



## Operational Plan on the Social Security Formalization 2024-2026



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## ABBREVIATIONS

MEF	Ministry of Economy and Finance
MLVT	Ministry of Labour and Vocational Training
MOC	Ministry of Commerce
MISTI	Ministry of Industry, Science, Technology, and Innovation
CCDIE	Coordinating Committee for the Development of Informal Economy
EFPC	Economic and Financial Policy Committee
GDT	General Department of Taxation
GS-NSPC	General Secretariat for the National Social Protection Council
NSSF	National Social Security Fund
CamDX	Cambodia Data Exchange
GIZ	The Deutsche Gesellschaft für Internationale Zusammenarbeit
ILO	International Labour Organization
UNDP	United Nations Development Programme

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## PREFACE

Peace and political stability form a solid foundation that has enabled Cambodia to achieve the rapid national socio-economic development with commendable outcomes under the wise leadership and long-term vision of **Samdech Akka Moha Sena Padei Techo Hun Sen**, the preeminent leader of Cambodia, and the dedicated and intelligent leadership of **Samdech Moha Borvor Thipadei Hun Manet**, the Prime Minister of the Kingdom of Cambodia.

With the satisfactory achievements from the continuous development and being aligned with the regional and global trends as well as Cambodia's internal circumstances and based on the principle of "**Leave No One Behind**", the Royal Government of Cambodia adopted and launched the National Social Protection Policy Frameworks having the National Social Protection Council (NSPC) being in charge of the architecture of the Social Protection System and issuing the subsequent social protection related-policies aiming to ensure the income security, reduce the economic and financial vulnerabilities, and prevent Cambodian citizens from falling into poverty.

With this regard, the governance of the social protection system has also been established to promote the development of the effective, resilient and dynamic social protection system which has contributed and served as one of the vital catalyst in the development of the nation. With this progress, the investment in the social protection system increased from approximately 1% of **GDP** in 2018 to approximately 3.1% in 2022 with the coverage expanding from 26.5% in 2018 to approximately 44% or equivalent to 7.5 million people of the total population of Cambodia in 2024. Although with such achievements have been made, the development of the social protection system does not stop here. Instead, the coverage has been expanded gradually and continuously in accordance with the priority policies of the Royal Government of the 7<sup>th</sup> Legislature of the National Assembly outlined in the Pentagonal Strategy-Phase I, with the affordability of the national budget.

In addition to the social protection interventions, especially during the COVID-19, the Royal Government of Cambodia also issued the "**Strategic framework and programs for economic recovery in the context of living with COVID-19 in the new normal for 2021-2023**", a roadmap for formulating the related policies to restore the economic growth in the short and medium terms towards to the potential growth and strengthening resilience for the sustainable and inclusive socio-economic development. Simultaneously, "**The National Strategy on the Development of the Informal Economy 2023-2028**" was launched in 2023 with the aim of enhancing the protection and strengthening the capacity, productivity, and resilience of the informal economy. It also aimed to promote and accelerate participation in the formal economy, especially to prepare and implement the measures or programs to encourage companies, enterprises, and small and medium-sized enterprises to register all their employees in the National Social Security Fund (NSSF) system.

In accordance with the above strategies, **NSPC** designed and launched the "**Operational Plan on the Social Security Formalization 2024-2026**", which is a key policy tool aligned with the objectives and priority tasks set forth in the above strategic frameworks in order to expand the social security coverage to the employees and informal workers in an equitable and inclusive manner for the sake of enhancing their well-being through the implementation of four key measures: (1) coordinating the mechanisms and procedures for the registration in the social security system, (2) providing the incentives, (3) enhancing the legal compliance, and (4) raising the public awareness.

The operational plan was meticulously coordinated and prepared by the General Secretariat for the National Social Protection Council, with extensive consultations with the relevant ministries, institutions, and stakeholders, including both national and international organizations,

as well as various associations to ensure the comprehensiveness on both technical and political aspects that will make the plan applicable and consistent with the other related policy documents.

As the Chairman of the NSPC, I would like to express my admiration and high regard for the efforts of the working group, leaders of the ministries and institutions, the General Secretariat for the National Social Protection Council, development partners, especially the International Labour Organization (ILO) and the United Nations Development Programme (UNDP), and other stakeholders who provided the valuable inputs and high cooperation in preparing the Operational Plan on the Social Security Formalization 2024-2026. I strongly believe that all relevant stakeholders will continue to cooperate and participate to smoothly, effectively and synergically implement this operational plan for the best interests of the nation and the people of Cambodia.

