

# **NATIONAL SOCIAL SECURITY FUND**

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## **CUSTOMER SERVICE CHARTER**

**"CUSTOMERS ARE THE REASON FOR OUR EXISTENCE"**

**REVISION No.: 02**

**DECEMBER 2022**

## STATEMENT BY DIRECTOR GENERAL



Dear our esteemed Customers, it's a pleasure to present our third edition Customer Service Charter, showing our commitment to offer high-quality services within the context of the Fund's Vision and Mission.

The aim of this Charter is to declare our services, level of services that our stakeholders may access and to expect, Fund's obligation to our customers and to put in place means through which our stakeholders could give us feedback in terms of the services we offer. It also shows how we value your suggestions and complaints by introducing different communication channels to reach us and raise any concern.

On behalf of NSSF Management and Staff, I wish to declare our commitment to playing our part in implementing this Charter, which is dedicated to meet and exceed your social security needs. This Charter will be a living document to help maintain a good relationship between NSSF and our customers. It will set out a benchmark that will measure our promise and customers' experience.

I therefore call upon our clients to do the same. Together, we can make sure we realize the intended goals for the existence of the Fund. Your feedback will enable us to improve our service delivery.



Masha J. Mshomba

**DIRECTOR GENERAL**

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# **1. CHAPTER ONE**

## **1.1 PREFACE**

The National Social Security Fund (NSSF) was established under NSSF Act [Cap. 50 R. E 2018] to provide social security services to members from private and informal sectors. In carrying out its statutory functions, the law regulates NSSF to handle registration of members, collection of contributions, investment of the collected contributions, and payment of benefits to members.

According to section 6 of the NSSF Act, it mandated the Fund to cover the following categories of employers and employees; Private Sectors which include companies, non-Governmental organizations and religious organizations, Employees employed in international organizations operating in mainland Tanzania, Foreigners employed in mainland Tanzania, Self-employed and any other category of persons specified by the Prime Minister's Office-Labour, Youth, Employment and Persons with Disabilities.

NSSF recognizes the importance of establishing a closer relationship with members, employers, and other stakeholders. In relation to this, it has put forward this Customer Service Charter as a statement of its commitment to deliver quality services towards discharging the Fund's statutory functions.

The Charter sets out the respective rights and obligations of both members and the Fund by spelling out the service standards that will observe when dealing with members and other stakeholders.

## **2. CHAPTER TWO**

### **2.1. *VISION, MISSION AND CORE VALUES***

#### **2.1.1. NSSF VISION**

To be a **reliable** and **sustainable** provider of social security services.

#### **2.1.2. NSSF MISSION**

To provide quality social security services to members through competent, innovative and committed human capital using appropriate technology.

#### **2.1.3. OUR CORE VALUES**

NSSF member and staff shall commit themselves to five fundamental beliefs to guide their internal conduct and their relationship with the external world.

##### **Accountability**

We commit ourselves to service excellence and accept responsibility for our actions and results.

##### **Integrity**

We foster a climate of honest and commit ourselves to ethical conduct and take responsibility for all our actions.

##### **Innovativeness**

We encourage creative thinking to promote a culture of developing and accepting new ideas to make NSSF the best it can be.

##### **Teamwork**

We commit ourselves to work as a team to achieve the best for our customers and make NSSF the best it can be.

## **Transparency**

We commit ourselves to promote openness, honesty and reliability to our actions and to the customers we serve.

### **3. CHAPTER THREE**

#### **3.1. *PURPOSE AND OBJECTIVES OF THE CHARTER***

##### **3.1.1. PURPOSE**

This Charter sets out the Fund's commitment and expectations to customers and other stakeholders. It aims at delivering excellent services to our customers by setting time for service delivery and receiving feedback from our customers. The Charter further intends to put in place our clients' rights, duties and obligations.

Through this charter, twill build a customer service culture that will strengthen the relationship among its members, employers and other stakeholders for the benefit of all.

##### **3.1.2. OBJECTIVES OF THE CHARTER**

The Objectives of this Charter is to: -

- a) Communicate to our customers the service standards set and declare our commitment to better service delivery.
- b) Empower our customers through this charter to demand timely and quality services at all NSSF Offices.
- c) Raise awareness on accessibility and quality of services provided by the Fund.
- d) Inform customers on our services, mode of delivery, and the Fund's channels of communication in case of emerging concerns.
- e) Help customers understand their rights and responsibilities towards the Fund and also provide an opportunity for the customers to offer suggestions on how to improve our services.

