Tendency of Work (Indonesia);
- Participate in the social dialogue of Asia-Europe meeting (Indonesia);
- Participate in the meeting on Social Security (Indonesia);
- Participate in the conference on Measurement and Achievement of Universal Health Coverage in Asia-Pacific region and the meeting on the 4<sup>th</sup> ASEAN Electronic Health Information System (Indonesia);
- Participate in the workshop on Employment Injury Insurance for ASEAN Association, Experience Exchange from Republic of Korea for the Implementation of Unemployment

- Insurance Scheme in relation to Placement Service (Republic of Korea);
- Participate in the tripartite workshop on Development of Social Protection in ASEAN Community Integration (Indonesia);
- Participate in the International Social Protection in 2016 (Vietnam);
- Participate in the workshop on the Investment of National Social Security Fund (Malaysia);
- Participate in the workshop on Measurement and Achievement of Universal Health Coverage through Information and Communication Technology (ICT) in Asia-Pacific region (Philippine);
- Participate in the workshop on Worldwide Social Responsibility (Bangladesh);
- Participated in the workshop on the Preparation and Extension of Universal Pension Sector (Thailand);
- Participate in the workshop on Pension Policy, Law, and IT System of Japan (Japan);
- Participate in the workshop on Social Protection and Dissemination of Migration Rights (Philippine);
- Participate in the workshop on Rehabilitation Service Provision (Thailand);
- Participate in the workshop on International Social Security in 2015 (Malaysia);
- Participate in the workshop on Capacity Strengthening on Profession of Collaboration (Thailand); and
- Participate in the workshop on Social Protection and Analysis of Gender Budget Package for the ASEAN Member States (Philippine).

### **4.3. Information Technology**

NSSF operated its work and data management through the information technology including registration, contribution payment, benefit provision, attendance management of officials and staff, and others. Obviously, in 2015, NSSF accomplished the informatics as follows:

- Update and develop the registration and contribution program;
- Set up the program for searching workers' information via smart phone;
- Further study for testing iOS Mobile Application via the internet with a view to creating the program for NSSF which can be run on iPhone and iPad;
- Update the NSSF attendance program by adjusting the bank account information of the officials and contracted staff and print form of the cash-transferred letter for mission expense management;
- Data transfer and ACLEDA Unity data retrieve program by adding the update of workers'



- employment background, the imposed monthly contribution enterprises, and the update of the closed or suspended enterprises with a view to easing the report in system;
- The NSSF administration program in terms of creating the form of overtime data, overtime wage calculation, report presentation and overtime report print sample, as well as adjusting mission data form, and updating the salary calculation form for officials and contracted staff;
  - Program for determining the NSSF worker's identity (NSSF DBMS Local);
  - Update and develop the benefit provision program and the program for demanding the medical reimbursement from victims;
  - Download the data from former contribution and registration system to the new contribution and registration system in order to operate the new contribution and registration program;
  - Set up Database Failover Clustering;
  - Insert names of the solver and sign up the new user names of Complaint System ;
  - Update the NSSF program in order to convert the former E-Form to new E-Form by showing the name of member without spacing and adding the column of role and group of the workers;
  - Install the security camera system in all NSSF branches;
  - Install the fingerprint device in all NSSF branches;
  - Install the monitoring system and link from the central office with all NSSF branches; and
  - Design the new website and upload the monthly exchange rate, bulletins, notifications, and other information on the website.

#### **4.4. The Internal Audit**

The strengthening of the implementation of auditors' duties who audit on the types of auditing on finance and operation with a view to finding the negative aspects, recommending, and reporting to the NSSF executive director and National Auditing Authority as stipulated in Sub-Decree. So, the Internal Auditing Division has formulated 4 main activities as follows:

1. Audit the NSSF's divisions in the central office
2. Audit the organizations consuming the NSSF budget
3. Audit the NSSF branches
4. Audit as request (unplanned)

## **5. Rehabilitation Preparation**

In pursuance of the Law on Social Security Schemes for Persons Defined by the Provisions of the Labour Law, Sub-Decree on Establishment of the National Social Security Fund, and Prakas on Benefits of Occupational Risk, the workers suffered from work injury and resulted in the permanent disability are entitled to receive the rehabilitation services comprising prosthesis and orthotics (PO) prescribed by the general practitioner or medical doctor recognized by the National Social Security Fund, functional facilitation services, and vocational training. For the above service provision, in the past, NSSF has not yet fully provided and some of which mostly are medical rehabilitation consisting of prosthesis and orthotics (PO) and physiotherapy only. Separately, other medical rehabilitation services, vocational training, and other social services have not granted yet.

In line with the above service provision and to provide fully services of rehabilitation, NSSF also studied and established the teamwork for preparing the rehabilitation service provision. In 2012, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) provided the rehabilitation expert to assist in preparing the formalities and procedures for 02 weeks, 20-31 August. During this time, the teamwork had an official study visit in some centers and organizations involved with the rehabilitation service provision consisting of Department of Handicap Welfare of the Ministry of Social Affairs, Veterans and Youth Rehabilitation, Persons With Disability Fund, National Institution of Social Affairs, the Kean Khleang National Rehabilitation Centre, and the Phnom Penh Thmey Vocational Training Center for Persons With Disability (Presently, the Porsenchey Social Development Center). Furthermore, NSSF has also dispatched the officials to participate in some training courses and international workshops in relation to the rehabilitation. Until 2015, 04 qualified officials led by Mr. Ouk Samvithyea, Executive Director of the National Social Security Fund, had an official study visit in the Social Security Organization (SSO) of the Kingdom of Thailand and Industrial Rehabilitation Centre (IRC) with a view to studying and exchanging experiences of the management of rehabilitation service provision for workers in social security field. Through such study visit and the project of ASEAN Social Security Association (ASSA) 2015, Industrial Rehabilitation Centre (IRC) of Thailand also granted the training course on Rehabilitation for 02 weeks to a NSSF qualified official as well as other trainees from the ASEAN member states.

As the result of the preparation and study visits, NSSF achieved the establishment of draft legal instruments, formalities, and procedures with a view to getting ready to launch such services fully in the suitable time.

## 6. Dissemination Meeting and Occupational Risk Prevention

### 6.1. Dissemination Meeting

The dissemination was the significant work that NSSF paid high attention to preparing a variety of dissemination plans in order to disseminate the achievements, occupational risk prevention, new policy implementation, and strengthening the further implementation with the stakeholders consisting of employers, representatives of workers, trade union organizations, health service providers, NGOs, and other relevant ministries and institutions with a view to receiving the hot news from social security policy implementation and fully participating from all stakeholders. Noticeably, in 2015, dissemination included as follows:

- The meeting on Annual Achievements 2014 and Action Plans 2015 of NSSF, Phnom Penh Hotel;

*Figure 5: The meeting on Annual Achievements 2014 and Action Plans 2015 of NSSF under the presidency of H.E Dr. Ith Sam Heng, the Minister of Ministry of Labour and Vocational Training*

*(Phnom Penh, dated 27 February 2015)*



- The meeting on Annual Achievements 2014 and Action Plans 2015 of TPFWI and RTSTWP;
- The meeting on Implementation of New Policies and Services of Occupational Risk Benefit Delivery;
- The meeting on Hygiene Condition, Work Safety, Working Conditions, Benefits of Social Security Schemes, Measures for Prevention of Faintness, and Workers' Transportation means;
- The meeting on Dissemination of the Road Traffic Safety about the Transportation Means for Worker-Transporting Drivers and Workers, Driving Training Course and Driving Licence Examination, and Driving Training Course for Trainers;

- Spot dissemination on Televisions and Radios;
- The tripartite consultation meeting on Benefit Provision of Health Care for Workers; and
- Publication of bulletin, calendar, leaflet, booklet, and registration documents.

In addition to the above dissemination, NSSF also possesses website [www.nssf.gov.kh](http://www.nssf.gov.kh) containing the essential information and legal documents in relation to the implementation of the Law on Social Security Schemes for Persons Defined by the Provisions of the Labour Law, the Facebook Page [www.facebook.com/nssfpage](http://www.facebook.com/nssfpage), and Hot Line 1286 and Call Center which have disseminated the breaking news in association with the implementation of social security scheme policy and ask-and-reply to the NSSF members instantly and automatically. Moreover, NSSF also disseminated through the medias and dispatched the officials to disseminate at the enterprises/establishments directly, particularly for the policy implementation on occupational risk including procedures and formalities of registration, contribution payment, and benefits to which the workers shall be entitled.

### 6.1.1. Strengthening of the New Policy Dissemination

The strengthening of the new policy dissemination has been conducted the policy on the occupational risk benefit provision strengthening for workers. In 2015, the dissemination was made with representatives of enterprises/establishments, victims who are the member of NSSF, representatives of organizations, competent authorities, health facilities signed the agreement with NSSF, and all victims who have been obtaining the occupational risk benefits from NSSF.

**Table 9: New Policy Dissemination**

| Description    | Dissemination Situation |                             |                  | Participant |        |
|----------------|-------------------------|-----------------------------|------------------|-------------|--------|
|                | Time (s)                | Enterprise/Victim/Authority | Capital/Province | Total       | Female |
| 2015           | 46                      | 4,841                       | 24               | 6,188       | 2,475  |
| 2014           | 23                      | 2,907                       | 14               | 2,907       | 1,163  |
| Comparison (%) | 100%                    | 67%                         | 71%              | 113%        | 113%   |

Source: The National Social Security Fund 2015

## 6.2 . Dissemination Meeting on Occupational Risk Prevention

### 6.2.1. Team for Prevention of Faintness and Work Injury (TPFWI)

The Team for Prevention of Faintness and Work Injury (TPFWI) has the duties to study the causes of workers' faintness, take the urgent measures, facilitate with the health facilities and relevant authorities in order to enable the victims to access the emergency, and prepare to disseminate the occupational risk prevention. TPFWI has been preparing to disseminate continuously with a view to enabling the employers, representatives of the enterprises/establishments, and workers to receive the awareness on working condition, hygiene condition, work safety and prevention of workers' faintness and work injury by the workers' commuting means; especially make the workers' faintness at the

lowest. Remarkably, in 2015, this team prepared to disseminate for 90 times with 90 enterprises/establishments with 13,450 workers.

Figure 6: The Meeting on Hygiene Condition, Work Safety, Road Traffic Safety for Transportation Means, and Benefit of Social Security Schemes, 7NG GROUP Co., LTD. (23 September 2015)



In case of workers' faintness occurred, TPFWI also facilitated, took measures, and provided the emergency rescue for 32 enterprises/establishments with 1,806 workers comprising:

- 08 factories with 359 workers in Phnom Penh;
- 13 factories with 800 workers in Kandal Province;
- 05 factories with 297 workers in Kampong Speu Province;
- 02 factories with 87 workers in Kampong Chhnang Province;
- 01 factory with 104 workers in Svay Rieng Province;
- 02 factories with 142 workers in Takeo Province; and
- 01 factory with 17 workers in Prey Veng Province.

**Situation of Faintness and Dissemination for Workers in 2014 and 2015.**

- Situation of Faintness

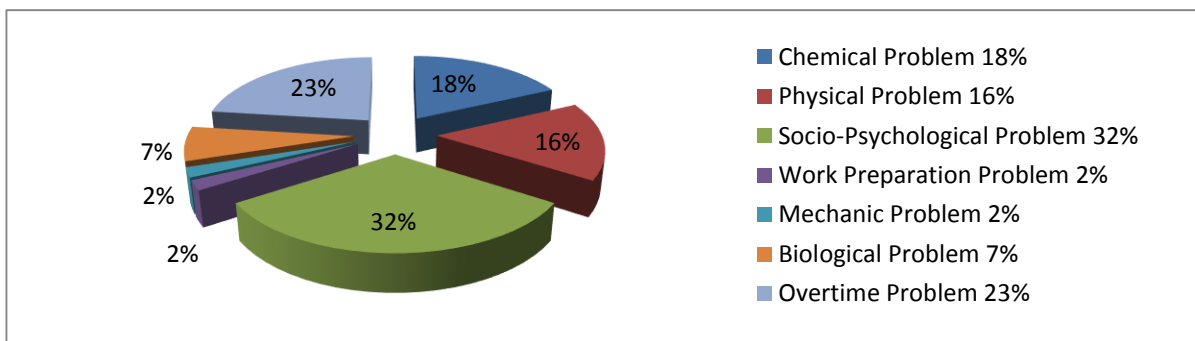


Figure 8: Causes of Workers' Faintness in 32 Garments and Footwear Factories

Figure 9: Causes of Workers' Faintness in 32 enterprises compared with 1,088 Garment and Footwear Factories registered in NSSF.

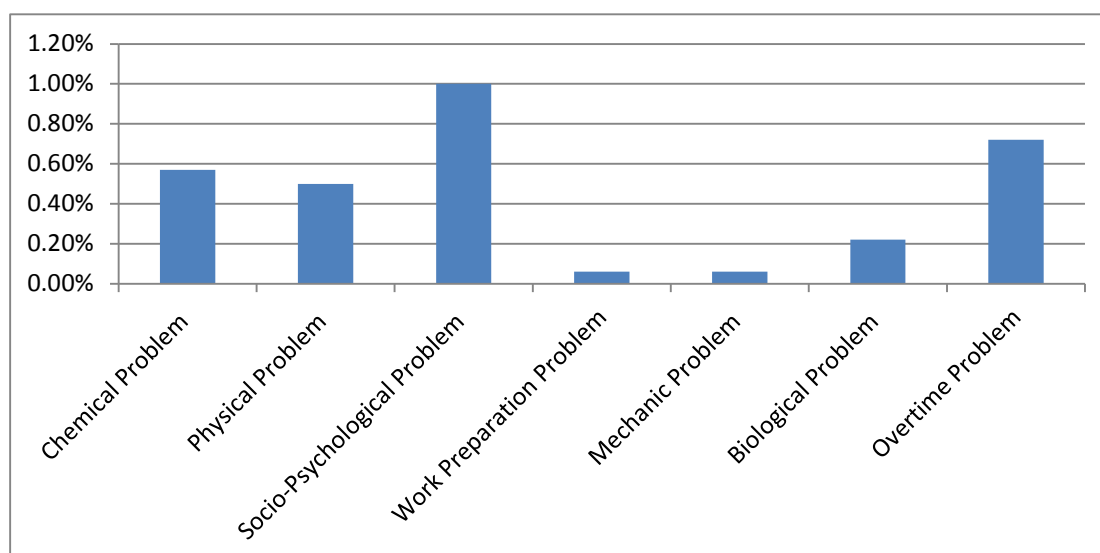


Table 10: Enterprise Data and Workers' Faintness in 2014 and 2015

| No. | Capital/Province | 2015        |         | 2014        |         | %           |         |
|-----|------------------|-------------|---------|-------------|---------|-------------|---------|
|     |                  | Enterprises | Workers | Enterprises | Workers | Enterprises | Workers |
|     | Total            | 32          | 1,806   | 34          | 1,806   | -5.9%       | 0%      |
| 1   | Phnom Penh       | 8           | 359     | 21          | 1,030   | -62%        | -65%    |
| 2   | Kandal           | 13          | 800     | 2           | 357     | 550%        | 124%    |
| 3   | Kampong Speu     | 5           | 297     | 3           | 72      | 67%         | 313%    |
| 4   | Koh Kong         | -           | -       | 1           | 7       | -           | -       |
| 5   | Kampong Chhnang  | 2           | 87      | 2           | 48      | 0%          | 81%     |
| 6   | Svay Rieng       | 1           | 104     | 3           | 253     | -67%        | -59%    |
| 7   | Sihanouk Ville   | -           | -       | 1           | 36      | -           | -       |
| 8   | Takeo            | 2           | 142     | 1           | 3       | 100%        | 4633%   |
| 9   | Prey Veng        | 1           | 17      | -           | -       | -           | -       |

Table 1: Analysis of the Collective Past Data in 2014 and 2015

| No. | Description   | 2015   | 2014    | %       |
|-----|---|--------|---------|---------|
| 1   | Enterprises encountered faintness                           | 32     | 34      | -5.88%  |
| 2   | Faint workers   | 1,806  | 1,806   | 0.00%   |
| 3   | Non-faint workers in the enterprises encountered faintness  | 45,259 | 52,883  | -14.42% |
| 4   | Garments and footwear enterprises registered in NSSF        | 1,088  | 1,075   | 1.21%   |
| 5   | Workers in garments and footwear sectors registered in NSSF | 71,564 | 699,158 | -89.76% |
| 6   | Comparison between No. 1 and No.4                           | 2.94%  | 3.16%   | -7.01%  |
| 7   | Comparison between No.2 and No.5                            | 2.52%  | 0.26%   | 876.97% |
| 8   | Comparison between No.2 and No.3                            | 3.99%  | 3.42%   | 16.85%  |

- Educational Dissemination

Table 12: Analysis of the Collective Dissemination Data in 2014 and 2015

| Description    | Disseminated Enterprises |          | Disseminated Workers |          |
|----------------|--------------------------|----------|----------------------|----------|
|                | Enterprises              | Time (s) | Total                | Female   |
| 2015           | 90                       | 90       | 1,345                | 12,105   |
| 2014           | 27                       | 19       | 31                   | 279      |
| Comparison (%) | 233.33%                  | 373.68%  | 4238.71%             | 4238.71% |

ce: Team for Prevention of Faintness and Work Injury (TPFWI) in 2015

### 6.2.2. Road Traffic Safety Team for Workers' Prevention

Nowadays, the road traffic accident is a huge burden for the government because such accident leads to the fatality, disability, and wound of the workers as well as damaged public and private properties; in particular, most of the workers suffered from work injury are the commuting accidents by different vehicles. In order to contribute to reduce the road traffic accidents, the National Social Security Fund through the Ministry of Labour and Vocational Training has established the Road Traffic Safety Team for Workers' Prevention (RTSTWP) by the Decision No. 002/13 LV/D, dated 25 January 2013, with the composition from relevant ministries, employers and worker representatives and Handicap International (HI). This team is responsible for action planning, research, data collection, and analysis, worker transportation survey, law and road traffic safety dissemination, and cooperation with the local and relevant authorities to take actions on road traffic accident prevention as well as to carry out other tasks assigned by the Minister of Labour and Vocational Training.