Phnom Penh, October 30, 2024

**Deputy Prime Minister  
Minister of Economy and Finance  
And Chairman of the National  
Social Protection Council**

(Signed and stamped)

**Dr. AUN PORNMONIROTH**

# 1. INTRODUCTION

## 1.1 Current Situation

The informal economy in Cambodia plays a significant role in supporting people's living standards, particularly those engaged in informal economic activities with low productivity, unstable incomes, and vulnerable to various crises such as the COVID-19 pandemic, inflationary pressures, and natural disasters. However, the informal economy is large and multi-sectoral, which creates complexities for the government to manage and identify it in order to provide support and protection aimed at improving living standards and ensuring the participation of the population in the national economic development process.

According to the 2019 Labor Force Survey, approximately 88% of workers in Cambodia (89% male and 87.6% female) are engaged in the informal economy without access to benefits such as paid annual leave, sick leave, or social security coverage despite the existing legal frameworks. The survey also indicated that in 2019, nearly 7.9 million people were employed in Cambodia, with the majority being wage workers, totaling 3.8 million (47.8%), working in enterprises and establishments. Additionally, there were 2.9 million self-employed individuals (36.9%). On the other hand, the number of employers and contributing family workers remained small compared to the total employed population in 2019.

**Table 1: Employment Status in 2019**

Population Group	Number	Percentage
Wage Workers	3,769,515	47.8
Employers	269,820	3.4
Self-employed individuals	2,908,447	36.9
Contributing family workers	935,324	11.9
<b>Total/Average</b>	<b>7,883,106</b>	<b>100</b>

*(Source: 2019 Labor Force Survey)*

Additionally, the 2022 Economic Census Report showed that Cambodia had a total of 753,670 economic units (2,980,569 employees), of which 93,647 enterprises and establishments (1,894,055 employees) were registered or licensed or had permits from relevant ministries and institutions. This number does not include the agriculture, forestry, and fisheries sectors, household activities, diplomatic offices, government offices, military quarters, and mobile businesses without fixed locations. However, data from the first half of 2024 from the National Social Security Fund (NSSF) showed that approximately 23% of registered enterprises and establishments were operating within the NSSF system, while many other enterprises, establishments, and employees had not yet registered with the NSSF. Therefore, the NSSF shall continue to strengthen mechanisms to encourage registered enterprises, establishments, and employees to register in the social security system to receive the benefits of the government's social security schemes.

Moreover, based on the data from the first half of 2024 from the NSSF and the 2019 Labor Force Survey mentioned above, there are over 4 million employers and employees working in registered or licensed economic units, of which over 2 million have not yet registered with the NSSF. Meanwhile, 238,688 self-employed individuals, or 8%, became active members of the NSSF system, compared to the total of 2,908,447 self-employed individuals. However, a small number of self-employed individuals with equity cards or identification cards for at-risk households have received benefits under various national social assistance programs and the Health Equity Fund.

**Table 2: Number of Economic Units and Number of Workers/Employees**

	Economic Census 2022					Registered with NSSF 2024	
	Total Number	Registered		Not Registered			
		Number (1)	%	Number	%	Number (2)	% (2/1)
Economic Units	753,670	93,647	12.4	660,023	87.6	21,884	23
Workers/ Employees	2,980,569	1,894,055	63.5	1,086,514	36.5	1,570,799	

*Source: Economic Census 2022, National Social Security Fund (NSSF) 2024*

Based on this situation, the “**Operational Plan on the Social Security Formalization 2024-2026**” has been prepared to promote the equitable and inclusive expansion of social security coverage. This plan responds to the priority policies of the Royal Government's 7th legislature of the National Assembly, which include the National Social Protection Policy Framework 2016-2025, the National Social Protection Policy Framework 2024-2035, the National Strategy on the Development of the Informal Economy 2023-2028, and the Roadmap towards Universal Health Coverage in Cambodia 2024-2035.