## **4. CHAPTER FOUR**

### **4.1. *NSSF STAKEHOLDERS***

For this charter, the Fund categorizes stakeholders:

#### **4.1.1. PRIMARY STAKEHOLDERS**

- a) Employers
- b) Formal sector employees
- c) Informal sector employees
- d) Pensioners

#### **4.1.2. SECONDARY STAKEHOLDER**

- a) Government Ministries, Departments and Agencies, Embassies
- b) Strategic Partners such as ILO, TRA, NIDA, BRELA
- c) Sister Organizations such as PSSSF, WCF, ZSSF, NHIF
- d) Media
- e) Banks and Financial Institutions
- f) Tenants

#### **4.1.3. TERTIARY STAKEHOLDERS**

- a) Political leaders
- b) Service providers and suppliers
- c) The general public

## 5. CHAPTER FIVE

### 5.1. *FUND'S FUNCTIONS AND SERVICE STANDARDS*

OUR SERVICES	MEASURES OF EFFECTIVENESS
<b>REGISTRATION</b>	<ol style="list-style-type: none"> <li>1. We shall issue an employer with a certificate of registration within three (3) working days after registration.</li> <li>2. We shall issue an employee with membership card within three (3) working days after receiving dully filled registration form.</li> </ol>
<b>CONTRIBUTION COLLECTION</b>	<ol style="list-style-type: none"> <li>1. Employer shall submit members' contributions records through the Employer portal and make payments through the Government electronic payment system (GePG).</li> <li>2. The Fund may visit contributing employer in order to verify specific cases or make follow up of unremitted contributions without prior notice.</li> <li>3. The Fund shall update members' accounts within seven (7) working days upon receipt of the contributions' payment.</li> <li>4. Employer may view contribution status through the Employer portal</li> <li>5. Members can access their contributions balance and/or contributions statement through;               <ol style="list-style-type: none"> <li>i. NSSF Portal (Employer and Member Portal)</li> <li>ii. Mobile App (Android Platform)</li> <li>iii. WhatsApp Chat Bot - 0756 140140</li> <li>iv. NSSF TAARIFA Kiganjani via SMS to 15200</li> <li>v. We may also issue members' contributions statement at NSSF offices upon request.</li> </ol> </li> </ol>



OUR SERVICES	MEASURES OF EFFECTIVENESS
<b>BENEFIT</b>	<ol style="list-style-type: none"> <li>1. We shall pay all benefit claims within sixty (60) days from receipt of dully filled claim form.</li> <li>2. If we cannot settle a customer’s claim within the specified period, we will communicate with the customer not later than 14 days after receiving the claim and provide the best estimate of the time needed to settle.</li> <li>3. Monthly Pension shall begin at the end of the following month from Commuted Pension payment.</li> <li>4. We shall pay monthly pension directly to the respective pensioners’ Bank account by 25<sup>th</sup> day of each month.</li> <li>5. We shall pay survivors’ monthly pension directly to the child (ren) and spouse’s bank account by 25<sup>th</sup> day of each month</li> <li>6. We shall pay all benefit claims within thirty (60) days from receipt of dully filled claim form.</li> <li>7. If we cannot settle a customer’s claim within the specified period, we will communicate with the customer not later than 14 days after receiving the claim and provide the best estimate of the time needed to settle.</li> <li>8. Monthly Pension shall begin at the end of the following month from Commuted Pension payment.</li> <li>9. We shall pay monthly pension directly to the respective pensioners’ Bank account by 25<sup>th</sup> day of each month.</li> <li>10. We shall pay survivors’ monthly pension directly to the child (ren) and spouse’s bank account by 25<sup>th</sup> day of each month</li> </ol>

OUR SERVICES	MEASURES OF EFFECTIVENESS
<b>CUSTOMER SERVICE</b>	<ol style="list-style-type: none"> <li>1. We shall serve our customers on a 'first come first serve' basis and treat them with dignity and courtesy.</li> <li>2. We shall give priority to customers with special needs.</li> <li>3. Front office service time shall not be over thirty (30) minutes.</li> <li>4. Customer shall raise complaints/queries in person, by letter, email, telephone, website or through social media platforms</li> <li>5. We shall acknowledge all customer complaints promptly and issue a reference number for lodged complaints.</li> <li>6. We promise to resolve and respond to all queries and complaints within five (5) working days, in case the queries or complaints are more complex and require more time, we shall advise the customer and set an appropriate deadline for resolution.</li> <li>7. The Public Procurement Act shall guide all tendering information.</li> <li>8. The Fund shall enter Service Level Agreement with suppliers within 30 days from the tender award.</li> <li>9. We shall pay service providers and other vendors within 14 days upon submission of invoice</li> </ol>
<b>STAKEHOLDERS COMMUNICATION</b>	<ol style="list-style-type: none"> <li>1. We commit to respond to all letters except those related to complaints within seven (7) working days.</li> <li>2. The Fund shall respond to all e-mails within one (1) working day from receipt.</li> <li>3. The Fund shall respond to all requests and queries received through SMS within one (1) hour; Instagram, Facebook, YouTube and Twitter within six (6) hours.</li> </ol>