Figure 7: Dissemination about Road Traffic Safety on Transportation Means to Worker-Transporting Drivers and Workers



In 2015, the team organized the action plans and materials for the dissemination on the Traffic Law, Technics of Vehicle Check, First Aid, Helmet Wearing and Accident Preventive Means to the worker-transporting drivers and workers, especially the critical points causing accidents frequently. The remarkable achievements were as follows:

**- Traffic Accident Situation**

Table 1: Traffic Accident of Workers

| Traffic Accident of Workers | Case    | Victim (Person) |                |             |         | Vehicle (%) |         |          | Worker-Transporting Vehicle (%) |          | Sector (%) |                    |       |
|-----------------------------|---------|-----------------|----------------|-------------|---------|-------------|---------|----------|---------------------------------|----------|------------|--------------------|-------|
|                             |         | Death           | Serious Injury | Mild Injury | Total   | Motor-bike  | Car     | Other    | Worker-Transporting Vehicle     | Other    | Enterprise | Bank/Micro-Finance | Other |
| 2015                        | 6,491   | 130             | 1,068          | 6,159       | 7,357   | 73          | 14      | 13       | 47                              | 53       | 67         | 5                  | 28    |
| 2014                        | 3,800   | 73              | 789            | 3,875       | 4,737   | 70          | 9       | 21       | 81                              | 19       | 83         | 3                  | 14    |
| Comparison (%)              | 70.82 % | 78.08 %         | 35.36 %        | 58.94 %     | 55.31 % | 4.29 %      | 55.56 % | -38.10 % | -41.98 %                        | 178.95 % | -19.28 %   | 66.67 %            | 100 % |

Source: Road Traffic Safety Team for Workers' Prevention (RTSTWP) 2015

**- Dissemination to the Workers**

Table 14: Dissemination of RTSTWP to Workers

| Description    | Disseminated |          | Participant |         |         |         |
|----------------|--------------|----------|-------------|---------|---------|---------|
|                | Enterprise   |          | Worker      | Driver  | Total   | Female  |
|                | Enterprise   | Time (s) |             |         |         |         |
| 2015           | 307          | 103      | 17,776      | 3,591   | 21,367  | 12,820  |
| 2014           | 123          | 22       | 2,675       | 1,600   | 4,275   | 2,565   |
| Comparison (%) | 149.59%      | 368.18%  | 564.52%     | 124.44% | 399.81% | 399.81% |

Source: Road Traffic Safety Team for Workers' Prevention (RTSTWP) 2015

**- Training Course**

Table 15. Driving Training Course and Driving License Provision

| Description    | Driving Training Course, Driving Exam, and Driving License Provision |             |        |
|----------------|--|-------------|--------|
|                | Time (s)   | Participant | Passed |
| 2015           | 2  | 153         | 114    |
| 2014           | NA   | NA          | NA     |
| Comparison (%) | -  | -           | -      |

Source: Road Traffic Safety Team for Workers' Prevention (RTSTWP) 2015

Table 16. The training Course for Trainers on Road Traffic Safety to Trade Union Federations

| Description    | Training Course for Trainers on Road Traffic Safety |             |
|----------------|---|-------------|
|                | Time (s)  | Participant |
| 2015           | 4   | 380         |
| 2014           | NA  | NA          |
| Comparison (%) | -   | -           |



Source: Road Traffic Safety Team for Workers' Prevention (RTSTWP) 2015

### **6.2.3. Dispute/Complaint Settlement Commission of NSSF**

The Dispute/Complaint Settlement Commission of NSSF was established in order to settle the dispute or complaint involved with the implementation of regulations and orders in social security sectors between the NSSF members and NSSF; this commission is composed of tripartite members such as NSSF, the representatives of employers, and the representatives of workers.

In 2015, the Dispute/Complaint Settlement Commission of NSSF received 02 complaints about the claim of work injury compensation. In such case, the commission convicted of the complaint taken part by all members including NSSF, the representative of employers, the representative of workers, and the plaintiff with the result of smoothness, transparency, and justice. Through this commission, NSSF noticed that from the preliminary implementation until now, the commission received only 04 complaints from the victims as NSSF members resulting from NSSF has prepared strategies and work procedures for implementation properly; in particular the work system with precise plan and regular monitoring motivated the NSSF officials and contracted staff at all levels to fulfill their work with professionalism and strong responsibilities, as well as strong participation from the employers and workers to contribute to better implement their duties. In 2015, the commission convened two-time internal meeting with a view to reviewing and revising Article 3 of Prakas No. 177 LV/PrK., dated 18 August 2010, concerning the Composition and Functioning of the Dispute/Complaint Settlement Commission of NSSF, and Decision on the Determination of Work Formality and Procedure.

### **III. Implementation Preparation of Social Security Schemes on Health Care**

After successfully implementing the Phase I, Employment Injury Scheme, and according to the growth of the national economy, there was an increase of tremendous investments and workers in the enterprises/establishments in the country. Moreover, this progress needed to be focused on working conditions, especially for the workers' health problems. Obviously, in recent years, there has been the event of workers' faintness in enterprises/establishment in capital/provinces that most cases have been associated with their own health.

Nowadays, NSSF received the Health Insurance Project (HIP) of GRET as the pilot covering the medical cares and referral services. This project, nowadays, registered 11 factories with 7,956 workers (7,160 female). In 2015, there were 11,937-time service users in which 435-time IPD, 11,356-time OPD, 134-time delivery, and 112-time abortion equal to 3,457 victims (3,185 female); in addition, this number was decreased of 481 victims equal to 12.21% compared with the previous year.

Table 17: Number of Health Insurance Service Consumers (HIP)

| No.   | Types of Health Insurance Service Consumer (HIP) | Consumers (Time) |        |        |
|-------|--|------------------|--------|--------|
|       |  | 2015             | 2014   | (%)    |
| 1     | IPD  | 417              | 367    | 13.62% |
| 2     | OPD  | 10,822           | 10,211 | 5.98%  |
| 3     | Delivery   | 121              | 103    | 17.48% |
| 4     | Abortion   | 106              | 103    | 2.91%  |
| Total |  | 11,466           | 10,784 | 6.32%  |

Source: National Social Security Fund 2015

\*Note: Total of 11,466-time service users equal to 3,457 victims (3,185 female)

In order to enable the workers to access the treatment and the emergency punctually, NSSF operated one emergency call (011 799 430) with a view to facilitating with the members and designated its agent to facilitate in 08 health facilities in Phnom Penh.

While preparing the implementation of Health Care Scheme, NSSF, over the past time, has also established the team to prepare and launch Health Care and set up the Provider Payment Mechanism Preparation Commission. Through these team and commission, the implementation preparation was accomplished noticeably including the legal instrument, formality, and procedure preparations as follows:

- The draft of Sub-Decree on Social Security Scheme on Health Care for Persons Defined by the Provisions of the Labour Law;
- The draft of Prakas on Health Care Benefits;
- The draft of Prakas on Provider Payment Methods for Health Care and Occupational Risk;
- The draft of Prakas on the Determination of Contribution Rate and Formality of Contribution Payment for Health Care;
- The draft of Prakas on Chronic Diseases; and
- Identification of workers.

#### IV. Challenges

For the implementation of Phase I, Occupational Risk, NSSF encountered some difficulties in relation to the law reinforcement of employers and workers, medical care provision of health facilities, and some internal problems of NSSF.

*A handful of employers/owners of enterprises*

- The mandatory implementation of some employers was not good enough yet;
- Inadequate data of workers which makes it difficult to provide the identity code to the workers;

- Not well cooperated in providing information related to number of workers, wage, and the companies' branches.;
- Late monthly worker declaration and contribution payment;
- Inaccurate/late work injury report notification which makes it difficult for investigating the root of work injury and providing benefits to the injured;
- It was difficult to meet some owners of enterprises/establishments, particularly the restaurants, entertainment clubs, KTV, and so on because they have not known NSSF clearly yet;
- Some enterprises/establishments kept requesting for a delay to meet inspectors; and some did not sign to receive the documents from inspectors and did not provide relevant documents to the inspectors;
- Representatives of enterprises/establishments did not inform punctually to employers about enterprises/establishments registered in NSSF;
- Some employers of the enterprises/establishments have not known NSSF precisely related to the procedures of registration, contribution payment, and benefit entitlement;
- Some enterprises/establishments closed its operation, suspended, and changed address, administration , owner , or company name without officially informing to NSSF in advance; and
- Kept the benefit claims for long or until the end of the month or waited for more claims before submitting to NSSF; in addition, when received the benefit award from NSSF, the provision of this benefit award to the injured also was late.

***A handful of workers***

- Not clearly aware of social security implementation on occupational risk;
- No personal documents certified but using other's documents instead (such as national identity cards, residential letter and family book or fraudulent documents) which causing difficulty in registration and document verification on benefit provision;
- Married without marriage certificate resulting in not entitling to survivors' benefits;
- Accessed the services at the health facilities not signed the agreement with NSSF and consumed the services not on target;
- It was difficult to demand the medical care reimbursement of non-work injury from the victims; and
- Claimed for non-work injury.

***A handful of health facilities***

- The quality of medical care provision is limited;

- The service provision did not comply with the principles of the Ministry of Health, medical guideline, wrong objectives, cost exaggeration, or additional service fraudulence; and it was difficult to demand the medical documents; and
- Using ambulance to transport victims by demanding high service fee.

Besides external factors, NSSF was also challenged with internal factors concerning the capability of the organization including narrow space of workplace, limited capacity of some staff, non-smooth data management system, and late some benefit deliveries.

## **V. Remedies**

Accuracy, strengthening of law enforcement, dissemination, facilitation, and prompt settlement, human resource training, information technology development, and better work procedures and formalities are the effective remedy to ensure the exercise of the Employment Injury Insurance with effectiveness and efficiency. In order to address these challenges, NSSF has been implementing a number of prioritized actions as follows:

- To disseminate and explain to the owners of enterprises/establishments, local trade unions and workers to understand the implementation of the policy of the Social Security Schemes especially the Employment Injury Insurance and Health Care which is set to be launched in 2016;
- To recruit and place NSSF's agents to facilitate with the recognized health facilities in order to provide better services;
- To take administrative measures on enterprises/establishments which do not comply with the law;
- To train the human resources, develop the information technology systems, improve the formality and working procedures, and develop the complaint system both in hardware and software;
- To modify the Hot Line and Call Centre management system;
- To set up the notifying system of qualified contribution payment period and contribution payment mechanism via smart phone (ACLEDA Unity);
- To develop the mechanism of demanding work injury report from enterprises/establishments and health facilities;
- To inform enterprises/establishments and workers about the result of work injury investigation in order that they can apply for benefits as soon as possible;
- To register the workers again; and

- To facilitate with recognized health facilities to provide better services and conduct meetings to address the challenges.

## **VI. Action Plans In 2016**

In order to ensure the enforcement of the Law on the Social Security Schemes for Person Defined by the Provisions of the Labour Law effectively and timely, NSSF has outlined several objectives on the implementation of the Phase I, Employment Injury Insurance, which has been carried out; moreover, Phase II, Health Care Scheme which is going to be launched in 2016, provides services to workers who suffer from contingencies for medical care, ensure income security, contribute to the reduction of poverty, and promote the social stability.

- To better strengthen, extend, and develop the occupational risk;
- To prepare continuously the formality, work procedure and legal instruments to launch Health Care Scheme in 2016;
- To continue to prepare the formality, procedure, and legal instruments to launch pension scheme;
- To place NSSF's agents to facilitate with the recognized health facilities to provide better services;
- To continuously disseminate, facilitate and explain the implementation of Employment Injury Insurance policy to enterprises/establishments and workers;
- To continuously disseminate on hygiene, job safety, working conditions, benefits of the Social Security Schemes, and road traffic safety on the transportation of the worker in enterprises /establishments;
- To continuously investigate work injuries of NSSF members;
- To continue to search the new enterprises/establishments to register in NSSF;
- To continue to register the workers again; and
- To train the human resource and develop the IT system.

## CONCLUSION

Through the above reports, it reflects that NSSF has moved one step forward. For the implementation of the Phase I, Employment Injury Insurance, until the end of 2015; NSSF has expanded the coverage nationwide, registered 7,796 enterprises/establishments with 1,077,079 workers, had 93 contracted health facilities, provided 15,551 workers of the work injury benefits, and done inspection in the enterprises/ establishments concerning the law enforcement for many cases. Besides the registration, contribution provision, benefit provision and inspections, NSSF has re-determined the identification of the workers, developed the measures to prevent work injuries, strengthened, expanded and developed the policies of the Employment Injury Insurance to ensure the provision of the social security services effectively and timely. In addition, NSSF has also developed legal instruments, work procedures and informality for implementing the phase II, Health Care Scheme, which is going to be launched officially in 2016, so that workers are able to receive medical care, protect against the risk of health care catastrophic expense, and loss of income in case of sickness, maternity and other contingencies.

The above fruitful achievements resulted from high responsibility and commitment of the leaders, officials and staff of NSSF, as well as the strong collaboration from relevant ministries, authorities, national and international organizations, development partners, and law compliance from employers and workers.

Along with the above achievements, NSSF still faces some challenges including limited law compliance from a handful of employers and workers and limited medical service quality, as well as problems from NSSF side. According to the challenges, moreover, NSSF noticed that the number of the work injuries still increased in line with the growth of enterprises/establishments and workers, which have registered in NSSF, especially for the serious injuries; although, the commuting accidents were decreased slightly, it was still the concerning issues. Therefore, in order to cope with the above challenges, it requires further support and help from relevant ministries, authorities, national and international organizations, and development partners in the exercise of the social security system in Cambodia to be better; and there should be active involvement to set up preventive measures in order to cut down number of work injury to the lowest in order to contribute to the poverty reduction and promote social stability. On the other hand, the workers themselves have to understand about their health and pay high attention on working, especially while travelling to and fro workplace so as to avoid accident because it could cause the loss of work performance, time, money and eventually life as well.

Phnom Penh, dated ...../...../2016

Executive Director of NSSF

**The achievements comparable to the Action Plans of the Implementation of Social Protection Strategy for Persons Defined by the Provisions of the Labour Law in 2014-2018**



**Goal 1: Strengthening and Extending the Implementation of Employment Injury Insurance Scheme**

| No.  | Activity  | Indicator  | Unit            | Year of Implementation |         |     |        |        |     |        |        |         | Implementer |
|--|---|--|-----------------|------------------------|---------|-----|--------|--------|-----|--------|--------|---------|-------------|
|  |   |  |                 | 2014                   |         |     | 2015   |        |     | 2016   | 2017   | 2018    |             |
|  |   |  |                 | Plan                   | Result  |     | Plan   | Result |     |        |        |         |             |
|  |   |  |                 |                        | Unit    | (%) |        | Unit   | (%) |        |        |         |             |
| <b>Objective 1: Extending the Implementation Scope of Employment Injury Insurance Scheme</b> |   |  |                 |                        |         |     |        |        |     |        |        |         |             |
| 1.1  | To continue disseminating the implementation of employment injury insurance policy  | The dissemination meeting in capital/provinces                     | Time            | 15                     | 23      | 153 | 12     | 46     | 383 | 12     | 12     | 12      | NSSF        |
| 1.2  | To establish the NSSF branches in capital, provinces, and districts   | Number of the NSSF branches in capital, provinces, and districts   | Branch          | 02                     | 02      | 100 | 06     | 0      | 0   | 10     | 10     | 10      | NSSF        |
| 1.3  | To sign the agreement with health facilities in capital, provinces, and districts   | Number of health facilities in capital, provinces, and districts   | Health Facility | 25                     | 20      | 80  | 150    | 08     | 5   | 50     | 30     | 20      | NSSF        |
| 1.4  | To register the enterprises/establishments and workers  | Number of enterprises/establishments, and workers                  | Enterprise      | 1,000                  | 934     | 93  | 1,000  | 755    | 75  | 1,000  | 1,000  | 5,000   | NSSF        |
|  |   |  | Worker          | 100,000                | 174,413 | 174 | 50,000 | 55,491 | 111 | 50,000 | 50,000 | 400,000 |             |
| 1.5  | To revise Prakas on the Determination of Phase and Coverage of Employment Injury Insurance, and Prakas on the Registration of Enterprises/ Establishments and Workers in NSSF | Process of Prakas revision   | %               | 0                      | 0       | 0   | 0      | 0      | 0   |        | 100    |         | NSSF        |
| 1.6  | To implement the registration of employers with more than 1 worker  | Process of implementation  | %               | 0                      | 0       | 0   | 0      | 0      | 0   |        |        | 20      | NSSF        |
| 1.7  | To expand the link of management system and IT network in the NSSF branches in capital, provinces, and districts  | Process of network connection                                      | %               | 100                    | 100     | 100 | 0      | 0      | 0   |        |        |         | NSSF        |
| <b>Objective 2: Strengthening and Developing the Employment Injury Insurance Scheme</b>      |   |  |                 |                        |         |     |        |        |     |        |        |         |             |
| 2.1  | To inspect in enterprises/ establishments   | Number of inspections  | Time            | 5,760                  | 5,063   | 88  | 6,336  | 6,109  | 96  | 6,779  | 7,117  | 10,675  | NSSF        |
| 2.2  | To investigate the work injury  | Workers suffering from the work injury shall gain benefits legally | Worker          | 17,675                 | 18,699  | 106 | 17,543 | 30,281 | 173 | 17,311 | 16,979 | 21,447  | NSSF        |

|      |   |  |   |     |     |     |     |    |     |    |    |    |      |
|------|---|--|---|-----|-----|-----|-----|----|-----|----|----|----|------|
| 2.3  | To take administrative actions on the enterprises/establishments in compliance with the Law                 | Rate of enterprises/establishments complying with the law  | % | 89  | 87  | 98  | 90  | 96 | 106 | 91 | 92 | 93 | NSSF |
| 2.4  | To organize guidelines on the control of sub-contractors in employment injury insurance                     | Process of preparing Prakas on the Control of Pieceworkers   | % | 50  | NA  | 0   | 100 | 0  | 0   |    |    |    | NSSF |
| 2.5  | To prescribe the guidelines on Trainees and Apprentice  | Process of organizing Prakas on Employment Injury Insurance for Trainees and Apprentice  | % | 50  | NA  | 0   | 100 | 0  | 0   |    |    |    | NSSF |
| 2.6  | To organize guidelines on self-employed profession, and occasional or seasonal work                         | Process of organizing Prakas on Employment Injury Insurance for the Persons Work in Self-Employed Profession and Occasional or Seasonal Work | % | 50  | NA  | 0   | 100 | 0  | 0   |    |    |    | NSSF |
| 2.7  | To study and compile the list of occupational diseases  | Process of organizing Inter-Ministry Prakas on Determination of the Nature of Occupational Diseases  | % | 50  | NA  | 0   | 100 | 0  | 0   |    |    |    | NSSF |
| 2.8  | To improve the management system of registration and contribution of enterprises/establishments and workers | Process of organizing the management system of registration and contribution   | % | 100 | 100 | 100 | 0   | 50 | 0   |    |    |    | NSSF |
| 2.9  | To improve the management system of benefits  | Effectiveness of the benefit provision for the victim  | % | 95  | 80  | 84  | 96  | 90 | 94  | 97 | 98 | 99 | NSSF |
| 2.10 | To install SMS system for workers   | Process of SMS system installment  | % | 100 | 100 | 100 | 0   | 70 | 0   |    |    |    | NSSF |

