United Nations Public Service Awards (UNPSA)

REFERENCE LETTER

The Financial Management Institute (IGFSS, IP – Instituto de Gestão Financeira, I.P.) is a Public Institute that, in the context of the Social Security system, has the mission of managing the economic resources of the Social Security Budget, with a strategic and unified position. The articulation between IGF, IP and ISS, IP is narrow and critical for both institutes.

The substantial changes in the Social Security relationship with citizens, carried out during the last years, have required a great investment and a clear strategy. These changes benefit the citizens and the global image of the Social Security, from which IGFSS, IP had also benefit.

Moreover, considering the premise that citizens’ trust in the social security system is largely based on proximity and easy access to relevant information about their rights and duties - a central idea in the Social Security relationship strategy – theses changes focused on the following concerns: (1) the promotion of more transparency in the provision of information, (2) adaptability to the needs of economic agents and (3) inequality reduction in access to information and services. These concerns are in line with the Sustainable Development Goal 10 that is aimed to reduce inequalities within or between countries.

So, it is with great satisfaction that the IGFSS, IP recognizes the effort undertaken by the Social Security Institute (ISS, IP) 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 to continue this path in partnership.

Lisbon 30/10/2018

Teresa Fernandes
Presidente