OUR SERVICES	MEASURES OF EFFECTIVENESS
	<p>The Fund shall answer all telephone calls within three (3) rings. On picking the phone, we shall identify ourselves by mentioning the name of the Fund, section or department and the name of the person attending to the call.</p>
<p><b>CUSTOMER FEEDBACK</b></p>	<p>1. Feedback is valuable to the Fund because it enables us to continuously our services to our members. If you have any query, compliment or suggestion, please let us know by communicating either by telephone, letter, e-mail, social media platforms or complaint forms to the addresses provided in this Charter.</p> <p>2. Other mechanisms to receive feedback include:</p> <p><b>Complaint Desk</b> The Fund shall place a visible and accessible complaint desk in each office.</p> <p><b>Suggestion Box</b> The Fund shall place a visible and accessible suggestion box in each office.</p> <p><b>Customer Satisfaction Survey</b> The Fund shall conduct a customer satisfaction survey semi annually.</p> <p><b>Annual Stakeholders Conference</b> The Fund shall conduct Stakeholder’s conference annually.</p> <p><b>e-Mrejesho Platform</b></p>

This is a Public Platform which enables customers to submit and track complaints. The service can be accessed through website, Mobile Application and USSD via \*152\*00# then select 9, Select 2 (e-mrejesho)

## **6. CHAPTER SIX**

### **6.1. RIGHTS AND DUTIES OF CUSTOMERS**

#### **6.1.1. RIGHTS OF THE CUSTOMER**

- a) To receive services under the standards set out in this charter
- b) To lodge complaints and receive responses and feedback under this charter
- c) To be assured of their privacy and confidentiality
- d) Track your contributions through SMS, NSSF TAARIFA Kiganjani, WhatsApp chat bot, Member Portal and Employer Portal /NSSF website or by visiting the nearest NSSF Office.
- e) To give feedback on services rendered by NSSF.

#### **6.1.2. CUSTOMER'S OBLIGATIONS TO THE FUND**

- a) Ensure that you register with the Fund and get a membership card.
- b) Make sure you have a monthly subscription deducted from your wage without missing and give advance notice when you see no deductions.
- c) Provide accurate information to the Fund when required.
- d) Show respect, dignity and discipline to NSSF employees when being served
- e) Update your details with the Fund, such as change of names in line with NIDA, change of employment or dependants.
- f) Verify your pensioners' details once per year.

#### **6.1.3. EMPLOYER'S OBLIGATIONS TO THE FUND**

- a) Ensure that you register with the Fund and get a certificate of registration.
- b) Ensure we register all your employees with the Fund.
- c) Ensure monthly contributions from employees' wages are timely remitted to the Fund.

- d) Make sure you get an official receipt for all payments you make to the Fund.
- e) Inform the Fund about all employees who are about to retire at least six months before the date of retirement.
- f) Update your employees' /Employer details with the Fund whenever changes occur.

#### **6.1.4. FUND'S OBLIGATIONS TO CUSTOMERS**

- a) We commit to provide services that meet customers' expectations by setting and achieving quality standards.
- b) We commit to provide information required by the customer on time by using a simple and understandable language.
- c) We dedicate us to provide quality services and commit ourselves to promote openness, honesty and reliability to our actions and to the customers we serve.
- d) We devote to issue receipts for all contributions and other payments.

#### **6.1.5. HELP US SERVE YOU BETTER**

The Fund commitment is to satisfy the customers and welcome you feedback on our service delivery. Help us maintain and improve the standards of our services by: -

- a) Not offering our staff bribes or any financial inducements since all our offices are Corruption Free Zones.
- b) Respecting the rights of, and provide courtesy towards other customers.
- c) Being open and honest with us by providing accurate and complete details when contacting us.
- d) Let us know when your situation changes, for example, your address or personal details change.
- e) Contacting the Fund to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee.
- f) Contacting the employee referred on any correspondence sent to you

and quoting the reference number - if applicable.