## **1.2. Challenges of the Registration in the Social Security System**

Based on the results of a series of studies and discussions with stakeholders, including representatives of the associations, local and international organizations, development partners, and the private sector, the promotion of registration in the social security system faces several major challenges as follows:

### **A. Procedures for the Registration in the Social Security System**

To register in the National Social Security Fund (NSSF), representatives of enterprises and establishments must follow the requirements by submitting a set of documents, such as the enterprise/establishment registration certificate, commercial registration, patent certificate, employment report, and Khmer identity card/passport and family book/residence card, etc. Employees must take time to travel to register, which requires them to bring identification documents and employment certificate. The results of the discussions with representatives of enterprises, establishments, and target groups in the consultation workshop on the integrated approaches to social security formalization, organized in collaboration with the ILO and UNDP in 2023, showed that most employees request at least half a day off from work to register, which requires fingerprinting, while they are busy with their work.



## **B. Awareness and Promotion of the Social Security Schemes**

The results of several studies have shown that the public, especially employers and employees, should receive more information related to the benefits of the existing social security schemes, their rights to social protection, and the procedures and obligations for registration, while awareness of the social protection system remains low. However, the 2024 research report by the **NSSF**, in collaboration with GIZ, showed that 97% of **NSSF** members were satisfied with the health care benefits, 93% were satisfied with the services provided by the **NSSF** and health facilities, and 87% were aware of the implementation of the social security system.

## **C. Legal Framework**

The Law on Social Security Schemes 2019 covers: (1) individuals in the public sector, (2) individuals under the provisions of the Labor Law, including those working in aviation and maritime sectors, as well as domestic workers, and (3) self-employed individuals. Additionally, the National Strategy on the Development of the Informal Economy 2023-2028 has defined the scope and prioritization of sectors and types of businesses, occupations, and priority jobs to encourage integration into the system and gradually receive protection. However, among the 15 priority target groups, criteria for evaluation and clear classification of types or indicators for prioritizing social protection benefits and specific plans to promote registration and benefits from the social security schemes have not yet been established.

## **D. Enhancing the regulatory compliance**

The increase in the number of enterprises and establishments, along with the lack of mechanisms to strengthen law enforcement, necessitates the creation of mechanisms to enhance law enforcement and increase cooperation from relevant parties. This will facilitate labour and social security inspectors in thoroughly inspecting compliance with legal frameworks for some enterprises and establishments at the local level. The establishment of mechanisms to strengthen law enforcement in the future will enable the identification of target groups to be more complete and the implementation of stricter measures. Additionally, Article 98 of the Law on Social Security Schemes states that employers of enterprises and establishments who do not comply with the contribution payment by the deadline or submit the incorrect number of workers shall be liable to a fine. With this regard, the **NSSF** shall continue to fully implement these tasks.

## **E. Data Sharing**

The data of enterprises and establishments registered in the business registration system through the Online Business Registration (OBR) system and registered with various ministries and institutions are shared through the Cambodia Data Exchange Platform (CamDX), which is a digital platform for data exchange between the public sector and private sector through an application programming interface (API). Currently, only the data of large, medium, and small enterprises are shared through this platform after having registered their business through the OBR system with relevant ministries and institutions, including the Ministry of Commerce, General Department of Taxation, Ministry of Labor and Vocational Training, Ministry of Industry, Science, Technology and Innovation, Ministry of Tourism, Ministry of Posts and

Telecommunications, and Real Estate Business and Pawnshop Regulator of the Non-Bank Financial Services Authority, etc. However, business registration for micro-enterprises is implemented at the one-window service unit of the municipal/district administration throughout the capital and provinces, but there is no data sharing mechanism with the national administration yet. Although the OBR system and the CamDX platform have been operated, data sharing related to the types and number of registered enterprises and establishments is not yet comprehensive because: (1) this platform has been sharing the business registration data only by mid-2020, (2) some relevant ministries and institutions, including the **NSSF**, have not yet fully shared their data in the CamDX platform (e.g., data on occupational risk or pension scheme), and (3) some data of the enterprises and establishments shared through the CamDX platform have not been updated because the address update function was only implemented in the OBR system at the beginning of 2024. Incomplete data sharing is also an obstacle to enhancing comprehensive and effective compliance with regulations.

### **1.3. Incentives for Enterprises and Establishments**

To promote the development of enterprises and establishments and the registration in the system, the government has provided significant incentives to enterprises and establishments, especially incentives for paying social security contributions, tax incentives, and providing low-interest loans from the SME Bank of Cambodia under appropriate conditions. Specifically, the government has suspended social security contributions for employees whose employment contracts are suspended in enterprises and establishments in the garment and tourism sectors which were severely affected by the COVID-19. Additionally, the **NSSF** has waived the penalty for some enterprises and establishments that failed to report the number of employees and pay contributions by the deadline for acceptable reasons.

