

NATIONAL SOCIAL SECURITY FUND



CUSTOMER SERVICE CHARTER 2024

"CUSTOMERS ARE THE REASON FOR OUR EXISTENCE"

REVISION NO.: 03

STATEMENT BY DIRECTOR GENERAL



Dear esteemed Customers, I am pleased to present the third edition of the Customer Service Charter of the National Social Security Fund (NSSF), showing our commitment to offering high-quality services within the context of the Fund's Vision and Mission.

This Charter aims to declare our commitment to delivering excellent service to meet your expectations. We shall regularly monitor our level of service delivery against these standards and incorporate your feedback to promote further improvement in the set standards to acquire quality service delivery. Your feedback can be a compliment, complaint, suggestion, statement or a word on how you feel about our services.

Therefore, I urge you to collaborate to achieve our desired service delivery commitments.


Masha J. Mshomba
DIRECTOR GENERAL

TABLE OF CONTENTS

STATEMENT BY DIRECTOR GENERAL.....	ii
1.0 VISION, MISSION AND CORE VALUES	1
2.0 PURPOSE	2
3.0 OUR CUSTOMERS.....	2
4.0 OUR SERVICES	2
5.0 OUR SERVICE STANDARDS	3
6.0 OUR RESPONSIBILITIES TO CUSTOMERS.....	5
7.0 CUSTOMERS' RIGHTS AND RESPONSIBILITIES	6
8.0 FEEDBACK AND COMPLAINTS HANDLING.....	6
9.0 REVIEW OF THE CHARTER.....	7
10.0 NSSF OFFICE WORKING HOURS	7
11.0 NSSF OFFICE CONTACT AND LOCATION	7

1.0 VISION, MISSION AND CORE VALUES

1.1. NSSF VISION

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

1.2. NSSF MISSION

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

1.3. CORE VALUES

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

i. Accountability

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

ii. Integrity

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

iii. Innovativeness

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

iv. Teamwork

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

v. Transparency

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

2.0 PURPOSE

This Charter aims to inform our customers about the services we offer, the standards of services and the way such services are provided. The Charter sets out the Fund's commitment and expectations to customers. It outlines the standards of excellent services to our customers by setting time for processing such services and demonstrating our customer's rights and responsibilities. The Charter also provides a framework and feedback mechanism.

3.0 OUR CUSTOMERS

- 3.1** Employers;
- 3.2** Employees from the private sector;
- 3.3** Self-employed/voluntary customers;
- 3.4** Pensioners;
- 3.5** Ministries, Government Institutions, Embassies;
- 3.6** Financial Institutions;
- 3.7** Tenants;
- 3.8** Service Providers; and
- 3.9** General Public

4.0 OUR SERVICES

Our services include:

- 4.1** Registration and Contributions Remittance;
- 4.2** Benefit Payments;
- 4.3** Pensioners Verification and Payments;
- 4.4** Communication and Information Services;
- 4.5** Complaints Handling;
- 4.6** Payments to Service Providers; and
- 4.7** Real Estate Services.

5.0 OUR SERVICE STANDARDS

5.1 Registration and Contribution Remittance

SN	Our Service	Service Standards
5.1.1	Register and issue a certificate of registration to an employer.	Three (3) working days after registration.
5.1.2	Register and issue a membership card to a registered member.	Three (3) working days after receiving a duly filled registration form.
5.1.3	Update employers' and members' particulars.	Within two (2) working days after submission of relevant documents.
5.1.4	Merge membership numbers with multiple registrations.	Within two (2) working days after submission of a request.
5.1.5	Distribution of contributions into members' account.	Within seven (7) working days after submission of relevant documents.
5.1.6	Issuance of certificate of compliance to employers.	Within three (3) working days after submission of a request.

5.2 Benefit Payment

SN	Our Service	Service Standards
5.2.1	Payment of the following benefits;	Within 60 days after meeting qualifying conditions and submission of a duly filled claim form.
	• Old Age Pension	
	• Survivors' Pension	
	• Invalidity Pension	
	• Maternity Benefit	
	• Unemployment Benefit	
	• Death Grant	
	• Funeral Grant	
	• Social Health insurance Benefit	
	• Surrender Value Special Lump sum	
	• Special lump sum payment for foreigners and emigrants	

SN	Our Service	Service Standards
5.2.2	Issuance of payment vouchers to members.	Within one (1) working day upon request.
5.2.3	Enrollment of Members and Pensioners into Social Health Insurance benefit.	Within one (1) working day upon filling out relevant forms and meeting qualifying conditions.

