
NORMITA M. DOCTOR

VICE PRESIDENT

Member Relations and Support Division

CONCURRENT ACTING HEAD

Member Services and Support Group

Social Security System (SSS)

(02) 8709-7198 local 5778



BRIEF DESCRIPTION OF FUNCTION

- Responsible for providing overall direction and integrative framework for customer interface encompassing records servicing, member identification, member education and customer relations and service delivery through various information and communications technology facilities
- Directs and supervises the activities of the Divisions and Departments under the Office of the Senior Vice-President, Member Services and Support Group
- Coordinates Division and Departmental approaches to address service and product development and implementation issues.
- Ensures that the Group's programs and projects are aligned with the latest trends/methods/practices/tools and technologies related to social security client services and programs.
- Monitors the Group's performance against plans, analyzes deviations from plans, pinpoints areas for improvement, and directs appropriate courses of action to ensure prompt and proper solutions to problems.

MAJOR ACHIEVEMENTS

A. On Fund Viability

- Implementation of the Pension Loan Program in September 2018
- Implementation and continuous enhancement of the Annual Confirmation of Pensioners(ACOP)

B. On Benefit Enhancement

- Implementation of the following management priorities:
 - a) Implementation of the increase of Funeral Benefit from P 20,000 to variable amount ranging from P 20,000 to P 40,000 depending on the contribution and CYS
 - b) Implemented P1K additional benefit for DDR pensions effective January 2017
 - c) Implemented the payment of pension adjustment due to posting of additional contributions for the period 1985-1989
 - d) Implemented the payment of Expanded Maternity Benefit Claim effective March 11, 2019
 - e) Implemented the payment of Unemployment Benefit effective March 5, 2019
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C. On Improvement of Service Delivery:

- Implementation of Benefit Payment thru the Bank Program (in lieu of payment thru check)

Objective: To ensure, safer, faster and more convenient payment of benefit and to achieve cost savings for SSS

- a) Mandatory Sickness and Maternity Payment thru the Bank
- b) Payment of lump sum benefit thru the Bank (2016)

- Implementation of online filing of Retirement Claim with Appointment System
- Mandatory Online Transactions and Checkless Disbursements

Online Transactions:

1. Online Filing of Salary Loans
2. Online Filing of Calamity Loan
3. Online Filing of Sickness Claim Reimbursement for Employer (For Employed Member) – For initial/new claims with approved sickness notification in the Medical Verification System (MEDVS)
4. Online Application for SS Number
5. Online Filing of Employment Report (New employees) – R1A
6. Online Submission of Sickness Notification
7. Online Submission of Maternity Notification
8. Online Filing of Retirement Benefit Claim with e-disbursement
 - a. All Members who are at least 65 years old; and
 - b. Land-based OFWs* and Voluntary Members who are at least 60 years old.
9. Online Filing of Unemployment Benefit with e-disbursement

Checkless Disbursements:

1. Enrollment of disbursement account with Philippine Electronic Fund Transfer System and Operations Network (PESONet) participating bank/Electronic Wallet (E-Wallet)/Remittance Transfer Company (RTC)/Cash Pick-up Outlet (CPO)/UBP Quick Card through the Bank Enrollment Module (BEM) of the SSS Website-
 - a. For Members
 - b. For Employers
2. Disbursement through UMID card enrolled as ATM/UBP Quick Card/PESONet/E-wallet/RTC/CPO using BEM
 - a. Unemployment Benefit
 - b. Funeral Benefit (Over-the-Counter Transactions)
 - c. Short-Term Member Loans (Salary, Calamity, etc.)

- Enhancement of the SSS Mobile App
 - Additional Payment Gateway- Contribution Payment via Bank of the Philippine Islands (BPI) (December 2020)
 - Implementation of Employer Portal (December 2020)
 - Inclusion of Employer Update Contact info (R-8) (December 2020)
 - PRN generation for Employers and Household employers (June 2021)
 - User Interface (IU) design (Look and Feel) (May 2021)
 - Inbox Notification (May 2021)
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- Implementation of Security Questions for Password Resetting (October 2021)
- Enhancement of My.SSS Portal
 - Electronic filing of Member Data Amendment with attachment of supporting documents (Simple Correction) (November 2020)
 - Implementation of Security Questions for Password Resetting (May 2021)
 - Inbox Notification (August 2021)
- Implementation of ExpreSSS e-learning Portal (November 2020)
 - Available modules:
 - Module 1: Sickness Benefit
 - Module 2: Maternity Benefit
 - Module 3: Unemployment Benefit
 - Module 4: Disability Benefit
 - Module 5: Salary Loan
 - Module 6: Pension Loan Program
 - Module 7: Retirement Benefit
- Resumption of Data Capture Service (September 2021)
- Resumption of Receipt of UMID card Application (September 2021)
- Launch of the uSSSap Tayo Portal (September 2021)

PROFESSIONAL WORK EXPERIENCE / HIGHLIGHTS

- Concurrent Acting Senior Vice President - July 2020 - Present
- Vice President - November 14, 2018 - Present
- Office-in-Charge - Vice President - July 2016 - November 2018
- Department Manager III - RDF - May 2014 - November 2018
- Department Manager II - SMD - March 2010 - June 2014
- Department Head - SMD - August 1996 - March 2010

EDUCATIONAL ATTAINMENT

- College
 - Bachelor of Science in Business Administration - Accounting
University Scholar-Cum Laude
University of the East - Manila
- Graduate Studies
 - M.A in Government Administration - 18 Units
Pamantasan ng Lungsod ng Maynila
 - Master's in Public Administration (MPA) - Graduated
National College of Business and Arts - Fairview
 - Master's in Business Administration (MBA) 18 Units
3rd Highest Quality Point Index and 2nd in Oral Exam/Revalida
Ateneo de Manila Graduate School of Business