Additionally, the government has provided tax incentives for small and medium enterprises in priority sectors by offering income tax exemptions for 3 to 5 years to small and medium enterprises, abolishing lumpsum tax for micro-enterprises, and stamp tax on enterprise establishment documents, and reducing patent tax by 50% for the first year of business registration. To support the development of the informal economy, the government has also provided additional tax incentives to micro, small, and medium enterprises. Moreover, under the government's co-financing scheme, the SME Bank of Cambodia has provided loans to newly established small and medium enterprises at a maximum interest rate of 7% per year for a maximum loan term of 7 years. Furthermore, the government has organized business registration through the Online Business Registration (OBR) system to facilitate and encourage business registration. However, the government needs to consider and establish specific mechanisms or programs to attract enterprises and establishments to register in the social security system.

### **1.4. Necessity of Developing the Operational Plan on the Social Security Formalization**

To align with the strategic framework's objectives and address the aforementioned challenges, developing the Operational Plan on the Social Security Formalization 2024-2026 is essential to support and encourage enterprises, establishments, employees, and informal workers to register in the **NSSF**. This aims to enhance their well-being through 4 key measures as follows:

- Coordinating the mechanisms and procedures for the registration in the National Social Security Fund (NSSF)
- Providing the incentives
- Enhancing the legal compliance
- Raising the public awareness

## 2. OBJECTIVES AND GOALS

The Operational Plan on the Social Security Formalization 2024-2026 aims to contribute to the expansion of social security coverage to employees and informal workers in an equitable and inclusive manner to enhance their well-being. To achieve the above objectives, this plan sets out the following goals:

- Encourage the participation of representatives of enterprises, establishments, and stakeholders, including associations, national and international organizations, development partners, and the private sector, in processes related to promoting the registration of employers and employees in the NSSF.
- Increase the number of enterprises, establishments, employees, and informal workers registered in the **NSSF** by using simplified, flexible, and effective procedures through the key measures outlined.

The **NSSF** aims to increase new members by at least 1.2 million through the implementation of the operational plan over a two-year period from 2024 to 2026.

## 3. SCOPE

This operational plan targets **3** main groups:

1. Employees currently working in the registered economic units that have licenses or permits and **NSSF** registration certificates but have not been reported and registered in the **NSSF** system.
2. Economic units, including small and medium enterprises, that are registered or have licenses or permits but have not yet registered in the **NSSF** system.
3. Informal workers, including micro-enterprises, employees of micro-enterprises, occasional workers, and self-employed individuals who are registered in the digital platform for the informal economy development.

## 4. KEY MEASURES

To achieve the above objectives and goals, this operational plan identifies 4 key measures that are interconnected and complementary, as follows:

#### 4.1. Coordinating the Mechanisms and Procedures for the Registration in the Social Security System

This measure aims to streamline the procedures and processes for registration in the **NSSF** system by minimizing the required documents and unnecessary procedures to ensure high efficiency in promoting registration. Facilitating the process, combined with reducing financial and time burdens for registration, is essential to attract employers, employees, and informal workers to register in the **NSSF** system.

To successfully accomplish this task, relevant ministries and institutions need to study and consider the following points:

- Improve the existing online registration system to be smoother and reduce unnecessary documents and procedures (e.g., not requiring an employment confirmation letter).
- Encourage employees and informal workers to register in the **NSSF** system through the existing mobile apps or web apps, accompanied by ID cards or digital cards and confirmation letters from enterprise representatives to verify the identity of employees and informal workers. Currently, the **NSSF** has gradually streamlined procedures for registration through the mobile apps, web apps, and expanded to urban areas, provinces, districts, and markets, providing services from Monday to Sunday, from 8:30 AM to 5:30 PM (except for the central office from 7:00 AM to 10:00 PM) and offering 24/7 customer service (Hotline) via numbers 1286 and 1297.
- Examine the feasibility of establishing mechanisms or data-sharing systems for the number of enterprises/ establishments registered with relevant ministries and institutions before the CamDX platform is operational, by recording re-registration in this system.
- Examine the feasibility of establishing mechanisms for sharing data of informal workers registered in the digital platform for informal economy development with the **NSSF** system as a basis for considering and evaluating the feasibility of registration in the social security system.