### Objective 3: Taking Actions on Preventing against the Work Injury

|     |  |   |      |      |      |     |      |      |     |      |      |      |                         |
|-----|--|---|------|------|------|-----|------|------|-----|------|------|------|-------------------------|
| 3.1 | To study and compile the statistics of work injury   | Process of studying and compiling the statistics of work injury | %    | 70   | 20   | 29  | 100  | 40   | 40  |      |      |      | NSSF                    |
| 3.2 | To convene the meeting with the stakeholders to prepare and take measures on Prevention and Emergency Rescue in the case of work injury              | Number of the meeting with stakeholders                         | Time | 20   | 11   | 55  | 20   | 14   | 70  | 20   | 20   | 20   | NSSF, CPFWI, and RTSTWP |
| 3.3 | To disseminate and explain the measures on Prevention and Emergency Rescue in the case of work injury for employers, workers, and other stakeholders | Number of the dissemination and explanation                     | Time | 44   | 41   | 93  | 40   | 199  | 497 | 30   | 30   | 30   | NSSF, CPFWI, and RTSTWP |
| 3.4 | To collaborate with the stakeholders to take measures on Work Safety, Hygiene, and Emergency Rescue of the Work Injury                               | Rate of the decrease of work injury                             | %    | 1.80 | 1.83 | 102 | 1.70 | 2.81 | 165 | 1.60 | 1.50 | 1.40 | NSSF, CPFWI, and RTSTWP |
| 3.5 | To directly investigate and facilitate the work injury of the victim gaining   | Effectiveness of gaining the emergency service                  | %    | 85   | 90   | 106 | 90   | 90   | 100 | 93   | 95   | 97   | NSSF, CPFWI, and RTSTWP |



|   |  |   |              |    |    |    |     |    |    |    |    |    |      |
|---|--|---|--------------|----|----|----|-----|----|----|----|----|----|------|
|   | the emergency service  |   |              |    |    |    |     |    |    |    |    |    |      |
| <b>Objective 4: Providing Rehabilitation Services</b> |  |   |              |    |    |    |     |    |    |    |    |    |      |
| 4.1   | To set up the mechanisms to organize the rehabilitation service provision              | Process of organizing the rehabilitation service mechanisms         | %            | 50 | 20 | 40 | 100 | 70 | 70 |    |    |    | NSSF |
| 4.2   | To train human resource on rehabilitation  | Number of officials gain the training course on rehabilitation      | Official     | 7  | 3  | 43 | 10  |    |    | 15 | 20 | 25 | NSSF |
| 4.3   | To study and collaborate with the stakeholders   | Process of the study  | %            | 50 | 20 | 40 | 100 | 70 | 70 |    |    |    | NSSF |
| 4.4   | To organize the legal instruments  | Process of organizing the legal instruments                         | %            | 50 | 20 | 40 | 100 | 70 | 70 |    |    |    | NSSF |
| 4.5   | To prescribe and assess the degree of victims' disability shall be granted the service | Effectiveness of providing the rehabilitation service to the victim | %            | 50 | NA | 0  | 65  | 0  | 0  | 75 | 85 | 95 | NSSF |
| 4.6   | To create the data management system for providing rehabilitation service              | Process of organizing the data management system                    | %            | 50 | NA | 0  | 100 | 30 | 30 |    |    |    | NSSF |
| 4.7   | To sign the contract with providers  | Number of the organizations providing the rehabilitation service    | Organization |    | NA | 0  | 0   | 0  | 0  | 5  | 5  | 5  | NSSF |

## Goal 2: Launching the Health Care Scheme

| No.   | Activity  | Indicator  | Unit            | Year of Implementation |        |     |      |        |     |      |      |      | Implementer |
|---|---|--|-----------------|------------------------|--------|-----|------|--------|-----|------|------|------|-------------|
|   |   |  |                 | 2014                   |        |     | 2015 |        |     | 2016 | 2017 | 2018 |             |
|   |   |  |                 | Plan                   | Result |     | Plan | Result |     |      |      |      |             |
|   |   |  |                 |                        | Unit   | (%) |      | Unit   | (%) |      |      |      |             |
| <b>Objective 1: Organizing the Formality and Procedure for Implementation of Health Care Scheme</b> |   |  |                 |                        |        |     |      |        |     |      |      |      |             |
| 1.1   | To organize the legal instruments for implementing the Health Care Scheme                   | Process of organizing the legal instruments                            | %               | 100                    | 100    | 100 | 0    | 0      | 0   |      |      |      | NSSF        |
| 1.2   | To organize the meeting with the stakeholders in order to collect the ideas and experiences | Number of the meeting  | Time            | 10                     | 5      | 50  | 0    | 4      | 0   |      |      |      | NSSF        |
| 1.3   | To study and analyze possibility to cover the excluded services                             | Process of studying and analyzing the nature of service in health care | %               | 0                      | 0      | 0   | 0    | 0      | 0   | 50   | 70   | 100  | NSSF        |
| 1.4   | To organize the formality and set up the assessment tools in line with Ministry of Health   | Number of health facilities shall be accredited                        | Health Facility | 60                     | NA     | 0   | 100  | 0      | 0   | 200  | 300  | 500  | NSSF        |
| <b>Objective 2: Preparing IT System for Health Care Implementation</b>                              |   |  |                 |                        |        |     |      |        |     |      |      |      |             |

|   |   |  |                 |     |     |     |     |     |     |     |     |     |      |
|---|---|--|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| 2.1   | To create the registration and contribution payment system  | Process of organizing the management system of registration and contribution payment | %               | 100 | 100 | 100 | 0   | 0   | 0   |     |     |     | NSSF |
| 2.2   | To prepare the management system of benefit provision   | Process of organizing the benefit management system                                  | %               | 100 | 100 | 100 | 0   | 0   | 0   |     |     |     | NSSF |
| 2.3   | To collaborate with Ministry of Interior in order to determine the identity of workers  | Percentage of workers have ID smart card   | %               | 30  | 15  | 50  | 70  | 0   | 0   | 100 |     |     | NSSF |
| 2.4   | To create and equip the complaint system  | Process of the creation and equipment of system                                      | %               | 100 | 70  | 70  | 0   | 100 | 0   |     |     |     | NSSF |
| 2.5   | To study the changeable possibility of database oracle system   | Process of studying the changeable possibility of database oracle system             | %               | 50  | 100 | 200 | 100 | 100 | 100 |     |     |     | NSSF |
| 2.6   | To study the changeable possibility of the joint management system between employment injury insurance and health insurance schemes | Process of studying the possibility and change of system                             | %               | 50  | 100 | 200 | 100 | 0   | 0   |     |     |     | NSSF |
| 2.7   | To prepare to link between the management system of health care and accounting (sage)   | Process of linking the system  | %               | 100 | 100 | 100 | 0   | 70  | 0   |     |     |     | NSSF |
| 2.8   | To accelerate the data transfer between central office and branches   | Effectiveness of sending data punctually   | %               | 90  | 90  | 100 | 95  | 95  | 100 | 96  | 98  | 100 | NSSF |
| 2.9   | To organize the procedures and equip the controlling system   | Process of organizing the procedures and equipping the examining system              | %               | 100 | 50  | 50  | 0   | 100 | 0   |     |     |     | NSSF |
| <b>Objective 3: Preparing the Provider Payment Methods (PPM)</b>                    |   |  |                 |     |     |     |     |     |     |     |     |     |      |
| 3.1   | To prepare the provider payment methods   | Process of preparing the methods   | %               | 100 | 100 | 100 | 0   | 0   | 0   |     |     |     | NSSF |
| 3.2   | To organize the system of provider payment methods by IT system   | Process of organizing the system of provider payment methods                         | %               | 100 | 100 | 100 | 0   | 0   | 0   |     |     |     | NSSF |
| 3.3   | To prepare the Ministerial Prakas on Health Service Consumption in Health Care Scheme   | Process of preparing the inter-ministry Prakas                                       | %               | 100 | 90  | 90  | 0   | 0   | 0   |     |     |     | NSSF |
| 3.4   | To set up the system to check members' eligibility in health facilities   | Number of health facilities shall be equipped  | Health Facility | 60  | NA  | 0   | 100 | 0   | 0   | 200 | 300 | 500 | NSSF |
| 3.5   | To designate the NSSF agent on duty in the health facilities  | Number of the NSSF agent on duty in the health facilities                            | Agent           | 28  | 5   | 18  | 100 | 30  | 30  | 50  | 50  | 50  | NSSF |
| <b>Objective 4: Disseminating Publicly and Determining the Implementation Phase</b> |   |  |                 |     |     |     |     |     |     |     |     |     |      |
| 4.1   | To convene the dissemination meeting on Implementation of Health Care Scheme in capital/provinces                                   | Number of the dissemination meeting  | Time            | 1   | NA  | 0   | 7   | 0   | 0   | 5   | 5   | 7   | NSSF |
| 4.2   | To produce spot and leaflet   | Number of spot and leaflet   | Spot            | 1   | NA  | 0   | 0   | 0   | 0   | 1   |     | 1   | NSSF |

|     |  |   |                   |         |    |   |         |   |   |        |        |         |      |
|-----|--|---|-------------------|---------|----|---|---------|---|---|--------|--------|---------|------|
|     |  |   | Leaflet           | 1       | NA | 0 | 0       | 0 | 0 | 1      |        | 1       |      |
| 4.3 | To launch the health care scheme in capital/provinces  | Number of capital/provinces   | Capital/Provinces | 1       | NA | 0 | 7       | 0 | 0 | 5      | 5      | 7       | NSSF |
| 4.4 | To register and collect contribution from enterprises/establishments and workers                                   | Number of enterprises/establishment and worker registered in system | Enterprise        | 600     | NA | 0 | 4,500   | 0 | 0 | 2,000  | 2,000  | 5,900   | NSSF |
|     |  |   | Worker            | 360,000 | NA | 0 | 550,000 | 0 | 0 | 80,000 | 80,000 | 430,000 |      |
| 4.5 | To provide the health care benefits to the workers   | Rate of members using the health care services                      | %                 | 60      | NA | 0 | 50      | 0 | 0 | 45     | 45     | 45      | NSSF |
| 4.6 | To follow up the health effect of members after gaining the medical treatment                                      | Rate of members shall be investigated                               | %                 | 5       | NA | 0 | 5       | 0 | 0 | 5      | 5      | 5       | NSSF |
| 4.7 | To implement the dissemination program on health promotion and the program on prevention and first-aid for workers | Number of prevention programs shall be disseminated                 | Time              | 10      | NA | 0 | 15      | 0 | 0 | 20     | 25     | 30      | NSSF |

### Goal 3: Launching Pension Scheme

| No.  | Activity  | Indicator  | Unit | Year of Implementation |        |     |      |        |     |      |      |      | Implementer |
|--|---|--|------|------------------------|--------|-----|------|--------|-----|------|------|------|-------------|
|  |   |  |      | 2014                   |        |     | 2015 |        |     | 2016 | 2017 | 2018 |             |
|  |   |  |      | Plan                   | Result |     | Plan | Result |     |      |      |      |             |
|  |   |  |      |                        | Unit   | %   |      | Unit   | %   |      |      |      |             |
| <b>Objective 1: Feasible Study to Launch the Pension Scheme</b>                  |   |  |      |                        |        |     |      |        |     |      |      |      |             |
| 1.1  | To prepare the pension scheme mechanisms  | Process of preparing the pension scheme mechanisms | %    | 50                     | 20     | 40  | 100  | 0      | 0   |      |      |      | NSSF        |
| 1.2  | To study the demographic situation and workers on age groups for launching pension scheme                 | Process of study                                   | %    | 100                    | NA     | 0   | 0    | 0      | 0   |      |      |      | NSSF        |
| 1.3  | To study the socio-economic situation   | Process of study                                   | %    | 100                    | NA     | 0   | 0    | 0      | 0   |      |      |      | NSSF        |
| 1.4  | To organize the meeting with the stakeholders   | Number of the meetings                             | Time | 100                    | NA     | 0   | 3    | 1      | 33  |      |      |      | NSSF        |
| 1.5  | To collaborate with social security actuaries in order to prescribe contribution rate and benefit package | Process of contribution rate and benefits          | %    | 50                     | NA     | 0   | 100  | 0      | 0   |      |      |      | NSSF        |
| <b>Objective 2: Organizing the Legal Instruments and Training Human Resource</b> |   |  |      |                        |        |     |      |        |     |      |      |      |             |
| 2.1  | To prepare the legal instruments  | Process of preparing the legal instruments         | %    | 50                     | 50     | 100 | 100  | 100    | 100 |      |      |      | NSSF        |

|   |  |   |                   |    |    |     |         |    |     |         |         |         |      |
|---|--|---|-------------------|----|----|-----|---------|----|-----|---------|---------|---------|------|
| 2.2   | To conduct the consultative meeting with the stakeholders to gain ideas for applying in the legal instruments    | Number of the meetings  | Time              | 8  | NA | 0   | 5       | 3  | 60  |         |         |         | NSSF |
| 2.3   | To designate the officials and staff with pension knowledge to fulfill the work                                  | Number of the officials and staff in charge of pension                          | Official          | 10 | 6  | 60  | 5       | 5  | 100 | 5       | 5       | 5       | NSSF |
| 2.4   | To collaborate with the development partners to have the study visit to gain experiences both inside and outside | Number of study visits  | Time              | 2  | 5  | 250 | 2       | 6  | 300 | 2       | 2       | 2       | NSSF |
| 2.5   | To build the capacity of officials and staff in charge of pension  | Number of officials and staff   | Official          | 10 | 6  | 60  | 5       | 5  | 100 | 5       | 5       | 5       | NSSF |
| <b>Objective 3: Organizing IT System to Launch the Pension Scheme</b>               |  |   |                   |    |    |     |         |    |     |         |         |         |      |
| 3.1   | To compile the data basis of pension scheme in collaboration with national and international experts             | Process of building the data basis and management system                        | %                 | 50 | NA | 0   | 100     | 0  | 0   |         |         |         | NSSF |
| 3.2   | To organize the management system of accounting and finance  | Process of organizing the management system                                     | %                 | 50 | NA | 0   | 100     | 0  | 0   |         |         |         | NSSF |
| 3.3   | To create the registration and contribution payment systems  | Process of organizing the registration and contribution payment systems         | %                 | 50 | NA | 0   | 100     | 0  | 50  |         |         |         | NSSF |
| 3.4   | To create the benefit provision system   | Process of organizing the benefit provision system                              | %                 | 50 | NA | 0   | 100     | 50 | 50  |         |         |         | NSSF |
| 3.5   | To transfer the data to the account of retired persons in the partnership bank                                   | Process of preparing to send the data   | %                 | 50 | NA | 0   | 100     | 30 | 30  |         |         |         | NSSF |
| <b>Objective 4: Disseminating Publicly and Determining the Implementation Phase</b> |  |   |                   |    |    |     |         |    |     |         |         |         |      |
| 4.1   | To convene the dissemination meeting on Implementation of Pension Scheme in capital/provinces                    | Number of the meetings  | Time              | 0  | 0  | 0   | 3       | 0  | 0   | 8       | 14      |         | NSSF |
| 4.2   | To produce spot and leaflet  | Number of spots and leaflets  | Spot              | 0  | 0  | 0   | 1       | 0  | 0   | 1       | 1       | 1       | NSSF |
|   |  |   | Leaflet           | 0  | 0  | 0   | 1       | 0  | 0   | 1       | 1       | 1       |      |
| 4.3   | To launch the pension scheme in capital/provinces  | Number of capital/provinces   | Capital/Provinces | 0  | 0  | 0   | 3       | 0  | 0   | 8       | 14      |         | NSSF |
| 4.4   | To register and collect contribution from enterprises/ establishments and workers                                | Number of enterprises/ establishments and workers register and pay contribution | Enterprise        | 0  | 0  | 0   | 5,500   | 0  | 0   | 2,000   | 1,500   | 6,000   | NSSF |
|   |  |   | Worker            | 0  | 0  | 0   | 790,000 | 0  | 0   | 160,000 | 100,000 | 450,000 |      |
| 4.5   | To provide old-age allowance to workers  | Number of workers gain the benefit of old age allowance                         | Worker            | 0  | 0  | 0   | 1,053   | 0  | 0   | 1,568   | 2,573   | 4,150   | NSSF |

#### Goal 4: Strengthening the Good Governance

| No.   | Activity  | Indicator   | Unit | Year of Implementation |        |     |      |        |     |      |      |      | Implementer |
|---|---|---|------|------------------------|--------|-----|------|--------|-----|------|------|------|-------------|
|   |   |   |      | 2014                   |        |     | 2015 |        |     | 2016 | 2017 | 2018 |             |
|   |   |   |      | Plan                   | Result |     | Plan | Result |     |      |      |      |             |
|   |   |   |      |                        | Unit   | %   |      | Unit   | %   |      |      |      |             |
| <b>Objective 1: Improving Effectiveness and Quality of the Public Administration Services</b> |   |   |      |                        |        |     |      |        |     |      |      |      |             |
| 1.1   | To build the capacity and train the human resource  | Rate of officials and staffs shall be trained   | %    | 50                     | 25     | 50  | 50   | 77     | 154 | 50   | 50   | 50   | NSSF        |
| 1.2   | To strengthen the internal management system and human resource policy                        | Effectiveness of internal management  | %    | 90                     | 90     | 100 | 97   | 97     | 100 | 99   | 99   | 99   | NSSF        |
| 1.3   | To expand the public dissemination of social security insurance service                       | Coverage of public information provision  | %    | 70                     | 70     | 100 | 70   | 70     | 100 | 70   | 70   | 70   | NSSF        |
| 1.4   | To develop the suggestion box and problem-solving mechanisms                                  | Effectiveness of gaining information and dealing with the problems                    | %    | 80                     | 80     | 100 | 90   | 90     | 100 | 95   | 97   | 97   | NSSF        |
| 1.5   | To establish the library of social security insurance provision                               | Process of organization and implementation  | %    | 0                      | 0      | 0   | 50   | 0      | 0   | 100  |      |      | NSSF        |
| 1.6   | To revise the composition and duty of medical commissions                                     | Process of revising Prakas on Medical Commission of NSS                               | %    | 100                    | NA     | 0   | 0    | 0      | 0   |      |      |      | NSSF        |
| 1.7   | To organize the management system of health service consumption                               | Effectiveness of the payment and consumption of health service                        | %    | 95                     | 90     | 95  | 96   | 90     | 94  | 97   | 98   | 99   | NSSF        |
| 1.8   | To prepare and reform IT infrastructure   | Effectiveness of sending data   | %    | 90                     | 100    | 111 | 95   | 100    | 105 | 100  |      |      | NSSF        |
| 1.9   | To study the feasibility of IT network connection with partnership bank                       | Process of linking IT networks with partnership bank                                  | %    | 50                     | 50     | 100 | 100  | 50     | 50  |      |      |      | NSSF        |
| 1.10  | To prepare the procedures and the implementation policy for using the materials and IT system | Process of preparation  | %    | 100                    | 80     | 80  | 0    | 0      | 0   |      |      |      | NSSF        |
| <b>Objective 2: Strengthening the Finance and Asset Management</b>                            |   |   |      |                        |        |     |      |        |     |      |      |      |             |
| 2.1   | To prescribe the procedures and the formalities of financial management                       | Process of prescribing the procedures and the formalities of the financial management | %    | 100                    | 70     | 70  | 0    | 0      | 0   |      |      |      | NSSF        |
| 2.2   | To analyze the financial social security scheme   | Number of the financial analyses of social security scheme                            | Time | 1                      | 1      | 100 | 0    | 0      | 0   |      | 9    |      | NSSF        |
| 2.3   | To Establish the Investment Commission  | Process of preparing to establish the Investment commission                           | %    | 100                    | 100    | 100 | 0    | 0      | 0   |      |      |      | NSSF        |