- g) Using appropriate channels for customer requests, complaints and compliments.
- h) Letting us know as soon as possible when we do not meet your expectations by filling customer satisfaction survey questionnaire.
- i) Helping us recognize our employees by telling us when you have received excellent customer service.

#### **6.1.6. *OUR WORKING HOURS***

- a) Our offices are open from 0830HRS to 1700HRS, Monday – Friday except Public Holidays.
- b) Our Call Centre is open from 0830HRS to 2200HRS, Monday – Friday except Public Holidays.
- c) Claim lodging services in all Fund Offices shall be open from 0830HRS to 1700HRS, Monday – Friday except Public Holidays.
- d) We observe all National and Public Holidays as observed by the Government of the United Republic of Tanzania except Nyerere Bridge Services which is operating 24 hours, 7 days a week.

## **7. CHAPTER SEVEN**

### **7.1. COMPLAINTS HANDLING AND FEEDBACK**

NSSF will always strive to make rectifications aimed at improving service delivery. It is the hope of NSSF Management that this move will increase transparency in daily operations and consequently reduce the number of complaints on services we offer.

Customers can opt to make complaints through the following ways: -

- a) Walking into NSSF premises
- b) Making calls
- c) Writing letters
- d) Social media platforms
- e) Emails
- f) Website and Mobile Applications

## 8. ADDITIONAL AVENUES OF RESOLVING COMPLAINTS

If not satisfied with the outcome of your complaint or how it was handled, you may refer the matter to the following bodies: -

Permanent Secretary

Prime Minister's Office - Labor, Youth, Employment and Persons with Disability.

Social Security Division

Government City Mtumba

Kazi Street

P. O. Box 2890, Dodoma.

Tel: +255262110877

Fax: +255262112054

Email: [\*\*ps@kazi.go.tz\*\*](mailto:ps@kazi.go.tz)

Website: [www.kazi.go.tz](http://www.kazi.go.tz)

The Chief Executive Officer,

Public Procurement Regulatory Authority,

Jakaya Kikwete Road,

P. O. Box 2865, Dodoma,

Tel: +255262963854

Email: [ceo@ppra.go.tz](mailto:ceo@ppra.go.tz)



## 9. OUR CONTACTS

For more information please contact us through: -E-mail: [dg@nssf.go.tz](mailto:dg@nssf.go.tz); [info@nssf.go.tz](mailto:info@nssf.go.tz); [customercare@nssf.go.tz](mailto:customercare@nssf.go.tz), Website: [www.nssf.go.tz](http://www.nssf.go.tz) P.O. Box 1322 Dar es salaam, Tanzania at Benjamin William Mkapa Pension Towers. Azikiwe Street. For complaints contact us through: [complaints@nssf.go.tz](mailto:complaints@nssf.go.tz).

<b>NSSF OFFICES</b>		
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<b>KAGERA OFFICE</b> NSSF Commercial Complex Jamuhuri Road P. O. Box 18 Tel: +255282220703 Fax: +25528222067	<b>MARA OFFICE</b> Boma Road, Musoma P. O. Box 248 Tel: +255282622109 Fax: +255282620288	<b>SHINYANGA OFFICE</b> Mboya Street P.O. Box 157 Tel: +255282762258
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<b>KATAVI OFFICE</b> NHC Building, Mpanda Plaza, P.O. Box 214, Tel: +255758325631	<b>SIMIYU OFFICE</b> Malambo P.O. Box 35 Tel: +255222163400/19 Fax: +255282700007	<b>TEMEKE OFFICE</b> Mafao House P.O. Box 45829 Tel: +2552928153 Fax: +2552928152
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<b>3</b>	Karatu	69	+255272534001
<b>4</b>	Kidatu	328	+255232626163
<b>5</b>	Korogwe	509	+255272640555
<b>6</b>	Lushoto	149	+255272640099
<b>7</b>	Mafinga	95	+255262692518
<b>8</b>	Masasi	201	+255232510039
<b>9</b>	Nzega	332	+255262692144
<b>10</b>	Tukuyu	266	+255252552072
<b>11</b>	Mbezi Beach	9311	+255222618357
<b>12</b>	Mkuranga	40	+255232110030
<b>13</b>	Hai	91	+255272756699
<b>14</b>	Usa-River	667	+255272541096
<b>15</b>	Daraja la Nyerere	45829	+255756140366
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