#### 4.2. Providing the Incentives

This measure aims to encourage and attract enterprise/ establishment owners, employees, and informal workers to register in the **NSSF** system. Globally, besides receiving social security benefits, registered enterprises/ establishments can be incentivized in various ways, such as access to public procurement, financial services, market access, and opportunities to receive other business services.

To successfully accomplish this task, relevant ministries and institutions need to study and consider the following points:

- Establish an annual award program for the enterprises and establishments that fully comply with the regulations, with the awards presented during the Cambodia Social Protection Week.
- Examine the feasibility of considering various social protection interventions during emergencies.
- Provide opportunities for micro and small enterprises to obtain low-interest loans from various financial institutions, including the SME Bank of Cambodia.

- Provide opportunities for micro and small enterprises to receive additional trainings on various skills from national programs, including vocational training programs (e.g., skills in preparing administrative and financial reports and financial management).

### 4.3. Enhancing the Legal Compliance

This measure aims to enhance the effective implementation of regulations to encourage enterprises and establishments to register in the **NSSF** system. Enterprises and establishments that fail to regularly comply with regulations may face various penalties in accordance with legal standards. Promoting effective compliance requires a legal framework and necessary regulations for managing and setting operational standards, especially cooperation mechanisms and clear delineation of roles and responsibilities of relevant parties. Strengthening the inspection system, enhancing the capacity of labour and social security inspectors, and issuing new guidelines to improve working conditions in enterprises and establishments are essential elements in promoting the registration of employees in the social security system.

To successfully accomplish this task, relevant ministries and institutions need to study and consider the following points:

- Strengthen the capacity and skills of labour and social security inspectors to ensure the effectiveness of regulatory compliance inspections.
- Encourage the preparation of relevant legal documents regarding the authority and duties of social security inspectors to give this body full authority to impose restrictions or take immediate measures against non-compliant employers in enterprises, establishments, or related entities, or against non-compliant employees.
- Strengthen the cooperation and information sharing between relevant ministries and institutions, especially between labour and social security inspectors and local authorities, to identify and target groups located in each city, district, or municipality.
- Enhance the mechanisms for verifying information of enterprises and establishments shared through the CamDX platform and before the CamDX platform's existence to facilitate data verification and implement measures to promote regulatory compliance.

### 4.4. Raising the Public Awareness

This measure aims to disseminate the awareness about the benefits, rights, obligations, and procedures of registering in the social security system to the public, especially to the target groups identified above, through communication mechanisms, educational campaigns, and cooperation with relevant parties.

To successfully accomplish this task, relevant ministries and institutions need to study and consider the following points:

- Strengthen cooperation between governmental institutions, the private sector, national and international organizations, and associations to disseminate awareness about the benefits, rights, obligations, and procedures of registering in the social security system.
- Organize annual public forums and knowledge competitions about the social security schemes and policies related to the implementation of the social security schemes.

- Organize monthly discussion forums to disseminate information about the social security schemes, with participation from relevant parties, including the public and private sectors, employer and employee representatives.
- Enhance the capacity of officials to increase the effectiveness of outreach through national and sub-national mechanisms, including trainings for sub-national administration.
- Expand public outreach at educational institutions and through the inclusion of contents related to the social security schemes in the curricula of educational institutions.

## 5. TIMELINE AND COORDINATING AND IMPMENTING INSTITUTIONS

This operational plan is scheduled to be implemented for two years from 2024 to 2026, with the General Secretariat for the National Social Protection Council as the coordinating and supporting body for the implementation of this plan. This will be done in collaboration with relevant ministries and institutions responsible for the tasks outlined in the plan, as well as seeking support from development partners to ensure the effective and successful implementation of this plan. The **NSSF** of the Ministry of Labor and Vocational Training will be the main implementer of this plan, in cooperation with other relevant ministries and institutions, including the Economic and Financial Policy Committee, General Department of Taxation of the Ministry of Economy and Finance, Ministry of Commerce, Ministry of Education, Youth and Sports, the Ministry of Industry, Science, Technology and Innovation (the Coordinating Committee for the Development of Informal Economy), Ministry of Interior, Ministry of Land Management, Urban Planning and Construction, **Techo Startup Center**, SME Bank of Cambodia, and other relevant ministries and institutions. Additionally, key development partners supporting the implementation of this plan include the ILO, UNDP, OXFAM Cambodia, and other relevant local and international organizations.