|  |  |  |        |     |     |     |     |     |      |     |     |     |      |
|--|--|--|--------|-----|-----|-----|-----|-----|------|-----|-----|-----|------|
| 2.4  | To organize the procurement and supply plan in compliance with the law on the Public Procurement and Financial Principle   | Effectiveness of the management of supply and bidding                        | %      | 90  | 90  | 100 | 97  | 100 | 90.0 | 88  | 88  | 88  | NSSF |
| 2.5  | To prepare the maintenance mechanism and the collective property use   | Efficiency of the asset consumption  | %      | 90  | 90  | 100 | 97  | 100 | 90.0 | 88  | 88  | 88  | NSSF |
| <b>Objective 3: Strengthening and Extending the Cooperation with National and International Partnerships</b> |  |  |        |     |     |     |     |     |      |     |     |     |      |
| 3.1  | To strengthen and extend the cooperation with the national and international institutions working in the social security   | Effectiveness of exchanging the information and data in the social security  | %      | 70  | 50  | 71  | 75  | 60  | 80   | 80  | 85  | 90  | NSSF |
| 3.2  | To strengthen the compulsory implementation of the national and international regulations on the social security   | The implementation in compliance with national and international regulations | %      | 70  | 70  | 100 | 75  | 75  | 100  | 80  | 85  | 90  | NSSF |
| 3.3  | To continue investigating and implementing the agreement and memorandum of understanding   | Keeping the cooperation  | %      | 100 | 100 | 100 | 100 | 100 | 100  | 100 | 100 | 100 | NSSF |
| 3.4  | To participate in the annual meeting with ASSA and AWCF, and other meetings and workshops  | Number of the meetings and workshops   | Time   | 10  | 12  | 120 | 10  | 20  | 200  | 10  | 10  | 10  | NSSF |
| 3.5  | To organize the study visit to exchange the experiences both inside and outside countries  | Number of study visits   | Time   | 5   | 2   | 40  | 5   | 2   | 40   | 5   | 5   | 5   | NSSF |
| <b>Objective 4: Strengthening the Mechanisms of Plan, Statistic, and Legislation Development</b>             |  |  |        |     |     |     |     |     |      |     |     |     |      |
| 4.1  | To build the long-term strategic plans and the annual plans  | Roadmap for guiding the implementation in the right objective                | %      | 100 | 90  | 90  | 100 | 10  | 100  | 100 | 100 | 100 | NSSF |
| 4.2  | To make the reports of annual achievements and the action plans  | Comparable mechanism and assessment of the implementation                    | Report | 1   | 1   | 100 | 1   | 1   | 100  | 1   | 1   | 1   | NSSF |
| 4.3  | To compile and revise the legal instruments in order to ensure and provide the social security service more effectively, and in compliance with the development situation either national, regional, or international levels | Effectiveness and progress of social security service                        | %      | 80  | 80  | 100 | 85  | 85  | 100  | 90  | 95  | 97  | NSSF |
| 4.4  | To continue collaborating with Ministry of Health and relevant institutions in order to build plan, statistic, and legislation in compliance with policy of the Royal Government   | The implementation in compliance with policy of the Royal Government         | %      | 100 | 100 | 100 | 100 | 100 | 100  | 100 | 100 | 100 | NSSF |
| 4.5  | To strengthen the administrative measures on rejection of law compliance and the principles of social security   | Number of action s<br>Rejection of Compliance with the Law and the Guideline | %      | 80  | 80  | 100 | 90  | 96  | 106  | 100 | 100 | 100 | NSSF |

| Objective 5: Strengthening the Internal Audit                           |  |  |      |    |    |     |    |    |     |    |    |    |      |
|---|--|--|------|----|----|-----|----|----|-----|----|----|----|------|
| 5.1   | To plan and report the annual audit  | Effectiveness of the implementation of internal audition in the right objective  | %    | 85 | 50 | 59  | 90 | 70 | 78  | 95 | 97 | 97 | NSSF |
| 5.2   | To collaborate with the National Audit Authorities and the specialized institutions to organize the training course on Audit, Finance, Internal Management Mechanisms and Others | Number of training courses   | Time | 1  | NA | 0   | 1  | 0  | 0   | 1  | 1  | 1  | NSSF |
| 5.3   | To collaborate with the financial inspectors of Ministry of Economy and Finance implementing the internal audit  | Annual audition  | Time | 1  | 1  | 100 | 1  | 1  | 100 | 1  | 1  | 1  | NSSF |
| 5.4   | To monitor, investigate, assess, recommend the implementation of social security policy  | Effectiveness of the management of social security policy  | %    | 80 | 80 | 100 | 85 | 80 | 94  | 90 | 95 | 99 | NSSF |
| 5.5   | To audit and investigate finance, contribution, benefit provision, and other activities in both central office and the NSSF branches   | Revision and development of the system of financial management, contribution, and benefit provision of social security schemes | %    | 70 | NA | 0   | 75 | 60 | 80  | 80 | 85 | 90 | NSSF |
| Objective 6: Promoting the Gender Equity in the Social Security Sectors |  |  |      |    |    |     |    |    |     |    |    |    |      |
| 6.1   | To encourage the women to work in the social security work, and provide the priority of important positions  | Rate of female officials and staffs working in NSSF  | %    | 50 | 34 | 68  | 50 | 36 | 72  | 50 | 50 | 50 | NSSF |
| 6.2   | To provide Employment Injury Insurance, Health Care, and Pension Schemes   | Female workers shall be granted the insurance as against the total workers have registered                                     | %    | 71 | 71 | 100 | 71 | 71 | 100 | 71 | 71 | 71 | NSSF |
| 6.3   | To participate in building the plan and reporting to promote the gender equity in social security sectors with the relevant ministries and institutions                          | Mainstreaming and sharing the gender information in social security sectors with the stakeholders                              | %    | 70 | 70 | 100 | 70 | 70 | 100 | 70 | 70 | 70 | NSSF |

## ADDRESS AND CONTACT NUMBER WITH NSSF IN PROVINCES

| 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<br>977 963 078                 | 024 640 1676                | samphearak@nssf.gov.kh                            |
|     |                  | Knong village, Praek Ta Meak commune, Ksach Kandal district, Kandal                                    | 096 615 6168<br>012 548 805<br>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<br>015 210 210<br>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<br>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<br>016 884 348                 | 026 988 891<br>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<br>077 663 217                 | 063 965 934                 | pang_sokchea@yahoo.com<br>sokchea@nssf.gov.kh     |
| 7   | Banteay Meanchey | Kilometre No. 4 village, Sangkat Phsar Kandal, Poipet city, Banteay Meanchey                           | 077 663 218<br>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<br>077 990 048                 | 042 652 1999<br>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<br>097 262 7547                | 072 210 423                 | kratie@nssf.gov.kh<br>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<br>092 708 803                 |                             | reythearith@yahoo.com<br>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<br>vannaknssf@gmail.com     |
| 12  | Kampot           | 1 Orsapea village, Sangkat Kampong Kandal, Kampot city, Kampot   | 012 623 332<br>072 688 886                 | 033 932 133                 | phokchetra@gmail.com<br>sin.kosal@nssf.gov.kh     |
| 13  | Koh Kong         | House No. 26, Group No. 2, Sangkat Dong  | 097 973 9006                               | 035 936 436                 | kongkea.nssf.kk@gmail.com                         |



| No. | Province             | Address   | Contact Number              | Desk Phone Number | E-mail  |
|-----|----------------------|---|-----------------------------|-------------------|---|
|     |                      | Tong, Khamarak Phumen city, Koh Kong  | 012 625 855                 |                   |   |
| 14  | Battambang           | House No. B9, Borie Pheanichkam<br>Battambang, Sangkat Svay Pak,<br>Battambang city, Battambang                   | 097 997 2829                | 053 953 336       | battambang@nssf.gov.kh                        |
| 15  | Pailin               | Wat village, Sangkat Pailin, Pailin city,<br>Paili  | 086 893 777                 | 055 956 667       | somit.ream@nssf.gov.kh                        |
| 16  | Pursat               | House No. 007, Roam village, Sangkat<br>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,<br>Steung Sen city, Kampong Thom  | 092 747 099                 | 062 210 463       | ly_sokha2007@yahoo.com                        |
| 18  | Steung Streng        | Thmor Leart village, Sangkat Sras Russey,<br>Steung Treng city, Steung Tren                                       | 012 405 451                 |                   | nganrachana@gmail.com                         |
| 29  | Ratanakiri           | Teis Ornloung Village, Sangkat Beung<br>Konseng, Banlung city, Ratanakiri   | 011 451 777<br>097 966 7666 | 075 974 184       | sam_ath@nssf.gov.kh                           |
| 20  | Mondulkiri           | Chombork village, Sangkat Spean<br>Meanchey, Sen Monorom city, Mondulkiri   | 012 205 756<br>088 820 5756 |                   | kosol_vicheth@yahoo.com                       |
| 21  | Oddar Meanchey       | Chhuk village, Sangkat Samrong, Samrong<br>city, Oddar Meanchey   | 097 523 4666<br>085 311 300 |                   | simmao2013@gmail.com                          |
| 22  | Preah Vihear         | Kandal village, Sangkat Kampong Bronak,<br>Preah Vihear city, Preah Vihear  | 097 366 6060<br>012 259 258 |                   | nssf_pvh@nssf.gov.kh<br>savuthnou22@gmail.com |
| 23  | Dangkor Branch       | House No. 12A, St. Veng Srang, Sangkat<br>Choum Cheu, Khan Porsenchey, Phnom<br>Penh<br>(opposite Sou Nguon port) | 012 695 550<br>086 271 371  | 023 995 484       | lpl@nssf.gov.kh                               |
| 24  | Russey Keo<br>Branch | House No. 50 E0E1, St. 03, Beung Chhuk,<br>Sangkat Kilometre No. 6, Khan Russey<br>Keo, Phnom Penh                | 092 486 256<br>088 691 1911 | 023 663 3030      | vannaknssf@nssf.gov.kh                        |

## HEALTH FACILITIES SIGNED THE AGREEMENT WITH NSSF

| No.                  | Health Facility                          | SAMU                       | Contact Number               | NSSF Agent                   | Address  |
|----------------------|--|----------------------------|------------------------------|------------------------------|--|
| <b>I. PHNOM PENH</b> |  |                            |                              |                              |  |
| 01                   | Calmette Hospital                        | 119                        | 023 426 948<br>023 724 891   | 097 687 24 26<br>092 151 845 | Lot No. 3, Preah Monivong Blvd., Sangkat Srah Chok, Khan Doun Penh, Phnom Penh           |
| 02                   | Preah Kosamak Hospital                   | 119                        | 012 657 653<br>016 909 774   | 017 378 456<br>078 321 818   | #188, St. 271, Sangkat Teuk Laark II, Khan Toul Kork, Phnom Penh                         |
| 03                   | Khmer-Soviet Friendship                  | 119<br>078 997 978         | 023 217 764<br>012 858 184   | 070 763 864<br>012 353 916   | St. 271, Sangkat Tamnoub Teuk, Khan Chamkamon, Phnom Penh                                |
| 04                   | Ang Dung Hospital                        | 016 505 453                | 011 755 119<br>077 550 017   | 010 264 017<br>012 669 946   | Preah Norodom Blvd., Sangkat Psar Thmey I, Khan Doun Penh, Phnom Penh                    |
| 05                   | Toul Kork Health Center                  | 119<br>012 519 916         | 011 833 339<br>023 351 198   | 012 918 159<br>012 396 085   | St. 339, Village No. 4, Group No. 3, Sangkat Beung Kork I, Khan Toul Kork, Phnom Penh    |
| 06                   | Samdech OV Referral Hospital             | 119<br>078 398 667         | 012 532 803<br>012 864 509   | 078 668 897                  | National Road No. 5, Sangkat Kilometre No. 6, Khan Russey Keo, Phnom Penh                |
| 07                   | Teuk Thla Health Center                  | 119<br>077 797 967         | 017 722 065<br>023 351 198   | 012 918 159<br>012 396 085   | Russian Federation Blvd., Sangkat Teuk Thlar, Khan Sen Sok, Phnom Penh                   |
| 08                   | Pochentong Referral Hospital             | 119<br>017 722 063         | 017 722 065<br>023 351 198   | 012 884 766<br>078 615 989   | National Road No. 4, Ta Nguon village, Sangkat Kakab, Khan DangKor, Phnom Penh           |
| 09                   | Kork Rorka Health Center                 |                            | 012 775 472                  | 012 918 159<br>012 396 085   | Putrea village, Sangkat Kork Rorka, Khan Pou Senchey, Phnom Penh                         |
| 10                   | Steung Meanchey Health Center            | 012 971 476<br>012 839 162 | 012 971 476<br>011 262 256   | 077 636 360<br>012 904 680   | St. 364, Phnat village, Group No. 11, Sangkat Steung Meanchey, Khan Meanchey, Phnom Penh |
| 11                   | Pornhear Porn Health Center              | 012 796 996<br>010 276 683 |                              | 092 486 256<br>012 808 684   | St. 130, Sangkat Pornhear Phon, Khant Prek Phnao, Phnom Penh                             |
| 12                   | Sokleap Metrey Poly Clinic and Maternity | 011 398 888                | 023 666 62 37<br>012 603 131 | 012 918 159<br>012 396 085   | Sor village, Sangkat Beung Kengkong, Khan Chamkamon, Phnom Penh                          |

| No.                      | Health Facility                                 | SAMU                         | Contact Number             | NSSF Agent                    | Address  |
|--------------------------|---|------------------------------|----------------------------|-------------------------------|--|
| 13                       | Mul Met Clinic                                  | 0977639003                   | 012449608                  | 092342224<br>086582423        | #67-69, St. 424, Veng Sreng street, Sangkat Chormchao, Khan Pursenchey, Phnom Penh |
| <b>II. KANDAL</b>        |   |                              |                            |                               |  |
| 14                       | Chey Chumneas Referral Hospital                 | 015 519 119                  | 012 912 523<br>077 933 459 | 097 687 24 28<br>012 305 371  | National Road No. 2, Ta Khmoa commune, Ta Khmoa district, Kandal                   |
| 15                       | Baek Chan Health Center                         | 012 175 8285<br>097 499 8936 | 012 894 260                | 097 299 6669<br>096 369 59 12 | Bourie Kamakor village, Bek Chan commune, Ang Snuol district, Kanda                |
| 16                       | Orng Snuol Referral Hospital                    | 012 581 639                  | 012 894 260<br>069 705 757 | 012 286 876<br>092 227 712    | National Road No. 4, Ang Snuol district, Kandal                                    |
| 17                       | Koh Thom Referral Hospital                      | 119<br>017 722 065           | 023 351 198<br>016 471 887 | 012 548 805                   | Prek Thmey village, Prek Thmey commune, Koh Thom district, Kandal                  |
| 18                       | Saang District Referral Hospital                | 119<br>017 722 065           | 023 351 198                | 077 570 908                   | Prek Ron village, Prek Koy commune, Saang district, Kandal                         |
| 19                       | Prek Anh Chanh Health Center                    | 012 665 039                  | 017 552 323<br>012 840 520 | 012 548 805                   | Prek Thmey village, Prek Anh Chanh commune, Mukampoul district, Kandal             |
| 20                       | Vihear Sur Health Center                        | 077 926 692                  | 012832343<br>012495983     | 012 548 805                   | Vihear Sour Cherng village, Vihear Sour commune, Khsarch Kandal district, Kandal   |
| 21                       | Samrong Thom Health Center                      |                              | 0977939974<br>012984590    | 012 903 735<br>012 854 226    | Chroy Dong village, Samrong Thom commune, Kearnsy district, Kandal                 |
| 22                       | Khsarch Kandal Referral Hospital                | 097 540 4006                 | 012446592<br>012434546     | 012 548 805                   | Prek Tamark village, Prek Tamark commune, Kharch Kandal district, Kandal           |
| 23                       | Bun Ranny Hun Sen Rorka Korng Referral Hospital | 097 953 952 5<br>017 552 323 | 092407868                  | 012 548 804                   | Rorka Korng village, Mukampoul district, Kandal                                    |
| <b>III. KAMPONG SPEU</b> |   |                              |                            |                               |  |
| 24                       | Kampong Speu Referral Hospital                  | 016 696 480                  | 025 987 313<br>016 471 887 | 097 783 9391                  | National Road No. 4, Snor village, Snor commune, Chbarmon district, Kampong Speu   |

| No.                       | Health Facility                       | SAMU                       | Contact Number              | NSSF Agent                   | Address  |
|---------------------------|---------------------------------------|----------------------------|-----------------------------|------------------------------|--|
| 25                        | Ang Doung Referral Hospital           | 078 891 913<br>012 910 062 | 012978925                   | 097 783 9391<br>012 286 879  | Krang Ponlie village, Vang Chas commune, Odong district, Kampong Speu                          |
| 26                        | Kong Pisey District Referral Hospital |                            | 097 358 8490                | 012 286 879<br>092 227 712   | Srong village, Srong commune, Kong Pisey district, Kampong Speu                                |
| <b>IV. SVAY RIENG</b>     |                                       |                            |                             |                              |  |
| 27                        | Svay Rieng Referral Hospital          | 044 945 111                | 012 953 975                 | 097 368 6777<br>097 285 6641 | Srah Vong village, Sangkat Svay Rieng, Svay Rieng city, Svay Rieng                             |
| 28                        | Chey Pou Referral Hospital            | 011 394 178                | 012 805 236<br>012 761 089  | 097 368 6777<br>097 285 6641 | National Road No. 1, Sangkat Prey Angkunh, Barvet city, Svay Rieng                             |
| <b>V. KAMPONG CHHNANG</b> |                                       |                            |                             |                              |  |
| 29                        | Kampong Chhnang Referral Hospital     | 026 988 111                | 015 250 111<br>012 702 251  | 077 663 216<br>016 884 348   | National Road No. 5, Kandal village, Kampong Chhnang commune, Kampong Chhnang                  |
| 30                        | Kampong Trolarch Referral Hospital    | 085 587 757                | 085 587 790<br>012 457 308  | 088 972 1016<br>077 663 216  | National Road 5, Ta Ork village, Pear Nie commune, Kampong Tro Larch district, Kampong Chhnang |
| <b>VI. SIHANOUK VILLE</b> |                                       |                            |                             |                              |  |
| 31                        | Sihanouk Referral Hospital            | 016 686 843                | 012 712 646<br>016 712 646  | 077 663 215<br>016 565 958   | #31, St. Aek Rearch, Sangkat No. 4, Sihanouk Ville   |
| 32                        | CT Hospital (Sihanouk Ville)          | 089 886 666<br>085 886 666 | 081 886 666                 | 077 663 215<br>016 565 958   | Group No. 12, Sangkat No. 2, Sihanouk  |
| 33                        | Veal Rinh Health Center               | 016 452 761                | 016 269 744<br>012 983 612  | 077 663 215<br>016 565 958   | Veal Meas village, Veal Renh commune, Prey Noup district, Sihanouk                             |
| 34                        | Andung Thmor Health Center            |                            | 092 340 171<br>015 454 562  | 077 663 215<br>016 565 958   | Tro Parng Saoy village, Orn Doung Thmor commune, Prey Noup district, Preah Vihear              |
| 35                        | Ream Health Center                    |                            | 016 688 585<br>097 865 4903 | 077 663 215<br>016 565 958   | Smarch Deong village, Ream commune, Prey Noup district, Sihanouk                               |
| <b>VII. SIEM RIEP</b>     |                                       |                            |                             |                              |  |

