REFERENCE LETTER

The Agency for Administrative Modernization (AMA - Agência para a Modernização Administrativa) is a Public Institute whose attributions are, among others:

• to contribute to the definition of strategic lines and general policies related to electronic administration, administrative simplification and distribution of public services, including interoperability in Public Administration; and

• to promote the modernization of public services in order to meet the needs of citizens and businesses;

The AMA acknowledges the substantial changes in the Social Security relationship model with its customers, during the last years, from which highlight the following:

• the procedures’ dematerialization, making the Social Security Online service the privileged channel for access to the Social Security system;

• the implementation of new functionalities that allow citizens to consult their contributory careers and the history of benefits received, to make a forecast of the pension amount and submit their applications, also exploring the potential of the mobile devices as an emerging communication channel;

• The combination of the Social Security Online service with telephone services in order to provide an effective response capacity; timetables adapted to the citizens’ needs; customer services with adequate territorial coverage, having a particular attention to people with more difficulty in accessing the other channels.

The gradual changes promoted over the years have led to a continuous adaptation of the economic agents (companies and citizens) to the new relationship model, which constitutes a good practice in the Portuguese Public Administration, not only in terms of social responses available to citizens, but also in terms of the rationalization of resources used to provide Social Security services.

Therefore, it is with great satisfaction that this Agency for Administrative Modernization (AMA) recognizes the effort undertaken by the Social Security Institute (Instituto da Segurança Social, I.P.) in the improvement of the Social Security relationship with its clients. And it is with a high sense of responsibility that it recognizes the merit of the application to the Public Service Awards, reinforcing the commitment of working together whenever the partnership might be useful.

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