## 6. MONITORING AND EVALUATION MECHANISM

This mechanism aims to oversee the implementation of activities, and assess the outcomes, identify major challenges and establish an evidence-based foundation for revision and subsequent innovative measures to ensure the implementation of this plan more effective, efficient, and sustainable. The implementation of this monitoring and evaluation mechanism will be coordinated by the General Secretariat for the National Social Protection Council, in collaboration with relevant ministries and institutions, focusing on the following key points:

- Monitor and evaluate the effectiveness of the implementation of the plan.
- Regularly review the progress, including identifying strengths, weaknesses, challenges, and progress in implementing the plan based on specific data, statistics, and indicators.
- Provide the coordination and intervention to implementing ministries and institutions as necessary to ensure the smooth implementation of the plan.
- Prepare quarterly and annual progress reports for the Executive Committee and the National Social Protection Council for their information and guidance.

Both qualitative and quantitative methods will be widely used to comprehensively and deeply collect, study, and analyse data on policy implementation and achieved results. The results of the monitoring and evaluation will serve as a basis for policy decision-making and as knowledge for public dissemination.

## 7. CONCLUSION

The design and launch of the Operational Plan on the Social Security Formalization 2024-2026 serve as a tool to support the government in developing the informal economy and expanding social security coverage as part of the social protection. This aims to enhance the well-being of the population with fairness and inclusiveness. This operational plan acts as a catalyst to encourage and support enterprises and establishments to register in the social security system, so that employers, employees, self-employed individuals, and those in the informal economy can benefit from the social security schemes and other interventions, in line with the National Social Protection Policy Frameworks and the National Strategy for the Development of the Informal Economy 2023-2028, as well as other related government policies.

The **NSSF** will increase new members, including employers, employees, and those in the informal economy who have registered in the digital platform for the informal economy development, by at least 1.2 million people through the implementation of this operational plan within two years. Additionally, strong coordination mechanisms, the willing to implement, and high cooperation from stakeholders are indispensable synergies to support the effective and successful implementation of this plan and government's related policies. Although this plan is implemented for a period of two years and mainly focuses on employees serving in the economic units that are registered, licensed or have permits, with or without NSSF registration certificates, and those in the informal economy who have registered in the digital platform for the informal economy development, the measures outlined in this document may continue to be implemented in subsequent years or be further adjusted based on the actual evaluation results or necessity. These measures also facilitate the process of expanding the social security schemes to other target groups.



## APPENDIX I : ACTION PLAN TABLE

No.	Key Measures	Indicators	Timeline	Responsible Ministries/Institutions
<b>1. Coordinating the Mechanisms and Procedures for the Registration in the National Social Security Fund (NSSF)</b>				
1.1	Update the online registration system by reducing unnecessary documents and procedures to streamline registration processes in the social security system.	Updated registration system	2024–2025	NSSF
1.2	Increase registration accessibility through mobile registration units, on-site registration (including malls and institutional visits), and simplified biometric data collection and card distribution.	Mechanisms to encourage member registration in the NSSF	2024–2025	NSSF
1.3	Assess feasibility for family-based contribution packages to encourage self-employed individuals and other medium-income target groups to join the schemes.	Mechanisms to encourage member registration in the NSSF	2025	NSSF
1.4	Study the feasibility of implementing data-sharing and verification mechanisms with related ministries and institutions for enterprises/ establishments registered before the CamDX system is operational.	Data-sharing mechanisms	2025-2026	<b>-Lead:</b> MEF <b>-Support:</b> MoLVT, GS-NSPC, NSSF, MoC, MISTI, Related Ministries/Institutions
1.5	Study the feasibility to categorize the priority jobs of informal economy step by step to access to the Social Security benefits.	Study outcomes of the prioritized jobs of the informal economy has been identified.	2025-2026	<b>-Lead:</b> MISTI (CCDIE) <b>-Support:</b> NSSF, GS-NSPC, Related Ministries/Institutions