| No.                           | Health Facility                             | SAMU                        | Contact Number              | NSSF Agent                  | Address  |
|-------------------------------|---|-----------------------------|-----------------------------|-----------------------------|--|
| 36                            | Siem Riep Referral Hospital                 | 016 800 119                 | 012 925 061                 | 077 663 217<br>012 382 323  | St. 2 Thnou, Center No.1, Sangkat Svay Dongkom, Siem Riep  |
| 37                            | Pouk Health Center                          | 088 834 6257                | 092 910 027                 | 077 663 217<br>012 534 345  | Kork Thmey village, Puok commune, Puok district, Siem Riep                                       |
| <b>VIII. BANTEAY MEANCHEY</b> |   |                             |                             |                             |  |
| 38                            | Poipet Referral Hospital                    | 012 786 286                 | 012 833 159<br>089 837 637  | 092 909 414<br>077 663 218  | Prochea Thomlek village, Sangkat Poipet, Poipet  |
| 39                            | Cambodia-Japan Friendship Referral Hospital | 012 932 521                 | 012 923 354<br>097 740 5401 | 092 909 414<br>069 252 797  | Koh Keo village, Russey Krorok commune, Mongkul Bourie district, Banteay Meanchey                |
| 40                            | Serey Sophorn Referral Hospital             | 012 910 467                 | 012 854 983                 | 092 909 414<br>077 663 218  | Village No. 1, Preah Ponlear commune, Serey Sophorn district, Banteay Meanchey                   |
| <b>IX. KAMPONG CHAM</b>       |   |                             |                             |                             |  |
| 41                            | Cheng Prey District Referral Hospital       | 012 667 488<br>088 774 4788 | 017 423 548                 | 093 871 043<br>077 990 048  | Skorn village, Sou Tep commune, Prey Cherng district, Kampong Cham                               |
| 42                            | Prey Chhor District Referral Hospital       | 011 398 135<br>088 774 4766 | 097 733 2255<br>085 414 556 | 077 990 048<br>012 822 411  | National Road No. 7, Prey Torteng village, Prey Vearn commune, Prey Chhor district, Kampong Cham |
| 43                            | Kampong Cham Referral Hospital              | 012 823 709<br>092 957 871  | 092 939 480<br>092 917388   | 012 520 767<br>077 990 048  | Village No. 7, Sangkat Kampong Cham, Kampong Cham city, Kampong Cham                             |
| 44                            | Prek Anh Chanh Referral Hospital            | 012 904 306<br>092 322 413  | 012 495 148<br>011 294 532  | 077 990 048<br>012 822 411  | Ta Say village, Prek Kok commune, Steung Trong district, Kampong Cham                            |
| <b>X. THBOUNG KHMUM</b>       |   |                             |                             |                             |  |
| 45                            | Thboung Khmum District Referral Hospital    | 088 774 4700                | 011 862 039<br>012 495 650  | 077 990 048<br>012 822 411  | Suong Lech village, Sangkat Suong, Suong city, Tboung Khmum                                      |
| 46                            | Meimut District Referral Hospital           | 088 774 4722<br>012 961 393 | 012 873 127                 | 077 990 048<br>012 822 411  | Tboung Wat village, Memut commune, Memut district, Tboung Khmum                                  |
| 47                            | Por Nhear Kreng District Referral Hospital  | 088 774 4711<br>011 669 408 | 085 414 819<br>085 414 819  | 077 990 048<br>012 822 411  | Ta Hearv Kromm village, Korngkang commune, Por Nhear Kreng district, Tboung Khmum                |
| <b>XI. KRATIE</b>             |   |                             |                             |                             |  |
| 48                            | Kratie Referral Hospital                    | 072 210 391<br>012 822 391  | 012 931 868                 | 092 873 051<br>097 989 6691 | Kratie village, Sangkat Kratie, Kratie city, Kratie  |

| No.                      | Health Facility                         | SAMU                        | Contact Number               | NSSF Agent                  | Address   |
|--------------------------|---|-----------------------------|------------------------------|-----------------------------|---|
| 49                       | Chhloung Referral Hospital              | 012 502 903<br>017 909 653  | 012 367 702                  | 092 873 051<br>097 989 6691 | Chroy Thor Krom village, Chhloung commune,<br>Chhloung district, Kratie           |
| 50                       | Snuol District Referral Hospital        | 097 752 7996                | 097 800 8555<br>097 659 7299 | 088 677 2832<br>092 873 051 | Psar Snuorl village, Snuorl commune, Snuorl district,<br>Kratie                   |
| <b>XII. PREY VENG</b>    |   |                             |                              |                             |   |
| 51                       | Nak Loeung Referral Hospital            | 012 775 319                 | 012 660 815                  | 012 548 805<br>093 281 019  | Village No. 3, Prek Khsory commune, Pearm Ror district,<br>Prey Veng              |
| 52                       | Prey Veng Referral Hospital             | 097 234 1782<br>012 658 303 | 097 795 7472<br>012 921 200  | 092 708 803<br>093 281 019  | Village No. 3, Sangkat Kampong Leav, Prey Veng city,<br>Prey Veng                 |
| 53                       | Pear Rang Referral Hospital             | 092 653 595<br>012 653 595  | 092 223 614<br>043 690 0905  | 012 548 805<br>092 708 803  | Snay Porl village, Rorka commune, Pearm Rang district,<br>Prey Veng               |
| 54                       | Svay Orntor Referral Hospital           | 097 557 7647                |                              | 012 548 805<br>092 708 803  | Pur Chentarng village, Svay Orntor commune, Prey Veng                             |
| 55                       | Khdoeung Ray Health Center              | 012 658 303                 | 012 439 343<br>012 297 491   | 012 548 805<br>092 708 803  | Pear Near Psar village, Kdoeung Ray commune, Kanh<br>Chrearch district, Prey Veng |
| 56                       | Kamchay Mear District Referral Hospital | 012 693 940                 | 012 588 495<br>095 881 707   | 092 708 803<br>093 281 019  | Kror Nhoung commune, Kamchay Mear district, Prey<br>Veng                          |
| <b>XIII. TAKEO</b>       |   |                             |                              |                             |   |
| 57                       | Takeo Referral Hospital                 | 012 935 814                 | 011 905 019<br>012 172 8348  | 012 939 439<br>077 570 905  | Village No. 2, Rorka Knoung commune, Doun Keo<br>district, Takeo                  |
| 58                       | Bartie Referral Hospital                | 012 724 093<br>097 647 4303 | 032 690 1939                 | 078 789 955<br>097 200 2852 | Bor Cham village, Cham Bork commune, Bartie district,<br>Takeo                    |
| 59                       | Tram Khnar Health Center                | 081 444 174<br>012 424 063  | 097 959 4653<br>012 724 093  | 012 636 439<br>077 570 905  | Tram Khnar village, Soupie commune, Bartie<br>district, Takeo                     |
| 60                       | Takeo Optic Hospital                    | 097 801 6705                | 016 904 890                  | 012 636 439<br>077 570 905  | Psar Ta Kor village, Sangkat Rorka Knoung, Doun Keo<br>city, Takeo                |
| <b>XIV. KEP</b>          |   |                             |                              |                             |   |
| 61                       | Kep Referral Hospital                   | 012912320                   | 012 825 277<br>012 456 247   | 012 993 877<br>088 855 9234 | Kep village, Sangkat Kep, Kep city, Kep   |
| <b>XV. STEUNG STRENG</b> |   |                             |                              |                             |   |
| 62                       | Steung Streng Referral Hospital         | 092 799 464                 | 097 978 0878                 | 012 405 451                 |   |

| No.                    | Health Facility                          | SAMU                        | Contact Number                              | NSSF Agent                  | Address  |
|------------------------|--|-----------------------------|---|-----------------------------|--|
|                        |  | 088 884 9483                | 012 908 590                                 | 098 968 419                 |  |
| <b>XVI. KAMPOT</b>     |  |                             |   |                             |  |
| 63                     | Kampot Referral Hospital                 | 012 297 268                 | 012 316 135<br>012 955 986                  | 012 623 332<br>088 855 6234 | Kampong Bay village, Sangkat Kampong Bay, Kampot city, Kampot                      |
| 64                     | Kampong Trach Referral Hospital          | 012 733 468                 | 092 383 632<br>088 873 2468                 | 012 623 332<br>088 855 6234 | Kampong Trach I village, Kampong Trach commune, Kampong Trach, Kampot              |
| <b>XVII. PURSAT</b>    |  |                             |   |                             |  |
| 65                     | Pursat Hospital                          | 1353/0010                   | 012 828 466                                 | 092 707 385<br>017 392 552  | Pearl Nhek II village, Sangkat Phtah Prey, Pursat city, Pursat                     |
| 66                     | Chher Tom Health Center                  | 092 307 278                 |   | 092 934 094<br>017 392 552  | Kar Parl village, Chher Tom commune, Kro Kor district, Pursat                      |
| 67                     | Kro Kor District Referral Hospital       | 092 811 161                 | 097 122 2344                                | 092 707 385<br>017 392 552  | Kar Parl village, Chher Tom commune, Kro Kor district, Pursat                      |
| 68                     | Phnum Krovanh District Referral Hospital | 012 850 590                 |   | 092 707 385<br>017 392 552  | Chhmar village, Phnom Krovanh district, Pursat                                     |
| 69                     | Snarm Preah Health Center                |                             | 092 677 685                                 | 092 707 385<br>017 392 552  | Snam Preah village, Snam Preah commune, Barkan district, Pursat                    |
| 70                     | Barkan Referral Hospital                 | 078 681 474<br>097 668 7542 |   | 092 707 385<br>017 392 552  | Beung Khnar village, Beung Khnar commune, Barkan district, Pursat                  |
| <b>XVIII. KOH KONG</b> |  |                             |   |                             |  |
| 71                     | Sre Ormbil Referral Hospital             | 016 222 186                 | 016 877 006                                 | 012 733 627<br>097 973 9006 | Teuk Pornng village, Beung Preav commune, Sre Ombel district, Koh Kong             |
| 72                     | Koh Kong Referral Hospital               | 016 300 119                 | 016 204 887<br>097 795 8788                 | 012 625 855<br>097 973 9006 | Village No. 1, Sangkat Smarch Meanchey, Kemarak Poumen city, Koh Kong              |
| <b>XIX. PAILIN</b>     |  |                             |   |                             |  |
| 73                     | Pailen Referral Hospital                 | 097 628 4333                | 097 769 9837<br>071 914 4418<br>015 532 323 | 086 893 777<br>012 505 488  | Wat village, Sangkat Pailen, Pailen city, Pailen                                   |
| <b>XX. BATTAMBANG</b>  |  |                             |   |                             |  |
| 74                     | Battambang Referral Hospital             | 012 269 388<br>012 833 261  | 012 833 261                                 | 095 885 855<br>097 997 2829 | Prek Mohatep village, St. Mart Steng, Sangkat Savy Por, Battamong city, Battambang |

| No.                      | Health Facility               | SAMU                        | Contact Number               | NSSF Agent                  | Address  |
|--------------------------|-------------------------------|-----------------------------|------------------------------|-----------------------------|--|
| 75                       | Trang Health Center           | 095 228 893<br>097 914 5870 | 017 269 363                  | 097 997 2829                | Ta Sen village, Trang commune, Kamreang district, Battambang                   |
| 76                       | Sdao Health Center            | 012 581 654<br>092 264 163  | 012 670 996                  | 097 997 2829                | Barnon village, Sdoa commune, Ratanak Mondul district, Battambang              |
| 77                       | Sampov Loun Referral Hospital | 012 974 223<br>088 918 1005 | 012 448 196                  | 097 997 2829                | Ta Sda village, Ta Sda commune, Sampov Loun district, Battambang               |
| 78                       | Thmor Koul Referral Hospital  | 092 786 356                 | 092 903 494<br>012 701 160   | 097 997 2829                | Poi Yong village, Ta Pong commune, Thmor Koul district, Battambang             |
| <b>XXI. KAMPONG THOM</b> |                               |                             |                              |                             |  |
| 79                       | Barray-Sorntouk Hospital      | 012 927 142<br>012 782 417  | 017 559 387<br>012 867 573   | 092 764 897<br>097 500 0450 | Tropang Svay village, Barlang commune, Barray district, Kampong Thom           |
| 80                       | Kampong Referral Hospital     | 017 398 750<br>012 947 932  | 092 954 367                  | 090 885 698<br>092 747 099  | Kampong Thom village, Kampong Thom commune, Steung Sen district, Kampong Thom  |
| 81                       | Stoung Referral Hospital      | 012 768 443<br>012 794 349  | 092 291 959                  | 090 885 698<br>092 747 099  | Kampong Kdey village, Kampong Chentbong commune, Stoung district, Kampong Thom |
| <b>XXII. RATANAKIRI</b>  |                               |                             |                              |                             |  |
| 82                       | Ratanakiri Referral Hospital  | 017 936 945<br>012 840 808  | 012 505 008<br>012 528 008   | 097 966 7666<br>011 451 777 | Phnom Svay Village, Beung Kanseng district, Banlung city, Ratanakiri           |
| 83                       | Borkeo Referral Hospital      | 097 990 9899                | 011 838 300<br>012 511 369   | 097 966 7666<br>011 451 777 | Village No. 1, La Menh commune, Bor Keo district, Ratanakiri                   |
| <b>XXIII. MONDULKIRI</b> |                               |                             |                              |                             |  |
| 84                       | Sen Monorom Referral Hospital | 097 712 1445<br>012 961 744 | 097 473 9685<br>088 998 6566 | 012 205 756<br>097 900 0109 | Chom Bork village, Spearn Meanchey commune, Sen Monorom district, Ratanakiri   |
| 85                       | Oh Am Health Center           | 097 478 7797                | 011 607 783<br>088 332 9118  | 012 205 756<br>097 900 0109 | Oh Am village, Sre Khtum commune, Keo Sema district, Monduliri                 |
| 86                       | Keo Seyma Health Center       | 097 678 8533                | 012 266 152<br>097 850 4765  | 012 205 756<br>097 900 0109 | Sre Khtum village, Sre Khtum commune, Keo Sema district, Monduliri             |



| No.                         | Health Facility                         | SAMU                       | Contact Number              | NSSF Agent                   | Address  |
|-----------------------------|---|----------------------------|-----------------------------|------------------------------|--|
| <b>XXIV. ODDAR MEANCHEY</b> |   |                            |                             |                              |  |
| 87                          | Oddar Meanchey Referral Hospital        | 092 141 835<br>012 723 121 | 078 229 797<br>078 979 729  | 097 523 4666<br>097 762 8828 | Chhuk village, Sam Rong commune, Sam Rong district, Oddar Meanchey                       |
| 88                          | Omloung Veng District Referral Hospital | 076 526 2491               | 077 508 057<br>011 670 174  | 097 523 4666<br>097 762 8828 | Oh Chorn Chearn village, Orn Lorng Veng commune, Orn Lorng Veng district, Oddar Meanchey |
| 89                          | Oh Smarch Health Center                 | 011 736 886                |                             | 097 523 4666<br>097 762 8828 | Kirimodul village, Oh Smarch commune, Sam Rong district, Oddar Meanchey                  |
| <b>XXV. PREAH VIHEAR</b>    |   |                            |                             |                              |  |
| 90                          | 16 Makara Referral Hospital             | 012 371 618                | 012 426 519<br>012 892 909  | 097 366 6060<br>088 746 2774 | Orn Doung Pur village, Kampong Bronak commune, Preah Vihear district, Preah Vihear       |
| 91                          | Phnom Dek Health Center                 | 092 227 616                | 097 394 4669<br>092 956 569 | 097 366 6060<br>088 746 2774 | Phnom Dek village, Romoney commune, Roveamg district, Preah Vihear                       |
| 92                          | Cham Ksam Health Center                 |                            | 012 938 159<br>097 752 7773 | 097 366 6060<br>088 746 2774 | Cham Ksam village, Cham Ksam commune, Cham Ksam district, Preah Vihear                   |
| 93                          | Sro Aem Health Center                   |                            | 099 358 447                 | 097 366 6060<br>088 746 2774 | Sro Aem village, Sro Aem commune, Cham Ksam district, Preah Vihear                       |

**KINGDOM OF CAMBODIA  
NATION RELIGION KING**



**Ministry of Labour and Vocational Training  
No. 288 LV/PrK.**

**Prakas  
On  
Revision of Article 3 of Prakas No. 177 LV/PrK, Dated 18 August 2010, Concerning  
Compositions and Functioning of the Dispute or Complaint Settlement Commission of  
the National Social Security Fund (NSSF)**

**Ministry of Labour and Vocational Training**

- Having seen the Constitution of Kingdom of Cambodia;
- Having seen Royal Kram No. NS/RKT/0913/903, dated 24 September 2013, concerning the Nomination of Royal Government of Kingdom of Cambodia;
- Having seen Royal Kret No. NS/RKT/1213/1393, dated 21 December 2013, concerning the Revision and Addition of the Composition of the Royal Government of the Kingdom of Cambodia;
- Having seen Royal Kram No. 02/NS/94, dated 20 July 1994, promulgating the Law on the Organization and Functioning of the Council of Ministers;
- Having seen Royal Kram No. NS/RKM/0105/003, dated 17 January 2005, promulgating the Law on the Establishment of Ministry of Labour and Vocational Training;
- Having seen Royal Kram No. CHS/RKM/0397/01, dated 13 May 1997, promulgating the Labour Law;
- Having seen Royal Kram No. NS/RKM/0707/01, dated 20 July 2007, promulgating the Law on the Reformation of Articles 139 and 144 of the Labour Law;
- Having seen Royal Kram No. NS/RKM/0902/018, dated 25 September 2002, promulgating the Law on the Social Security Schemes for Persons Defined by the Provisions of the Labour Law;
- Having seen Sub-Decree No. 283 SD/E, dated 14 November 2014, concerning the Organization and Functioning of the Ministry of Labour and Vocational Training;
- Having seen Sub-Decree No. 16 SD/E, dated 02 May 2007, concerning the Establishment of the National Social Security Fund.
- Having seen Prakas No. 177 LV/PrK., dated 18 August 2010, concerning the Composition and Functioning of the Dispute or Complaint Settlement Commission of NSSF;
- Having seen Prakas No. 197 LV/PrK., 21 September 2012, concerning the Nomination of the Composition of the Dispute or Complaint Settlement Commission of NSSF;
- Having seen Prakas No. 144 LV.PrK., dated 27 May 2014, concerning the Revision of the Composition of the Dispute or Complaint Settlement Commission of NSSF
- Having seen Decision No. 37/14 NSSF, dated 08 September 2014, concerning the Procedures of Dispute or Complaint Settlement of NSSF;
- Reference to the Meeting of the Dispute or Complaint Settlement Commission of NSSF, dated 17 October 2014.

## **Hereby Decided**

### **Article 1.-**

Article 3 of Prakas No. 177 LV/PrK, dated 18 August 2010, concerning the Composition and Functioning of the Dispute/Complaint Settlement Commission of NSSF shall be revised as follows:

### **Article 3.- (New)**

The Dispute/Complaint Settlement Commission of NSSF has three official members and five reserved members as follows:

- One official and two reserved members requested by Executive Director of NSSF, representative of the Royal Government;
- One official and two reserved members requested by the members of Governing Body, representatives of the workers;
- One official and two reserved members requested by the members of Governing Body, representative of the employers.

