



精细化社保管理服务 探索与实践

**Precision social insurance administration and service
delivery: exploration and practices**

人社部社保中心

**Social Insurance Administration of the Ministry of Human
Resources and Social Security (MOHRSS)**

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Continuously improve the capacity of precision administration and service delivery

社会保险服务需求的变化

Changes in demand for social insurance services

从“有没有”向“好不好、优不优”转变

transformation from 'available or not' to 'good or not', 'excellent or not'

● 享受同等的社保公共服务

Enjoy the same social insurance public services

● 参保渠道更加多元化

More diversified insurance enrolment channels

● 咨询得到及时响应

Timely response to inquiries

● 办事流程更简便、材料更少、等待时间更短

Simpler process, less materials and shorter waiting time



服务便捷性 可及性

Service convenience and accessibility



宣传覆盖面 影响力

advocacy coverage and influence

精细化社保管理服务的实践

Practice of precision social insurance admin & services



持续“清事项、减材料、压时限”

Continue to "clear items, reduce materials, and reduce processing time"

1

制定社会保险公共服务事项清单

Formulate the list of social insurance public services

2

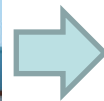
精简办事材料

Reduce the supportive documents

3

压减办理时限

Reduce processing time



精细化社保管理服务的实践

Practice of precision social insurance admin & services



实施“人社服务快办行动”

Implement the "quick action in human resources and social security services"

1

关联事项“打包办”

Related matters "packaged" in processing

2

全面推行“网上办”

Comprehensive services "online"

3

线下服务“就近办”

Offline service "nearby"



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深化“看得懂 算得清”宣传

Deepen advocacy for “easy understanding and clear calculation”

——突出宣传的广泛性、普及性

--- Highlight the universality and popularity of advocacy



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深化“看得懂 算得清”宣传

Deepen advocacy for “easy understanding and clear calculation”

——突出宣传的精准化、个性化

--- Highlight the precision and personalization of advocacy



三

持续提升精细化管理服务能力

Continuously improve the capacity of precision admin service



建立健全服务规范标准体系，推动更多事项打包办、集成办

Establish and improve the service specification and standard system, and promote the packaged and integrated handling of matters



加强数字化应用，经办服务模式转型升级

Strengthen digital application, transform and upgrade admin service models



强化服务意识，拓展服务渠道，丰富服务内容

Strengthen service awareness, expand service channels and enrich service scope

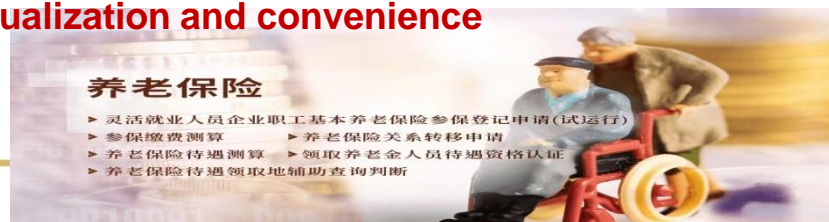


多元化、个性化、均等化、便利化

Diversification, personalization, equalization and convenience



现在您都可以就近在任何社保经办机构申办相关业务



养老保险

- ▶ 灵活就业人员企业职工基本养老保险参保登记申请(试运行)
- ▶ 参保缴费测算
- ▶ 养老保险关系转移申请
- ▶ 养老保险待遇测算
- ▶ 领取养老金人员待遇资格认证
- ▶ 养老保险待遇领取地辅助查询判断

谢 谢！
Thank you!