2. Providing the Incentives				
2.1	Organize an annual award program for enterprises and establishments with exemplary compliance with legal requirements.	Award program has been organized	2025-2026	NSSF
2.2	<p>Establish mechanisms to determine the types, levels, or sizes of fringe benefits or incentives for target groups, such as:</p> <ul style="list-style-type: none"> <li>Studying the feasibility of setting interest rate limits for loans from SME banks</li> <li>Considering various social protection interventions during emergencies</li> <li>Examining the feasibility of providing other incentives</li> <li>Developing mechanisms to encourage and provide NSSF membership to informal workers across all sectors and types of businesses, 15 priority occupations, and jobs</li> </ul>	Incentive mechanisms have been developed and implemented.	2024–2025	<p><b>- Lead:</b> NSSF</p> <p><b>- Support:</b> GS-NSPC, SME Bank, Related Ministries/ Institutions</p>
3. Enhancing the Compliance				
3.1	Develop mechanisms for cooperation between labor inspectors, social security inspectors, local authorities, and relevant institutions to identify target groups in order to promote the implementation of registration in the social security system.	Cooperation mechanism between relevant parties to promote registration have been established and implemented	2024–2025	<p><b>- Lead:</b> MoLVT</p> <p><b>- Support:</b> NSSF, MISTI, MOC, MOI, MLMUPC, Related Ministries/ Institutions</p>

4. Raising the Public Awareness				
4.1	Organize capacity-building courses and direct outreach at enterprise and establishment locations, with participation from relevant parties at both national and sub-national administrative levels	Outreach at enterprise and establishment locations has been organized	2025	<b>- Lead:</b> NSSF <b>- Support:</b> MISTI (CCDIE), GS-NSPC, Related Ministries/ Institutions
4.2	Organize monthly and annual discussion forums or knowledge competitions on the social security schemes and related policy frameworks, with participation from relevant parties such as representatives from the public sector, employers, workers, and students	Discussion forums or knowledge competitions have been organized	2024–2025	<b>- Lead:</b> NSSF <b>- Support:</b> MISTI (CCDIE), GS-NSPC, Related Ministries/ Institutions
4.3	Organize capacity-building trainings for officials to enhance the effectiveness of outreach through national and sub-national mechanisms	Capacity-building trainings for officials have been organized	2024–2025	<b>- Lead:</b> NSSF <b>- Support:</b> MISTI (CCDIE), GS-NSPC, Related Ministries/ Institutions
4.4	Organize weekly or monthly information-sharing workshop about the procedures and processes for registration in the social security system, the rights and obligations of registration, and the benefits of the social security schemes to the public	Information-sharing workshops has been organized	2024–2025	<b>- Lead:</b> NSSF <b>- Support:</b> MISTI (CCDIE), GS-NSPC, Related Ministries/ Institutions
4.5	Expand public outreach at educational institutions and through the integration of content related to the social protection system into the curricula of educational institutions.	Outreach at educational institutions have been organized	2024–2026	<b>- Lead:</b> NSSF <b>- Support:</b> GS-NSPC, MoEYS, MISTI (CCDIE), Related Ministries/ Institutions

## APPENDIX II : DEFINITIONS

**Employee:** Refers to individuals of all genders and nationalities who are contracted for paid work under the supervision and management of another individual or legal entity, whether public or private.

**Micro-enterprise:** Refers to businesses of all types with annual revenues below USD 62,250 or fewer than five employees.

**Self-employed individual:** Refers to individuals who engage in work or professions to earn income independently without being associated with wages or salary provided by an employer or the state under an employment contract, and also without employing workers in their works or professional activities.

**Casual Worker:** Refers to individuals employed under a short-term agreement for specific tasks, typically seasonal or periodic work.

**Cambodia Data Exchange (CamDX):** Refers to the Information Technology Platform of the Royal Government of Cambodia for securely and accurately exchanging data between the information technology of various ministries and institutions through the internet or other digital connection networks, with the aims of integrating into digital government and digital economy.

**Online Business Registration System (OBR):** Refers to the information technology platform for business registration and licenses, permits and professional certificates, which was officially launched on June 15, 2020, marking the beginning of governmental reform initiatives.

### Remark:

According to the 2019 Labor Force Survey, **the informal sector** includes all workers in enterprises that are not registered with the relevant authorities and do not have comprehensive accounting records. The informal sector does not include households that produce for final self-consumption, subsistence agriculture, self-construction of homes, etc. **Informal employment** includes employers and self-employees working in their own informal sector enterprises, contributing family workers, and employees and apprentices who do not receive paid annual leave or sick leave benefits and whose employers do not contribute to the social security schemes.