One official member requested by Executive Director of NSSF as President of Commission; one official member requested by the members of Governing Body, representative of the workers as member; and one official member requested by the members of Governing Body, representative of the employers as member.

In the event that the President of Commission is absent, the reserved members requested by Executive Director of NSSF shall be in charge of Acting President.

In the event that members of any parties are absent, President or Acting President shall invite the reserved members to attend the meeting.

The Dispute/Complaint Settlement Commission of NSSF shall attend the meeting through the request of President or Acting President. The Dispute/Complaint Settlement Commission has a two-year mandate.

The language used in the process of Dispute/Complaint Settlement Commission of NSSF is Khmer version.

The meeting of the Dispute/Complaint Settlement Commission of NSSF shall be convened as confidentiality.

Procedures of the decision of the Dispute/Complaint Settlement Commission of NSSF shall be issued by the Decision of Governing Body.

The Determination of work formalities and procedures of the commission shall be issued by the Decision of the NSSF Executive Director in compliance with the request from the President of the Dispute/Complaint Settlement Commission.

### **Article 2.**

Any regulations contrary to this Prakas shall be abrogated.

**Article 3.**

Executive Director of the National Social Security Fund and all the relevant body directors shall have the duties to implement respectively this Prakas from the signed date.

Phnom Penh, 01 July 2015

**Minister of Ministry of Labour and Vocational Training**

**Ith Sam Heng**

**CC:**

- Office of the Council of Ministers
- Cabinet of Samdech Techo Prime Minister
- Cabinet of H.E Deputy Prime Minister in Charge
- All Relevant Ministries and Institutions
- All Ministers
- All Municipal Hall and Provincial Halls
- All Institutions under the Ministry “For Information”
- Garment Manufacturing Association in Cambodia
- Employer Federation and Commerce Association in Cambodia
- All Trade Union Federation “For Collaboration”
- Article 3 “For Implementation”
- Documents and Archives



**Kingdom of Cambodia  
Nation Religion King**

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**National Social Security Fund  
No. 56/15 NSSF**

**Decision  
On  
Determination of Work Formality and Procedure**

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**National Social Security Fund**

- Having seen the Constitution of Kingdom of Cambodia;
- Having seen Royal Kram No. NS/RKT/0913/903, dated 24 September 2013, concerning the Nomination of Royal Government of Kingdom of Cambodia;
- Having seen Royal Kret No. NS/RKT/1213/1393, dated 21 December 2013, concerning the Revision and Addition of the Composition of the Royal Government of the Kingdom of Cambodia;
- Having seen Royal Kram No. 02/NS/94, dated 20 July 1994, promulgating the Law on the Organization and Functioning of the Council of Ministers;
- Having seen Royal Kram No. NS/RKM/0105/003, dated 17 January 2005, promulgating the Law on the Establishment of Ministry of Labour and Vocational Training;
- Having seen Royal Kram No. CHS/RKM/0397/01, dated 13 May 1997, promulgating the Labour Law;
- Having seen Royal Kram No. NS/RKM/0707/01, dated 20 July 2007, promulgating the Law on the Reformation of Articles 139 and 144 of the Labour Law;
- Having seen Royal Kram No. NS/RKM/0902/018, dated 25 September 2002, promulgating the Law on the Social Security Schemes for Persons Defined by the Provisions of the Labour Law;
- Having seen Sub-Decree No. 283 SD/E, dated 14 November 2014, concerning the Organization and Functioning of the Ministry of Labour and Vocational Training;
- Having seen Sub-Decree No. 16 SD/E, dated 02 May 2007, concerning the Establishment of the National Social Security Fund.
- Having seen Prakas No. 177 LV/PrK., dated 18 August 2010, concerning the Composition and Functioning of the Dispute or Complaint Settlement Commission of NSSF;
- Having seen Prakas No. 197 LV/PrK., 21 September 2012, concerning the Nomination of the Composition of the Dispute or Complaint Settlement Commission of NSSF;
- Having seen Prakas No. 144 LV.PrK., dated 27 May 2014, concerning the Revision of the Composition of the Dispute or Complaint Settlement Commission of NSSF
- Having seen Decision No. 37/14 NSSF, dated 08 September 2014, concerning the Procedures of Dispute or Complaint Settlement of NSSF;
- Reference to the Meeting of the Dispute or Complaint Settlement Commission of NSSF, dated 17 October 2014.

## **Hereby Decided**

### **Article 3.-**

The work formality and procedure of the Dispute/Complaint Settlement Commission shall be determined as follows:

1. The Dispute/Complaint Settlement Commission shall implement and take responsibilities for its duties in compliance with the order of president.
2. The Dispute/Complaint Settlement Commission shall study and keep tract the complaint then report the result of its study to the president.
3. In the event that the President is absent, the reserved members requested by Executive Director of NSSF shall be an Acting President.
4. The Acting President has a duty to lead and manage the Dispute/Complaint Settlement Commission in place of President and report the achievements in power to the President.

### **Article 4.-**

This decision shall take effect from the signed date.

Phnom Penh, 23 June 2015

**Executive Director of the National Social Security Fund**

**Ouk Samvithyea**

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## EMPLOYMENT INJURY INSURANCE SCHEME



## 1. Number of Registered Enterprises/Establishments by month in Capital/provinces in 2015

| Capital/Provinces | Jan       | Feb       | March     | April     | May       | June      | Jul       | Aug       | Sept      | Oct       | Nov       | Total      |
|-------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Phnom Penh        | 44        | 28        | 22        | 33        | 18        | 27        | 47        | 30        | 56        | 35        | 27        | 388        |
| Kandal            | 04        | 01        | 03        | 02        | 01        | 01        | 4         | 3         | 3         | 1         | 1         | 26         |
| Kampong Speu      | 03        | -         | -         | 03        | 02        | 01        | 4         | 2         | 3         | 0         | 2         | 24         |
| Banteay Meanchey  | 01        | -         | 01        | 01        | 03        | 01        | 3         | 0         | 2         | 0         | 0         | 12         |
| Siem Riep         | 04        | 04        | 10        | 06        | 04        | 02        | 6         | 9         | 9         | 13        | 4         | 73         |
| Sihanouk Ville    | 05        | 01        | 02        | 02        | 01        | 01        | 4         | 1         | 4         | 3         | 5         | 33         |
| Svay Rieng        | 02        | 03        | -         | -         | 02        | 01        | 1         | 5         | 1         | 1         | 3         | 19         |
| Kampong Chhnang   | -         | 01        | -         | -         | 03        | -         | 0         | 0         | 0         | 0         | 0         | 5          |
| Kampong Cham      | 02        | -         | 02        | 01        | -         | -         | 1         | 2         | 0         | 0         | 0         | 8          |
| Kratie            | 03        | -         | 01        | -         | -         | -         | 3         | 0         | 2         | 0         | 1         | 14         |
| Prey Veng         | -         | -         | -         | -         | -         | -         | 0         | 0         | 0         | 0         | 0         | 0          |
| Takeo             | -         | 03        | -         | 08        | 01        | 02        | 1         | 1         | 1         |           | 0         | 17         |
| Kampot            | -         | -         | -         | -         | 02        | -         | 0         | 1         | 0         | 2         | 1         | 8          |
| Kep               | -         | -         | -         | -         | -         | -         | 0         | 0         | 0         | 0         | 0         | 0          |
| Tboung Khmum      | 05        | -         | -         | -         | 01        | -         | 0         | 0         | 0         | 0         | 0         | 7          |
| Koh Kong          | -         | -         | -         | -         | -         | -         | 3         | 0         | 0         | 0         | 0         | 3          |
| Battambang        | 13        | 06        | 09        | 05        | 01        | 02        | 3         | 1         | 2         | 0         | 0         | 42         |
| Pailin            | -         | -         | 03        | 02        | -         | 01        | 1         | 1         | 1         | 0         | 0         | 9          |
| Pursat            | -         | -         | -         | 04        | 01        | 05        | 0         | 0         | 0         | 0         | 1         | 12         |
| Kampong Thom      | -         | 02        | -         | -         | 02        | 01        | 1         | 0         | 4         | 2         | 2         | 14         |
| Stung Streng      | -         | -         | -         | 02        | -         | 02        | 0         | 1         | 0         | 0         | 0         | 6          |
| Rattanakiri       | 02        | -         | -         | 04        | -         | 04        | 1         | 5         | 4         | 0         | 1         | 22         |
| Mondulkiri        | -         | 01        | 01        | -         | -         | 01        | 0         | 3         | 1         | 0         | 0         | 7          |
| Oddar Meanchey    | -         | -         | -         | -         | -         | -         | 0         | 0         | 1         | 0         | 2         | 3          |
| Preah Vihea       | -         | -         | -         | -         | -         | 02        | 1         | 0         | 0         | 0         | 0         | 3          |
| <b>Total</b>      | <b>88</b> | <b>50</b> | <b>54</b> | <b>73</b> | <b>42</b> | <b>54</b> | <b>84</b> | <b>65</b> | <b>94</b> | <b>57</b> | <b>50</b> | <b>755</b> |

## 2. Update of Registered Enterprises/Establishments and Workers

| No.          | Capital/Provinces | 2008-2015             |                  |                |
|--------------|-------------------|-----------------------|------------------|----------------|
|              |                   | Number of Enterprises | Workers          | Female         |
| 1            | Phnom Penh        | 3,766                 | 638,583          | 424,726        |
| 2            | Kandal            | 355                   | 142,740          | 114,903        |
| 3            | Kampong Speu      | 113                   | 70,807           | 60,746         |
| 4            | Svay Rieng        | 111                   | 46,483           | 32,205         |
| 5            | Takeo             | 97                    | 35,058           | 30,893         |
| 6            | Kampong Chhnang   | 55                    | 34,110           | 29,713         |
| 7            | Sihanouk Ville    | 205                   | 29,877           | 19,442         |
| 8            | Kampong Cham      | 138                   | 23,643           | 19,741         |
| 9            | Siem Riep         | 491                   | 21,657           | 10,179         |
| 10           | Banteay Meanchey  | 105                   | 11,993           | 7,103          |
| 11           | Koh Kong          | 31                    | 7,954            | 5,358          |
| 12           | Pursat            | 93                    | 7,922            | 6,745          |
| 13           | Tboung Khmum      | 94                    | 6,581            | 3,355          |
| 14           | Kratie            | 111                   | 5,309            | 1,512          |
| 15           | Kampot            | 48                    | 5,092            | 2,182          |
| 16           | Battambang        | 223                   | 4,985            | 2,490          |
| 17           | Prey Veng         | 35                    | 4,054            | 3,682          |
| 18           | Kampong Thom      | 112                   | 3,548            | 1,243          |
| 19           | Pailin            | 56                    | 2,884            | 1,732          |
| 20           | Rattanakiri       | 85                    | 2,606            | 832            |
| 21           | Oddar Meanchey    | 19                    | 1,027            | 441            |
| 22           | Preah Vihea       | 28                    | 926              | 466            |
| 23           | Stung Streng      | 44                    | 898              | 213            |
| 24           | Mondulkiri        | 28                    | 825              | 202            |
| 25           | Kep               | 27                    | 328              | 94             |
| <b>Total</b> |                   | <b>6,470</b>          | <b>1,109,890</b> | <b>779,998</b> |



**3. Garment and Footwear Enterprises/Establishments in Capital/Provinces**

| No.          | Capital/Provinces | Number of Enterprises | Number of Workers |                |
|--------------|-------------------|-----------------------|-------------------|----------------|
|              |                   |                       | Total             | Female         |
| 1            | Phnom Penh        | 733                   | 405,158           | 333,768        |
| 2            | Kandal            | 144                   | 127,778           | 105,137        |
| 3            | Kampong Speu      | 64                    | 58,870            | 52,189         |
| 4            | Takeo             | 43                    | 30,235            | 27,106         |
| 5            | Kampong Chhnang   | 18                    | 23,284            | 20,700         |
| 6            | Svay Rieng        | 29                    | 21,162            | 17,597         |
| 7            | Kompong Cham      | 9                     | 18,813            | 17,383         |
| 8            | Sihanouk Ville    | 28                    | 13,639            | 10,862         |
| 9            | Pursat            | 2                     | 6,177             | 5,625          |
| 10           | Koh Kong          | 2                     | 3,134             | 2,502          |
| 11           | Prey Veng         | 2                     | 2,308             | 2,096          |
| 12           | Kampot            | 6                     | 1,839             | 1,510          |
| 13           | Banteay Meanchey  | 4                     | 1,712             | 1,242          |
| 14           | Tboung Khmum      | 1                     | 1,284             | 1,260          |
| 15           | Battambang        | 1                     | 227               | 170            |
| 16           | Kampong Thom      | 1                     | 12                | 11             |
| 17           | Rattanakiri       | 1                     | 8                 | 0              |
| <b>Total</b> |                   | <b>1,088</b>          | <b>715,640</b>    | <b>599,158</b> |

## 4. Types of the Registered Enterprises/Establishments

| No. | Enterprise's Code | Type of Business   | Number of Enterprises | Number of Workers |        |
|-----|-------------------|--|-----------------------|-------------------|--------|
|     |                   |  |                       | Total             | Woman  |
| 1   | 1712              | Garment  | 99                    | 27,535            | 22,478 |
| 2   | 2222              | Publication  | 10                    | 813               | 427    |
| 3   | 1920              | Manufacture of Footwear  | 15                    | 4,333             | 3,845  |
| 4   | 9310              | Laundry  | 1                     | 211               | 55     |
| 5   | 1711              | Textile  | 3                     | 68                | 52     |
| 6   | 7412              | Auditing Activity  | 5                     | 79                | 45     |
| 7   | 6420              | Telecommunication  | 2                     | 20                | 3      |
| 8   | 2695              | Manufacture of Cement, Concrete, and Powder Poker                  | 1                     | 348               | 67     |
| 9   | 6511              | Bank   | 14                    | 402               | 166    |
| 10  | 2710              | Manufacture of Steel and Zinc                                      | 4                     | 40                | 1      |
| 11  | 6309              | Transport Agency   | 72                    | 2,575             | 1,018  |
| 12  | 1544              | Manufacture of Food  | 1                     | 15                | 7      |
| 13  | 5139              | Household Trade  | 4                     | 90                | 9      |
| 14  | 5510              | Hotel  | 63                    | 3,124             | 1,305  |
| 15  | 5050              | Fuel Trade   | 2                     | 21                | 7      |
| 16  | 3120              | Electricity Manufacturing  | 19                    | 395               | 88     |
| 17  | 1554              | Manufacture of Beverage  | 6                     | 155               | 44     |
| 18  | 2102              | Manufacture of Paper   | 4                     | 195               | 30     |
| 19  | 4520              | Construction   | 28                    | 1092              | 195    |
| 20  | 7010              | Real Estate  | 10                    | 159               | 67     |
| 21  | 5220              | Food, Beverage, and Tobacco Trade                                  | 2                     | 23                | 10     |
| 22  | 1549              | Manufacture of Commodity   | 3                     | 58                | 24     |
| 23  | 7492              | Security   | 4                     | 315               | 157    |
| 24  | 5323              | Supermarket  | 3                     | 70                | 39     |
| 25  | 5010              | Car Trade  | 4                     | 60                | 20     |
| 26  | 7491              | Immigrated Worker Recruitment                                      | 5                     | 249               | 169    |
| 27  | 5521              | Restaurant   | 48                    | 1,132             | 616    |
| 28  | 5190              | Wholesale Trade  | 15                    | 302               | 92     |
| 29  | 7220              | Computer Software Supply and Consultation                          | 5                     | 160               | 28     |
| 30  | 1429              | Mining   | 2                     | 43                | 4      |
| 31  | 85111             | Hospital   | 4                     | 54                | 25     |
| 32  | 8030              | University   | 4                     | 69                | 23     |
| 33  | 9399              | Other Services   | 46                    | 1,711             | 697    |
| 34  | 6304              | Tourism Activity   | 5                     | 235               | 107    |
| 35  | 5231              | Medicine, Medical Apparatus, Cosmetics, and Grooming Apparel Trade | 1                     | 13                | 5      |
| 36  | 5150              | Machine and Electrical Equipment Supply and Trade                  | 10                    | 528               | 192    |
| 37  | 5434              | Household Utensil and Material, and Electrical Equipment Repair    | 3                     | 148               | 98     |
| 38  | 5410              | Garage   | 4                     | 58                | 5      |
| 39  | 9000              | Hygiene and Sanitation Services                                    | 2                     | 19                | 3      |
| 40  | 8022              | Vocational and Technical Training School                           | 18                    | 379               | 219    |
| 41  | 2221              | Paper Printing   | 3                     | 48                | 26     |
| 42  | 2520              | Manufacture of Plastic Product                                     | 2                     | 76                | 36     |
| 43  | 7495              | Packing  | 2                     | 47                | 32     |
| 44  | 5122              | Food, Beverage, and Tobacco Trade                                  | 2                     | 16                | 1      |
| 45  | 7430              | Advertisement  | 5                     | 80                | 40     |
| 46  | 9213              | Radio and Television   | 2                     | 41                | 14     |
| 47  | 130               | Livestock Farming and Crop Cultivating                             | 8                     | 510               | 190    |
| 48  | 3699              | Other Factories  | 49                    | 2,829             | 1,732  |
| 49  | 7494              | Photographic Activities  | 1                     | 145               | 17     |
| 50  | 9900              | NGO  | 49                    | 1,131             | 397    |
| 51  | 2696              | Stone Carving and Kiln   | 10                    | 222               | 135    |
| 52  | 9220              | Press Agent Activity   | 1                     | 9                 | 4      |
| 53  | 1533              | Manufacture of Forage  | 4                     | 338               | 246    |
| 54  | 7499              | Other Business Activities  | 29                    | 906               | 337    |
| 55  | 6712              | Stock Market Activity (Bond)                                       | 1                     | 44                | 18     |
| 56  | 6601              | Life Insurance   | 2                     | 79                | 43     |
| 57  | 2519              | Manufacture of Rubber Product                                      | 3                     | 106               | 30     |
| 58  | 3190              | Manufacture of Electronic Equipment                                | 2                     | 35                | 9      |
| 59  | 2610              | Manufacture of Glass and Glass Product                             | 1                     | 20                | 2      |

|              |      |                          |            |               |              |
|--------------|------|--------------------------|------------|---------------|--------------|
| 60           | 9120 | Business Association     | 1          | 14            | 9            |
| 61           | 9219 | Other Leisure Activities | 27         | 1,499         | 926          |
| <b>Total</b> |      |                          | <b>755</b> | <b>55,491</b> | <b>36686</b> |

