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## VILMA P. AGAPITO

VICE PRESIDENT

Luzon Central 1 Division  
Social Security System (SSS)  
(045) 982-6967



### BRIEF DESCRIPTION OF FUNCTION

The Vice President plans, organizes, directs, coordinates, and controls the activities of the Division to achieve established objectives and targets.

The Office of the Vice President, Luzon Central 1 Division Offices is primarily responsible for ensuring that the branches under its jurisdictions deliver fast and quality services to the members and achieve coverage and collection targets; for providing support services to branches within the Division and for managing the Hub Branch as well.

### MAJOR ACHIEVEMENTS

- Able to cover 41,327 new members or 195.90% accomplishment versus target of 21,096 as of September 2017. (An estimated actual coverage of 55,103 new members shall be covered for the year or 194.06% accomplishment of the target for the year 2017)
- Collected 2.026B contribution which connotes 102.1% accomplishment versus collection target of 1.984B as of September 2017. (It is estimated that there will be an actual collection of 2.701B for the year or 101.12% accomplishment of the target of 2.671B for 2017)
- The following Branches under our area of jurisdiction were conferred with Citizen's Satisfaction Center - **Seal of Excellence** Award by the Civil Service Commission for the period 2016-2017.

Name of Branch	CSC Resolution Number	Date Promulgated
a. Mariveles - BEPZ Branch	1600784	14 July 2016
b. San Jose NE Branch	1700152	17 January 2017
c. Tarlac Branch	1700151	17 January 2017

- The following SSS Branches under our jurisdiction were conferred last June 30, 2017 the Citizen's Satisfaction Center - Seal of Excellence Award for obtaining an "Excellent" rating in the conduct of the **2015 Anti-Red Tape Act - Report Card Survey (ARTA - RCS) and for passing the two-phase validation:**

Name of Branch	ARTA Rating	Number of Stars
a. Balanga	91.94	
b. Cabanatuan	95.47	
c. Camiling	91.49	
d. Iba	93.06	

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Name of Branch	ARTA Rating	Number of Stars
e. Mariveles - BEPZ	92.72	5
f. San Jose NE	91.67	4
g. Tarlac	93.33	4

- In the year 2014, the following branches under our area of jurisdiction were awarded the Citizen's Satisfaction Center - Seal of Excellence Award for obtaining an "Excellent" rating in the conduct of the 2014 Anti-Red Tape Act - Report Card Survey (ARTA - RCS) and for passing the two-phase validation:

Name of Branch	ARTA Rating	Number of Stars
a. Balanga	91.42	Seal of Excellence
b. Camiling	95.89	Seal of Excellence
c. Pampanga	97.76	Seal of Excellence
d. Cabanatuan	92.66	
e. Baliuag	93.50	
f. Sta. Maria	94.53	

- Camiling Branch was awarded the ISO 9001:2008 Certification on Registration and Coverage System on January 25, 2016 and was also awarded the ISO 9001:2008 Certification on Death Disability and Retirement System last May 16, 2017.

The said branch also successfully passed the Third Party Surveillance Audit conducted last December 19, 2017 by the Certifying Body AJA Registrars, Inc. for ISO 9001:2008 Certification on Death Disability and Retirement System.

- Our Dagupan Branch won the **2017 Quality Workplace Achiever Award** for the Large/Mega Branch Category. (National level category)
- We were also able to establish and operationalize the following **Service Offices** for the year 2017 to enable us to reach out to more members and bring our services closer to them for their convenience.

Name of Service Office	Date of Approval by the PCEO	Start of Operation
a. Bayambang SO - 2/F Royal Mall, National Highway, Bayambang, Pangasinan (under Dagupan Branch)	19 April 2017	20 November 2017
b. Dasol SO - 2/F Municipal Hall Building, Municipal Hall Compound, Dasol, Pangasinan (under Alaminos Branch)	25 April 2017	20 November 2017
c. Tayug SO - 2/F Magic Mall Tayug, Bonifacio Street, Poblacion Pangasinan (under Urdaneta Branch)	30 October 2017	

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<b>Name of Service Office</b>	<b>Date of Approval by the PCEO</b>	<b>Start of Operation</b>
d. Metrotown Mall SO – 2/F Tarlac Metrotown Mall corner MacArthur Highway and Juan Luna Street, Tarlac City, Tarlac (under Tarlac Branch)	2 June 2017	14 November 2017
e. SM City Cabanatuan Government Service Express Center – 3/F SM City, Maharlika Highway, Brgy. H. Concepcion, Cabanatuan City (under Cabanatuan Branch)	8 November 2017	8 November 2017

- **Special Projects Assigned:**

<b>Name of Project</b>	<b>Position</b>	<b>Administrative Order No.</b>
1. Committee on the 2017 Search for Best Employees	Vice-Chairperson	2017-017
2. Technical Working Group for the 3-Year Contract for Janitorial Services of Luzon Group	Chairperson	2017-056
3. Technical Working Group for the 2-Year Contract for The Janitorial Services of Luzon Group	Chairperson	2013-062
4. Task Force on Guidelines and Standards on Building and Branch Design	Task Force Head	2011-006
5. Technical Working Group for the 2-Year Contract for Janitorial Services of Luzon Group	Chairperson	2010-047

## **PROFESSIONAL WORK EXPERIENCE / HIGHLIGHTS**

- Contractual Clerk, Tarlac Branch, August 22, 1983 to March 31, 1986
- Clerk, Tarlac Branch, April 1, 1986 to October 4, 1987
- Administrative Assistant I (Concurrent as Claims Processor), October 5, 1987 to February 8, 1989
- Computer Operator II, Regional Information Support Section, February 9, 1989 – June 30, 1989
- Senior Computer Operator 1, RISS, July 1 to August 31, 1989
- Senior Computer Operator II, RISS, September 1, 1989 to February 17, 1992
- Supervising Computer Operator II, RISS, February 18, 1992 to January 12, 1998
- Team Head, RISS, January 13, 1998 to March 28, 2000

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- Branch Head - Cabanatuan Branch, March 29, 2000 to September 22, 2008
  - OIC, Cluster Head, Luzon Central Cluster, September 23, 2008 to May 28, 2010
  - Cluster Head, Luzon Central Division, May 29, 2010 to January 21, 2016
  - Vice President, Luzon Central 1 Division, January 22, 2016 to present

#### **EDUCATIONAL ATTAINMENT**

- Bachelor of Arts in Economics, 1982, Cum Laude, St. Louis University, Baguio City
  - Masters in Business Administration, 2010, Tarlac State University (academic requirements)  
CESO Eligible (4 stages)
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