## 5. Occupational Risk Report in 2015

| Description                                     | Cases  | Number of Victims |        |       | Other |
|---|--------|-------------------|--------|-------|-------|
|   |        | Total             | Female | Male  |       |
| Receipt of Occupational Risk Report             | 27,916 | 30,919            | 22,764 | 8,155 |       |
| Submitted the report to Inspection Division     | 27,916 | 30,919            | 22,764 | 8,155 |       |
| - Workplace Accident                            | 20,888 | 23,068            | 17,743 | 5,325 |       |
| - Commuting Accident                            | 7,019  | 7,842             | 5,016  | 2,826 |       |
| - Occupational Disease                          | 9      | 9                 | 5      | 4     |       |
| Receipt of Investigated Reports from Inspection | 27,991 | 31,072            | 22,897 | 8,175 |       |
| Work Injury                                     | 27,226 | 30,281            | 22,273 | 8,008 |       |
| Workplace Accidents                             | 20,238 | 22,487            | 17,280 | 5,207 |       |
| - Mild Injury                                   |        | 21,328            | 16,505 | 4,823 |       |
| - Serious Injury                                |        | 1,110             | 758    | 352   |       |
| - Death   |        | 49                | 17     | 32    |       |
| Commuting Accidents                             | 6,985  | 7,791             | 4,991  | 2800  |       |
| - Mild Injury                                   |        | 6,474             | 4,295  | 2179  |       |
| - Serious Injury                                |        | 1,186             | 646    | 540   |       |
| - Death   |        | 131               | 50     | 81    |       |
| Occupational Diseases                           | 3      | 3                 | 2      | 1     |       |
| - Mild Injury                                   | -      | 2                 | 2      | -     |       |
| - Serious Injury                                | -      | -                 | -      | -     |       |
| - Death   | -      | 1                 | -      | 1     |       |
| Non-Work Injury                                 | 765    | 791               | 624    | 167   |       |
| Workplace Accident                              | 693    | 718               | 584    | 134   |       |
| Commuting Accident                              | 68     | 69                | 38     | 31    |       |
| Occupational Diseases                           | 4      | 4                 | 2      |       |       |

Annex 6

## CLASSIFICATION OF OCCUPATIONAL RISK



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

| No. | Economic Activity                         | Number of Victims |       |        |
|-----|---|-------------------|-------|--------|
|     |   | Total             | Male  | Female |
| 1   | Livestock Farming and Crop Cultivating    | 202               | 162   | 40     |
| 2   | Crude petroleum and Natural Gas Industry  | 2                 | -     | 2      |
| 3   | Mining activity                           | 4                 | 4     | -      |
| 4   | Manufacture of Canned Fruit and Vegetable | 6                 | 3     | 3      |
| 5   | Manufacture of Forage                     | 59                | 39    | 20     |
| 6   | Manufacture of Food                       | -                 | -     | -      |
| 7   | Manufacture of Commodity                  | 31                | 23    | 8      |
| 8   | Manufacture of Beer                       | 137               | 102   | 35     |
| 9   | Manufacture of Beverage                   | 64                | 53    | 11     |
| 10  | Manufacture of Tobacco Product            | 6                 | 4     | 2      |
| 11  | Textile                                   | 530               | 124   | 406    |
| 12  | Garment                                   | 15,693            | 2,829 | 12,864 |
| 13  | Manufacture of Footwear                   | 4,506             | 604   | 3,902  |
| 14  | Manufacture of Foam and Wood Product      | 260               | 169   | 91     |
| 15  | Manufacture of Paper                      | 77                | 47    | 30     |
| 16  | Paper printing                            | 15                | 14    | 1      |
| 17  | Publication                               | 124               | 73    | 51     |
| 18  | Manufacture of Fuel Refining Product      | -                 | -     | -      |
| 19  | Manufacture of Medicine                   | 1                 | -     | 1      |

|    |   |       |     |       |
|----|---|-------|-----|-------|
| 20 | Manufacture of Chemical and Toxic Product                           | 2     | 1   | 1     |
| 21 | Manufacture of Rubber Product                                       | 65    | 51  | 14    |
| 22 | Manufacture of Plastic Product                                      | 105   | 63  | 42    |
| 23 | Manufacture of Glass and Glass Product                              | 12    | 12  | -     |
| 24 | Manufacture of Cement, Concrete, and Powder poker                   | 81    | 80  | 1     |
| 25 | Stone carving and Kiln  | 70    | 56  | 14    |
| 26 | Manufacture of Steel and Zinc                                       | 69    | 63  | 6     |
| 27 | Electricity Manufacturing   | 41    | 38  | 3     |
| 28 | Manufacture of cable  | 2     | 2   | -     |
| 29 | Manufacture of Electronic Equipment                                 | 209   | 12  | 197   |
| 30 | Manufacture of Medicine   | 3     | 3   | -     |
| 31 | Manufacture of Car  | -     | -   | -     |
| 32 | Motobike Manufacturing Factory                                      | 128   | 88  | 40    |
| 33 | Bicycle Manufacturing Factory                                       | 114   | 59  | 55    |
| 34 | Manufacture of Jewelry  | 24    | 2   | 22    |
| 35 | Manufacture of Game and Toy   | 19    | -   | 19    |
| 36 | Other Manufacturing Factories                                       | 2,940 | 650 | 2,290 |
| 37 | Natural Gas Manufacture and Distribution                            | -     | -   | -     |
| 38 | Construction  | 35    | 32  | 3     |
| 39 | Car Trade   | 4     | 2   | 2     |
| 40 | Fuel Trade  | 16    | 11  | 5     |
| 41 | Food, Beverage, Tobacco Trade                                       | -     | -   | -     |
| 42 | Household Product Trade   | 5     | -   | 5     |
| 43 | Fire Extingisher Trade  | 5     | 3   | 2     |
| 44 | Machine and Electricity Equipment Trade and Supply                  | 20    | 13  | 7     |
| 45 | Wholesale Trade   | 35    | 24  | 11    |
| 46 | Beverage and Tobacco Trade  | 21    | 18  | 3     |
| 47 | Medicine, Medical Apparatus, Costmetics, and Grooming Apparel Trade | 8     | 1   | 7     |
| 48 | Supermarket   | 46    | 23  | 23    |
| 49 | Garage  | 8     | 7   | 1     |
| 50 | Utensils and Electrical Equipment Repair Service                    | 17    | 17  | -     |
| 51 | Hotel   | 1,123 | 532 | 591   |
| 52 | Restaurant  | 124   | 69  | 55    |
| 53 | Rail Transportation   | 12    | 12  | -     |
| 54 | Water and Marine Transportation                                     | -     | -   | -     |
| 55 | Airport   | 40    | 33  | 7     |
| 56 | Tourism agent Activity  | 6     | 5   | 1     |
| 57 | Transport Agency  | 1,223 | 564 | 659   |
| 58 | Telecommunication   | 33    | 30  | 3     |
| 59 | Bank  | 605   | 419 | 186   |
| 60 | Life Insurance  | 5     | 3   | 2     |
| 61 | Insurance (non-life insurance)                                      | -     | -   | -     |
| 62 | Stock Market Activity (Bond)  | -     | -   | -     |
| 63 | Real Estate   | 35    | 27  | 8     |
| 64 | Computer Software Supply and Consultation                           | 1     | -   | 1     |
| 65 | Legal Activity  | -     | -   | -     |
| 66 | Auditing Activity   | 1     | 1   | -     |
| 67 | Marketing Research Activity   |       | -   | -     |
| 68 | Business Activity   | 4     | 4   | -     |
| 69 | Architecture, Engineering, and Technical Consultation               | 17    | 12  | 5     |
| 70 | Advertisement   | 6     | 5   | 1     |
| 71 | Immigrated Worker Recruitment                                       | 14    | 3   | 11    |
| 72 | Security  | 134   | 104 | 30    |
| 73 | Photography   | -     | -   | -     |
| 74 | Packing   | 93    | 27  | 66    |
| 75 | Other Business Activities   | 205   | 113 | 92    |
| 76 | Social Security   | 18    | 6   | 12    |

|              |  |               |              |               |
|--------------|--|---------------|--------------|---------------|
| 77           | Primary School                                     | 22            | 11           | 11            |
| 78           | High School  | 16            | 8            | 8             |
| 79           | Vocational and Technical Training School           | 15            | 6            | 9             |
| 80           | University   | 24            | 14           | 10            |
| 81           | Hospital   | 16            | 6            | 10            |
| 82           | Dental Clinic                                      | 1             | -            | 1             |
| 83           | Hygiene and Sanitation services                    | 192           | 142          | 50            |
| 84           | Business Association                               | -             | -            | -             |
| 85           | Radio and Television                               | 4             | 3            | 1             |
| 86           | Other Leisure Activities                           | 11            | 6            | 5             |
| 87           | Press Agent Activity                               | 2             | 2            | -             |
| 88           | Museum, Building maintenance, and Historical Place | -             | -            | -             |
| 89           | Sports Activity                                    | 4             | 2            | 2             |
| 90           | Laundry  | 79            | 64           | 15            |
| 91           | Port activity                                      | 8             | 4            | 4             |
| 92           | Other Services                                     | 207           | 74           | 133           |
| 93           | NGO  | 160           | 116          | 44            |
| <b>Total</b> |  | <b>30,281</b> | <b>8,008</b> | <b>22,273</b> |

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

| No.          | Type of Accident                                      | Case          | Number of Victims |              |               |
|--------------|---|---------------|-------------------|--------------|---------------|
|              |   |               | Total             | Male         | Female        |
| 1            | Electric shock  | 167           | 180               | 74           | 106           |
| 2            | Burning or Inflammation                               | 256           | 260               | 128          | 132           |
| 3            | Falling down from High Place                          | 192           | 193               | 131          | 62            |
| 4            | Materials or Equipment Falling on                     | 917           | 922               | 518          | 404           |
| 5            | Slipping and falling down                             | 1,051         | 1,053             | 242          | 811           |
| 6            | Holding/Pressing by Equipment or Machines             | 873           | 874               | 366          | 508           |
| 7            | Explosion of High-Pressure Tools                      | 15            | 15                | 12           | 3             |
| 8            | Cutting by sharpening Things                          | 3,658         | 3,662             | 1,491        | 2,171         |
| 9            | Piercing  | 80            | 80                | 38           | 42            |
| 10           | Stumbling or Hitting by Things                        | 771           | 771               | 339          | 432           |
| 11           | Twisting or Tightening                                | 5             | 5                 | 2            | 3             |
| 12           | Extremely Used Energy                                 | 96            | 96                | 52           | 44            |
| 13           | Exposure to the Temperature or Unsuitable Temperature | 2             | 2                 | 2            | 0             |
| 14           | Exposure to the Radioactive Substance                 | 2             | 2                 | 0            | 2             |
| 15           | Exposure to the Hazardous Substances                  | 28            | 28                | 11           | 17            |
| 16           | Suffocation   | 53            | 217               | 6            | 211           |
| 17           | Faintness   | 9,725         | 11,639            | 664          | 10,975        |
| 18           | Road Traffic Accident                                 | 6,491         | 7,357             | 2,764        | 4,593         |
| 19           | Accident due to Mining Activity                       | 1             | 1                 | 0            | 1             |
| 20           | Occupational Disease                                  | 3             | 3                 | 3            | 0             |
| 21           | Respiratory Disease                                   | 3             | 3                 | 2            | 1             |
| 22           | Heart Disease   | 1             | 1                 | 1            | 0             |
| 23           | Brain Disease   | 3             | 3                 | 1            | 2             |
| 24           | Other Accidents                                       | 2,359         | 2,440             | 1,161        | 1,279         |
| 25           | Miscarriage   | 474           | 474               | 0            | 474           |
| <b>Total</b> |   | <b>27,226</b> | <b>30,281</b>     | <b>8,008</b> | <b>22,273</b> |

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

| No. | Type of Wound | Number of Victims |      |        |
|-----|---------------|-------------------|------|--------|
|     |               | Total             | Male | Female |
| 1   | Bone fracture | 933               | 511  | 422    |
| 2   | Pain          | 871               | 206  | 665    |

|              |                               |               |              |               |
|--------------|-------------------------------|---------------|--------------|---------------|
| 3            | Sprain or dislocation         | 901           | 349          | 552           |
| 4            | Cutting                       | 2,577         | 945          | 1,632         |
| 5            | Piercing                      | 3,862         | 1,958        | 1,904         |
| 6            | Scraping                      | 2,989         | 1,239        | 1,750         |
| 7            | Bruise by the Strong \Hitting | 2,623         | 775          | 1,848         |
| 8            | Surface Wound                 | 88            | 36           | 52            |
| 9            | Burning or Inflammation       | 496           | 220          | 276           |
| 10           | Blind                         | 2             | 1            | 1             |
| 11           | Poisoning                     | 39            | 11           | 28            |
| 12           | Drowning                      | 1             | 1            | -             |
| 13           | Inner organ wound             | 128           | 29           | 99            |
| 14           | Other wounds                  | 1,4771        | 1,727        | 1,3044        |
| <b>Total</b> |                               | <b>3,0281</b> | <b>8,008</b> | <b>22,273</b> |

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

| No.          | Type of Wound                       | Numbe of Victims |              |               |
|--------------|-------------------------------------|------------------|--------------|---------------|
|              |                                     | Total            | Male         | Female        |
| 1            | Head (brain, skull, and skull skin) | 1,068            | 461          | 607           |
| 2            | Eye                                 | 1,168            | 624          | 544           |
| 3            | Face                                | 359              | 183          | 176           |
| 4            | Ear (inside and outside)            | 43               | 23           | 20            |
| 5            | Mouth                               | 78               | 42           | 36            |
| 6            | Tooth                               | 15               | 11           | 4             |
| 7            | Throat                              | 71               | 28           | 43            |
| 8            | Shoulder                            | 233              | 124          | 109           |
| 9            | Chest                               | 226              | 88           | 138           |
| 10           | Back                                | 69               | 30           | 39            |
| 11           | Waist                               | 308              | 133          | 175           |
| 12           | Abdomen                             | 1,012            | 40           | 872           |
| 13           | Hip                                 | 147              | 34           | 113           |
| 14           | Arm                                 | 1,804            | 792          | 1,012         |
| 15           | Hand                                | 396              | 236          | 160           |
| 16           | Finger                              | 3,313            | 1,139        | 2,174         |
| 17           | Leg                                 | 2,757            | 1,159        | 1,598         |
| 18           | Foot                                | 429              | 242          | 187           |
| 19           | Toe                                 | 469              | 256          | 213           |
| 20           | Blood Stream                        | 7                | 1            | 6             |
| 21           | Resporatory System                  | 2,536            | 110          | 2,426         |
| 22           | Digestive System                    | 19               | 10           | 9             |
| 23           | Sexual Organ                        | 12               | 1            | 11            |
| 24           | Nerve System                        | -                | -            | -             |
| 25           | Unclear-Symptom Wound               | 191              | 11           | 180           |
| 26           | Multi-Physical Wound                | 3,104            | 1,239        | 1,865         |
| 27           | Whole-Physical Wound                | 63               | 18           | 45            |
| 28           | Other wounds                        | 10,384           | 973          | 9,411         |
| <b>Total</b> |                                     | <b>30,281</b>    | <b>8,008</b> | <b>22,273</b> |

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

| No.                | Type of Consumption Means     | Number of Victims |      |        |
|--------------------|-------------------------------|-------------------|------|--------|
|                    |                               | Total             | Male | Female |
| <b>1 - Machine</b> |                               |                   |      |        |
| 1                  | Metal-Manufacturing Machine   | 28                | 18   | 10     |
| 2                  | Ironing Machine               | 6                 | 5    | 1      |
| 3                  | Embroiding Machine            | 17                | 15   | 2      |
| 4                  | Wood-Manufacturing Machine    | 19                | 19   | -      |
| 5                  | Plastic-Manufacturing Machine | 5                 | 4    | 1      |
| 6                  | Stabbing Machines             | 5                 | 2    | 3      |

|  |   |        |       |       |
|--|---|--------|-------|-------|
| 7  | Mine-Extracting Machine                           | 2      | 2     | -     |
| 8  | Mixing Machine                                    | 2      | 2     | -     |
| 9  | Agricultural Machine                              | -      | -     | -     |
| 10   | Drying machine /Dryer                             | 5,063  | 218   | 4,845 |
| 11   | Trailers except Electricity-Powered Machines      | 104    | 7     | 97    |
| 12   | Converting Machine                                | 537    | 243   | 294   |
| 13   | Generator   | 219    | 57    | 162   |
| 14   | Other Machines                                    | 547    | 158   | 389   |
| 15   | Button-Putting machine                            | 270    | 63    | 207   |
| 16   | Laundry machine                                   | 37     | 28    | 9     |
| 17   | Sewing machine                                    | 3      | 2     | 1     |
| 18   | Cutting machine                                   | 1,504  | 497   | 1,007 |
| <b>2 - Transportation and Lifting Machine</b>              |   |        |       |       |
| 1  | Air Transport                                     | 35     | 28    | 7     |
| 2  | Rail Transport                                    | -      | -     | -     |
| 3  | Lifting Tool and Machine                          | 4      | 3     | 1     |
| 4  | Water Transport                                   | -      | -     | -     |
| 5  | Other Transport                                   | 2      | 1     | 1     |
| 6  | Land Transport excluding Rail                     | 218    | 71    | 147   |
| <b>3 - Materials</b>                                       |   |        |       |       |
| 1  | High-Pressure tool                                | -      | -     | -     |
| 2  | Other Materials and Equipment                     | 16     | 16    | -     |
| 3  | Scaffolds   | 1      | 1     | -     |
| 4  | Freezing factory                                  | 7      | 2     | 5     |
| 5  | Furnace   | 1      | 1     | -     |
| 6  | Steel Furnace                                     | -      | -     | -     |
| 7  | Brick Furnace                                     | -      | -     | -     |
| 8  | Electrical Aesthetics                             | 86     | 84    | 2     |
| 9  | Stair and Mobile Ramp                             | 4      | 3     | 1     |
| 10   | Electrical motor                                  | 287    | 145   | 142   |
| 11   | Heating Furnace                                   | 24     | 21    | 3     |
| 12   | Hand-Electrical Equipment                         | 7      | 7     | -     |
| 13   | Other Equipment                                   | 107    | 60    | 47    |
| <b>៤ - Equipment, Substance, and Radioactive Substance</b> |   |        |       |       |
| 1  | Chemical Substances excluding Explosive and Toxin | 4      | 4     | -     |
| 2  | Toxic Substances                                  | 3      | 2     | 1     |
| 3  | Pieces Splattered                                 | 10     | 7     | 3     |
| 4  | Radioactive Substance                             | 5      | 1     | 4     |
| 5  | Explosive Substance                               | 1      | 1     | -     |
| 6  | Liquid  | 10     | 5     | 5     |
| 7  | Dust  | 13     | 11    | 2     |
| 8  | Other Materials and Substances                    | -      | -     | -     |
| 9  | Gas   | 31     | 15    | 16    |
| <b>5 - Workplace Atmosphere</b>                            |   |        |       |       |
| 1  | Underground                                       | 6      | 4     | 2     |
| 2  | Transportation                                    | 190    | 45    | 145   |
| 3  | Outdoor Building                                  | 1      | 1     | -     |
| 4  | Indoor Building                                   | 68     | 32    | 36    |
| <b>6 - Other Means</b>                                     |   |        |       |       |
| 1  | Other Non-Classified Utilization Methods          | 4      | 1     | 3     |
| 2  | Animal  | 12,043 | 2,886 | 9,157 |
| <b>7 - Transportation</b>                                  |   |        |       |       |
| 1  | Bikecycle   | 1,512  | 420   | 1,092 |



|              |            |               |              |               |
|--------------|------------|---------------|--------------|---------------|
| 2            | Motorcycle | 5,581         | 2,530        | 3,051         |
| 3            | Trishaw    | 172           | 17           | 155           |
| 4            | Pedestrian | 1,301         | 221          | 1,080         |
| 5            | Car        | 159           | 22           | 137           |
| <b>Total</b> |            | <b>30,281</b> | <b>8,008</b> | <b>22,273</b> |

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

| No.          | Workplace Atmosphere | Number of Victims |              |               |
|--------------|----------------------|-------------------|--------------|---------------|
|              |                      | Total             | Male         | Female        |
| 1            | Outdoor building     | 982               | 649          | 333           |
| 2            | Indoor building      | 21,397            | 4,549        | 16,848        |
| 3            | Underground          | 11                | 8            | 3             |
| 4            | Transportation       | 7,891             | 2,802        | 5,089         |
| <b>Total</b> |                      | <b>30,281</b>     | <b>8,008</b> | <b>22,273</b> |

## CLASSIFICATION OF OCCUPATIONAL RISK



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

| No. | Economic Activity  | Number of Victims |       |        |
|-----|--|-------------------|-------|--------|
|     |  | Total             | Man   | Woman  |
| 1   | Livestock Farming and Crop Cultivating                             | 202               | 162   | 40     |
| 2   | Crude petroleum and Natural Gas Industry                           | 2                 | -     | 2      |
| 3   | Mining activity  | 4                 | 4     | -      |
| 4   | Manufacture of Canned Fruit and Vegetable                          | 6                 | 3     | 3      |
| 5   | Manufacture of Forage  | 59                | 39    | 20     |
| 6   | Manufacture of Food  | -                 | -     | -      |
| 7   | Manufacture of Commodity   | 31                | 23    | 8      |
| 8   | Manufacture of Beer  | 137               | 102   | 35     |
| 9   | Manufacture of Beverage  | 64                | 53    | 11     |
| 10  | Manufacture of Tobacco Product                                     | 6                 | 4     | 2      |
| 11  | Textile  | 530               | 124   | 406    |
| 12  | Garment  | 15,693            | 2,829 | 12,864 |
| 13  | Manufacture of Footwear  | 4,506             | 604   | 3,902  |
| 14  | Manufacture of Foam and Wood Product                               | 260               | 169   | 91     |
| 15  | Manufacture of Paper   | 77                | 47    | 30     |
| 16  | Paper printing   | 15                | 14    | 1      |
| 17  | Publication  | 124               | 73    | 51     |
| 18  | Manufacture of Fuel Refining Product                               | -                 | -     | -      |
| 19  | Manufacture of Medicine  | 1                 | -     | 1      |
| 20  | Manufacture of Chemical and Toxic Product                          | 2                 | 1     | 1      |
| 21  | Manufacture of Rubber Product                                      | 65                | 51    | 14     |
| 22  | Manufacture of Plastic Product                                     | 105               | 63    | 42     |
| 23  | Manufacture of Glass and Glass Product                             | 12                | 12    | -      |
| 24  | Manufacture of Cement, Concrete, and Powder Mixture                | 81                | 80    | 1      |
| 25  | Stone carving and Kiln   | 70                | 56    | 14     |
| 26  | Manufacture of Steel and Zinc                                      | 69                | 63    | 6      |
| 27  | Electricity Manufacturing  | 41                | 38    | 3      |
| 28  | Manufacture of cable   | 2                 | 2     | -      |
| 29  | Manufacture of Electronic Equipment                                | 209               | 12    | 197    |
| 30  | Manufacture of Medicine  | 3                 | 3     | -      |
| 31  | Manufacture of Car   | -                 | -     | -      |
| 32  | Motobike Manufacturing Factory                                     | 128               | 88    | 40     |
| 33  | Bicycle Manufacturing Factory                                      | 114               | 59    | 55     |
| 34  | Manufacture of Jewelry   | 24                | 2     | 22     |
| 35  | Manufacture of Game Propagation and Toy                            | 19                | -     | 19     |
| 36  | Other Manufacturing Factories                                      | 2,940             | 650   | 2,290  |
| 37  | Natural Gas Manufacture and Distribution                           | -                 | -     | -      |
| 38  | Construction   | 35                | 32    | 3      |
| 39  | Car Trade  | 4                 | 2     | 2      |
| 40  | Fuel Trade   | 16                | 11    | 5      |
| 41  | Food, Beverage, Tobacco Trade                                      | -                 | -     | -      |
| 42  | Household Product Trade  | 5                 | -     | 5      |
| 43  | Fire Extingisher Trade   | 5                 | 3     | 2      |
| 44  | Machine and Electricity Equipment Trade and Supply                 | 20                | 13    | 7      |
| 45  | Wholesale Trade  | 35                | 24    | 11     |
| 46  | Beverage and Tobacco Trade   | 21                | 18    | 3      |
| 47  | Medicine, Medical Apparatus, Cosmetics, and Grooming Apparel Trade | 8                 | 1     | 7      |
| 48  | Supermarket  | 46                | 23    | 23     |
| 49  | Garage   | 8                 | 7     | 1      |
| 50  | Utensils and Electrical Equipment Repair Service                   | 17                | 17    | -      |
| 51  | Hotel  | 1,123             | 532   | 591    |

|              |   |               |              |               |
|--------------|---|---------------|--------------|---------------|
| 52           | Restaurant  | 124           | 69           | 55            |
| 53           | Rail Transportation                                   | 12            | 12           | -             |
| 54           | Water and Marine Transportation                       | -             | -            | -             |
| 55           | Airport   | 40            | 33           | 7             |
| 56           | Tourism Agent Activity                                | 6             | 5            | 1             |
| 57           | Transport Agency                                      | 1,223         | 564          | 659           |
| 58           | Telecommunication                                     | 33            | 30           | 3             |
| 59           | Bank  | 605           | 419          | 186           |
| 60           | Life Insurance  | 5             | 3            | 2             |
| 61           | Insurance (non-life insurance)                        | -             | -            | -             |
| 62           | Stock Market Activity (Bond)                          | -             | -            | -             |
| 63           | Real Estate   | 35            | 27           | 8             |
| 64           | Computer Software Supply and Consultation             | 1             | -            | 1             |
| 65           | Legal Activity  | -             | -            | -             |
| 66           | Auditing Activity                                     | 1             | 1            | -             |
| 67           | Marketing Research Activity                           |               | -            | -             |
| 68           | Business Activity                                     | 4             | 4            | -             |
| 69           | Architecture, Engineering, and Technical Consultation | 17            | 12           | 5             |
| 70           | Advertisement   | 6             | 5            | 1             |
| 71           | Immigrated Worker Recruitment                         | 14            | 3            | 11            |
| 72           | Security  | 134           | 104          | 30            |
| 73           | Photography   | -             | -            | -             |
| 74           | Packing   | 93            | 27           | 66            |
| 75           | Other Business Activities                             | 205           | 113          | 92            |
| 76           | Social Security                                       | 18            | 6            | 12            |
| 77           | Primary School  | 22            | 11           | 11            |
| 78           | High School   | 16            | 8            | 8             |
| 79           | Vocational and Technical Training School              | 15            | 6            | 9             |
| 80           | University  | 24            | 14           | 10            |
| 81           | Hospital  | 16            | 6            | 10            |
| 82           | Dental Clinic   | 1             | -            | 1             |
| 83           | Hygiene and Sanitation Services                       | 192           | 142          | 50            |
| 84           | Business Association                                  | -             | -            | -             |
| 85           | Radio and Television                                  | 4             | 3            | 1             |
| 86           | Other Leisure Activities                              | 11            | 6            | 5             |
| 87           | Press Agent Activity                                  | 2             | 2            | -             |
| 88           | Museum, Building maintenance, and Historical Place    | -             | -            | -             |
| 89           | Sports Activity                                       | 4             | 2            | 2             |
| 90           | Laundry   | 79            | 64           | 15            |
| 91           | Port Activity   | 8             | 4            | 4             |
| 92           | Other Services  | 207           | 74           | 133           |
| 93           | NGO   | 160           | 116          | 44            |
| <b>Total</b> |   | <b>30,281</b> | <b>8,008</b> | <b>22,273</b> |

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

| No. | Type of Accident                    | Case  | Number of Victims |       |       |
|-----|-------------------------------------|-------|-------------------|-------|-------|
|     |                                     |       | Total             | Man   | Woman |
| 1   | Electric Shock                      | 167   | 180               | 74    | 106   |
| 2   | Burning or Inflammation             | 256   | 260               | 128   | 132   |
| 3   | Falling down from High Place        | 192   | 193               | 131   | 62    |
| 4   | Materials or Equipment Falling on   | 917   | 922               | 518   | 404   |
| 5   | Slipping and Falling down           | 1,051 | 1,053             | 242   | 811   |
| 6   | Holding by Equipment or Machines    | 873   | 874               | 366   | 508   |
| 7   | Explosion of High-Pressure Tools    | 15    | 15                | 12    | 3     |
| 8   | Cutting by Sharpening Things        | 3,658 | 3,662             | 1,491 | 2,171 |
| 9   | Puncturing, Lacerating, or Incising | 80    | 80                | 38    | 42    |
| 10  | Stumbling or Hitting by Things      | 771   | 771               | 339   | 432   |
| 11  | Twisting or Tightening              | 5     | 5                 | 2     | 3     |

|              |   |               |               |              |               |
|--------------|---|---------------|---------------|--------------|---------------|
| 12           | Extremely Used Energy                                     | 96            | 96            | 52           | 44            |
| 13           | Facing the Temperature or Unsuitable Temperature Pressure | 2             | 2             | 2            | 0             |
| 14           | Facing the Radioactive Substance                          | 2             | 2             | 0            | 2             |
| 15           | Facing the Hazardous Substances                           | 28            | 28            | 11           | 17            |
| 16           | Suffocation   | 53            | 217           | 6            | 211           |
| 17           | Faintness   | 9,725         | 11,639        | 664          | 10,975        |
| 18           | Road Traffic Accident                                     | 6,491         | 7,357         | 2,764        | 4,593         |
| 19           | Accident due to Mining Activity                           | 1             | 1             | 0            | 1             |
| 20           | Occupational Disease                                      | 3             | 3             | 3            | 0             |
| 21           | Resporatory Disease                                       | 3             | 3             | 2            | 1             |
| 22           | Heart Disease   | 1             | 1             | 1            | 0             |
| 23           | Brain Disease   | 3             | 3             | 1            | 2             |
| 24           | Other Accidents   | 2,359         | 2,440         | 1,161        | 1,279         |
| 25           | Miscarriage   | 474           | 474           | 0            | 474           |
| <b>Total</b> |   | <b>27,226</b> | <b>30,281</b> | <b>8,008</b> | <b>22,273</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                       | 933               | 511          | 422           |
| 2            | Pain                                | 871               | 206          | 665           |
| 3            | Sprain or Dislocation               | 901               | 349          | 552           |
| 4            | Cutting                             | 2,577             | 945          | 1,632         |
| 5            | Puncturing, Lacerating, or Incising | 3,862             | 1,958        | 1,904         |
| 6            | Scraping                            | 2,989             | 1,239        | 1,750         |
| 7            | Bruise by the Strong \Hitting       | 2,623             | 775          | 1,848         |
| 8            | Flesh or Superficial Wound          | 88                | 36           | 52            |
| 9            | Burning or Inflammation             | 496               | 220          | 276           |
| 10           | Blind                               | 2                 | 1            | 1             |
| 11           | Poisoning                           | 39                | 11           | 28            |
| 12           | Drowning                            | 1                 | 1            | -             |
| 13           | Inner organ wound                   | 128               | 29           | 99            |
| 14           | Other wounds                        | 1,4771            | 1,727        | 1,3044        |
| <b>Total</b> |                                     | <b>3,0281</b>     | <b>8,008</b> | <b>22,273</b> |

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

| No. | Type of Wound                       | Numbe of Victims |       |       |
|-----|-------------------------------------|------------------|-------|-------|
|     |                                     | Total            | Man   | Woman |
| 1   | Head (brain, skull, and skull skin) | 1,068            | 461   | 607   |
| 2   | Eye                                 | 1,168            | 624   | 544   |
| 3   | Face                                | 359              | 183   | 176   |
| 4   | Ear (inside and outside)            | 43               | 23    | 20    |
| 5   | Mouth                               | 78               | 42    | 36    |
| 6   | Tooth                               | 15               | 11    | 4     |
| 7   | Throat                              | 71               | 28    | 43    |
| 8   | Shoulder                            | 233              | 124   | 109   |
| 9   | Chest                               | 226              | 88    | 138   |
| 10  | Back                                | 69               | 30    | 39    |
| 11  | Waist                               | 308              | 133   | 175   |
| 12  | Abdomen                             | 1,012            | 40    | 872   |
| 13  | Hip                                 | 147              | 34    | 113   |
| 14  | Arm                                 | 1,804            | 792   | 1,012 |
| 15  | Hand                                | 396              | 236   | 160   |
| 16  | Finger                              | 3,313            | 1,139 | 2,174 |
| 17  | Leg                                 | 2,757            | 1,159 | 1,598 |

|              |                       |               |              |               |
|--------------|-----------------------|---------------|--------------|---------------|
| 18           | Foot                  | 429           | 242          | 187           |
| 19           | Toe                   | 469           | 256          | 213           |
| 20           | Blood Vessel System   | 7             | 1            | 6             |
| 21           | Resporatory System    | 2,536         | 110          | 2,426         |
| 22           | Digestive System      | 19            | 10           | 9             |
| 23           | Sexual Organ          | 12            | 1            | 11            |
| 24           | Nerve System          | -             | -            | -             |
| 25           | Unclear-Symptom Wound | 191           | 11           | 180           |
| 26           | Multi-Physical Wound  | 3,104         | 1,239        | 1,865         |
| 27           | Whole-Physical Wound  | 63            | 18           | 45            |
| 28           | Other wounds          | 10,384        | 973          | 9,411         |
| <b>Total</b> |                       | <b>30,281</b> | <b>8,008</b> | <b>22,273</b> |

## 5. Classificaiton of Work Injury by Types of Consumption Means

| No.  | Type of Consumption Means                     | Number of Victims |     |       |
|--|---|-------------------|-----|-------|
|  |   | Total             | Man | Woman |
| <b>1 - Machine</b>   |   |                   |     |       |
| 1  | Metal-Manufacturing Machine                   | 28                | 18  | 10    |
| 2  | Ironing Machine                               | 6                 | 5   | 1     |
| 3  | Embroidery Machine                            | 17                | 15  | 2     |
| 4  | Wood-Manufacturing Machine                    | 19                | 19  | -     |
| 5  | Plastic-Manufacturing Machine                 | 5                 | 4   | 1     |
| 6  | Cloth-Stitching Machine                       | 5                 | 2   | 3     |
| 7  | Mine-Extracting Machine                       | 2                 | 2   | -     |
| 8  | Mixing Machine                                | 2                 | 2   | -     |
| 9  | Agricultural Machine                          | -                 | -   | -     |
| 10   | Drying machine /Dryer                         | 5,063             | 218 | 4,845 |
| 11   | Towing Machine excluding Electrified Marchine | 104               | 7   | 97    |
| 12   | Converting Machine                            | 537               | 243 | 294   |
| 13   | Generator                                     | 219               | 57  | 162   |
| 14   | Other Machines                                | 547               | 158 | 389   |
| 15   | Button-Putting machine                        | 270               | 63  | 207   |
| 16   | Laundry machine                               | 37                | 28  | 9     |
| 17   | Sewing machine                                | 3                 | 2   | 1     |
| 18   | Cutting machine                               | 1,504             | 497 | 1,007 |
| <b>2 - Transportation and Lifting Machine</b>              |   |                   |     |       |
| 1  | Air Transport                                 | 35                | 28  | 7     |
| 2  | Rail Transport                                | -                 | -   | -     |
| 3  | Lifting Tool and Machine                      | 4                 | 3   | 1     |
| 4  | Water Transport                               | -                 | -   | -     |
| 5  | Other Transport                               | 2                 | 1   | 1     |
| 6  | Land Transport excluding Rail                 | 218               | 71  | 147   |
| <b>3 - Materials</b>                                       |   |                   |     |       |
| 1  | High-Pressure Tool                            | -                 | -   | -     |
| 2  | Other Materials and Equipment                 | 16                | 16  | -     |
| 3  | Scaffolds                                     | 1                 | 1   | -     |
| 4  | Freezing Factory                              | 7                 | 2   | 5     |
| 5  | Furnace                                       | 1                 | 1   | -     |
| 6  | Iron-Melting Furnace                          | -                 | -   | -     |
| 7  | Kiln  | -                 | -   | -     |
| 8  | Electrical Aesthetics                         | 86                | 84  | 2     |
| 9  | Stair and Mobile Ramp                         | 4                 | 3   | 1     |
| 10   | Electrical Motor                              | 287               | 145 | 142   |
| 11   | Heating Furnace                               | 24                | 21  | 3     |
| 12   | Hand-Electrical Equipment                     | 7                 | 7   | -     |
| 13   | Other Equipment                               | 107               | 60  | 47    |
| <b>4 - Equipment, Substance, and Radioactive Substance</b> |   |                   |     |       |

|                                      |   |               |              |               |
|--------------------------------------|---|---------------|--------------|---------------|
| 1                                    | Chemical Substances excluding Explosive and Toxin | 4             | 4            | -             |
| 2                                    | Toxic Substances                                  | 3             | 2            | 1             |
| 3                                    | Ejecting Fragment                                 | 10            | 7            | 3             |
| 4                                    | Radioactive Substance                             | 5             | 1            | 4             |
| 5                                    | Explosive   | 1             | 1            | -             |
| 6                                    | Liquid  | 10            | 5            | 5             |
| 7                                    | Dust  | 13            | 11           | 2             |
| 8                                    | Other Materials and Substances                    | -             | -            | -             |
| 9                                    | Gas   | 31            | 15           | 16            |
| <b>5 - Workplace Atmosphere</b>      |   |               |              |               |
| 1                                    | Underground                                       | 6             | 4            | 2             |
| 2                                    | Commute   | 190           | 45           | 145           |
| 3                                    | Outside Building                                  | 1             | 1            | -             |
| 4                                    | Inside Building                                   | 68            | 32           | 36            |
| <b>6 - Other Utilization Methods</b> |   |               |              |               |
| 1                                    | Other Non-Classified Utilization Methods          | 4             | 1            | 3             |
| 2                                    | Animal  | 12,043        | 2,886        | 9,157         |
| <b>7 - Commute</b>                   |   |               |              |               |
| 1                                    | Bikecycle   | 1,512         | 420          | 1,092         |
| 2                                    | Motorecycle                                       | 5,581         | 2,530        | 3,051         |
| 3                                    | Trishaw   | 172           | 17           | 155           |
| 4                                    | Pedestrian  | 1,301         | 221          | 1,080         |
| 5                                    | Car   | 159           | 22           | 137           |
| <b>Total</b>                         |   | <b>30,281</b> | <b>8,008</b> | <b>22,273</b> |

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

| No.          | Workplace Atmosphere | Number of Victims |              |               |
|--------------|----------------------|-------------------|--------------|---------------|
|              |                      | Total             | Man          | Woman         |
| 1            | Outside building     | 982               | 649          | 333           |
| 2            | Inside building      | 21,397            | 4,549        | 16,848        |
| 3            | Underground          | 11                | 8            | 3             |
| 4            | Commute              | 7,891             | 2,802        | 5,089         |
| <b>Total</b> |                      | <b>30,281</b>     | <b>8,008</b> | <b>22,273</b> |