5.3 Pensioners Verification and Payments

SN	Our Service	Service Standards
5.3.1	Payment of monthly pension to respective pensioners' Bank account.	25th day of each month.
5.3.2	Conduct pensioners' verification.	Once a year
5.3.3	Issue pensioners with monthly pension statements for loan applications to Financial Institutions.	Within one (1) working day upon request

5.4 Communication and Information Services

SN	Our Service	Service Standards
5.4.1	Respond to customers' incoming mail.	Within seven (7) working days.
5.4.2	Respond to incoming emails.	Within one (1) working day.
5.4.3	Respond to phone calls.	Within the first five (5) rings during working hours.
5.4.4	Respond to customer inquiries received through SMS.	Within one (1) hour during working days.
5.4.5	Respond to customer inquiries received through our social media platforms.	Within six (6) hours during working days.
5.4.6	Attend to customers visiting our office premises.	Within 30 minutes after arrival.
5.4.7	Submit the Fund's quarterly performance report to relevant Ministries and Government institutions.	Within 30 days after the end of the quarter.
5.4.8	Conduct social security awareness sessions for Employers and Members.	At least 3,600 awareness sessions per year.
5.4.9	Conduct educational programs for the general public.	At least 1,104 programs per year.

5.5 Complaints Handling

SN	Our Service	Service Standards
5.5.1	Resolve Customer Complaints.	Within 14 working days, and in case of complex complaints that require more time, we shall advise the customer and set an appropriate deadline for resolution.

5.6 Payment to Service Providers

SN	Our Service	Service Standards
5.6.1	Payment to General Suppliers.	Within seven (7) working days after meeting payment requirements.
5.6.2	Payment to Medical Service Providers to Members.	Within 60 days after meeting payment requirements.

5.7 Real Estate Services

SN	Our Service	Service Standards
5.7.1	Sale of land plots.	Within seven (7) working days after meeting payment requirements.
5.7.2	Rentals for Commercial and Residential premises.	
5.7.3	Sale of Commercial and Residential premises.	

6.0 OUR RESPONSIBILITIES TO CUSTOMERS

We shall strive to meet our customer expectations while discharging our duties and by so doing, we shall be obliged to:

- i. Provide services that meet customers' expectations;
- ii. Serve our customers with courtesy and respect;
- iii. Treat our customers with fairness and impartiality;

- iv. Issue receipts for all payments;
- v. Protect the privacy and confidentiality of clients;
- vi. Adhere to statutory and regulatory requirements; and
- vii. Provide timely responses and feedback to requested information, queries and lodged complaints.

7.0 CUSTOMERS' RIGHTS AND RESPONSIBILITIES

7.1 Customers Rights

Our customers have the right to:

- i. Be served with respect, fairness, professionally, and timely;
- ii. Privacy and confidentiality;
- iii. Request and receive information related to services offered;
- iv. Lodge complaints, compliments or suggestions with the Fund;
- v. Access the status of their contributions through mobile devices or by visiting the nearest NSSF Office; and
- vi. To give feedback on services rendered by NSSF.

7.2 Customer Responsibilities

- i. Treat NSSF staff with courtesy and respect;
- ii. Provide timely, complete and accurate information related to the service required;
- iii. Abide by relevant laws, regulations, guidelines, circulars and directives
- iv. Provide prompt responses to queries or additional information;
- v. Attend scheduled meetings and appointments punctually; and
- vi. Provide feedback on services offered, with relevant documents where necessary.

8.0 FEEDBACK AND COMPLAINTS HANDLING

The Fund welcomes opinions and feedback for improving our services. Your opinion and feedback will be treated with the utmost confidentiality and used for the intended purpose only. Please share your opinion and feedback

through a letter, suggestion box, e-mail, telephone, website, physical visit, or any other means of your convenience.

9.0 REVIEW OF THE CHARTER

9.1 Customer Service Charter Review

This Charter will be reviewed every year or as the need arises.

9.2 Customer Service Charter Performance Assessment.

The Fund will conduct a customer service delivery assessment annually to determine the performance of services provided in this Charter.

10.0 NSSF OFFICE WORKING HOURS

10.1 Our services to customers are available at our offices from 8:30 a.m. to 05:00 p.m. (Monday – Friday), except for public holidays; and

10.2 Nyerere Bridge services are available 24 hours, 7 days a week.

11.0 NSSF OFFICE CONTACT AND LOCATION

11.1 NSSF Office Contact

For more information, please contact us at:

Address: National Social Security Fund
P.O. Box 1322,
Benjamin Mkapa Pension Towers,
Azikiwe St, Dar es Salaam,
Tanzania

E-mail: dg@nssf.go.tz or customercare@nssf.go.tz

Website: www.nssf.go.tz

11.2 NSSF Office Location

The Fund offices are located at the following addresses:

NSSF OFFICES		
ARUSHA OFFICE P. O. Box 1140 Old Moshi Road Tel: +255272520136 Fax: +255272520138	KAHAMA OFFICE Boma Road P. O. Box 70 Tel: +255282770550 Fax: +2552850280	MTWARA OFFICE Tanu Road P. O. Box 100 Tel: +255232333369 Fax: +255232333843
HEAD OFFICE Benjamin William Mkapa Pension Towers P.O. BOX 1322 Dar Es Salaam, Tanzania Toll Free: 0800116773 Tel: +255 222163400/19	KIGOMA OFFICE Mafao House P. O. Box 170 Tel: +255282802847 Fax: +255282803792	MWANZA OFFICE Mafao House P. O. Box 1440 Tel: +255282505028 Fax: +255282505029
DODOMA OFFICE P. O. Box 954 Askari Road Tel: +255262323345 Fax: +255262322370	KILIMANJARO OFFICE Kilimanjaro Commercial Complex P. O. Box 824 Tel: +255272755190 Fax: +255272750692	NJOMBE OFFICE NSSF Commercial Building Nazareth Street Songea Road P. O. Box 102 Tel: +255262782122 Fax: +255262782266
GEITA OFFICE NSSF Building Bomani Road P. O. Box 1 Tel: +255282520066 Fax: +255282520179	KINONDONI OFFICE Millenium Tower Makumbusho Village P. O. Box 9311 Tel: +255222924077 Fax: +255222700634	PWANI OFFICE Kibaha, Maili Moja P.O. Box 30105 Tel: +255232402252 Fax: +255232402812
ILALA OFFICE Mafao House P. O. Box 9504 Uhuru Road Tel: +255222129392/3 Fax: +255 22 2129397	LINDI OFFICE P. O. Box 147 Tel: +255232202131 Fax: +255232202293	RUKWA OFFICE Sumbawanga P. O. Box 65 Tel: +255252802013 Fax: +255252802722
IRINGA OFFICE Akiba House, 1st Floor Miyomboni Street P. O. Box 415 Tel: +255262702757 Fax: +255262702235	MANYARA OFFICE Boma Road, Babati P. O. Box 142 Tel: +255272530389 Fax: +255282531049	RUVUMA OFFICE Akiba House P. O. Box 140 Tel: +255262602038 Fax: +255262602465

KAGERA OFFICE NSSF Commercial Complex Jamuhuri Road P. O. Box 18 Tel: +255282220703 Fax: +25528222067	MARA OFFICE Boma Road, Musoma P. O. Box 248 Tel: +255282622109 Fax: +255282620288	SHINYANGA OFFICE Mboya Street P.O. Box 157 Tel: +255282762258
MOROGORO OFFICE Mafao House P. O. Box 147 Tel: +255232614446, Fax: +255232614601	MBEYA OFFICE NSSF Building Karume Street P. O. Box 787 Tel: +255252503514 Fax: +25525250336	SINGIDA OFFICE NSSF Building Boma Road P. O. Box 128 Tel: +255262502151 Fax: +255262502152
TABORA OFFICE Shule Street P.O. Box 78 Tel: +255262604026 Fax: +255262604171	KIGAMBONI OFFICE Nearby Nyerere Bridge P. O. Box 45829 +2552865769/71	SONGWE OFFICE NSSF Building, Vwawa S.L.P 264 Simu: +255766019520
KATAVI OFFICE NHC Building, Mpanda Plaza, P.O. Box 214, Tel: +255758325631	SIMIYU OFFICE Malambo P.O. Box 35 Tel: +255222163400/19 Fax: +255282700007	TEMEKE OFFICE Mafao House P.O. Box 45829 Tel: +2552928153 Fax: +2552928152
TANGA OFFICE P.O Box 901 Tel: +255272644677	UBUNGO OFFICE Ubungo Plaza, Ubungo P. O. Box 9311 Tel: +255222701005	

S/N	DISTRICTS	P. O. BOX	PHONE NUMBER
1.	Ifakara	193	+255232625111
2.	Karagwe	128	+255272222970
3.	Karatu	69	+255272534001
4.	Kidatu	328	+255232626163
5.	Korogwe	509	+255272640555
6.	Lushoto	149	+255272640099
7.	Mafinga	95	+255262692518
8.	Masasi	201	+255232510039
9.	Nzega	332	+255262692144
10.	Tukuyu	266	+255252552072
11.	Mbezi Beach	9311	+255222618357
12.	Mkuranga	40	+255232110030
13.	Hai	91	+255272756699
14.	Usa-River	667	+255272541096
15.	Daraja la Nyerere	45829	+255756140366
16.	Tarime	84	+255282696002

S/N	SUBSTATION	P. O. BOX	PHONE NUMBER
1.	Amani-Muheza	901	+255272644677
2.	Biharamulo	139	+255282223540
3.	Kakola	70	+255732981203
4.	Kasulu	161	+255282810461
5.	Kibao	415	+255262702757
6.	Kilosa	141	+255232623019
7.	Manyoni	157	+255263540022
8.	Mbinga	390	+255252640270
9.	Misenyi	18	+255282220703
10.	Mtibwa	147	+255232614446
11.	Pangani	901	+255272644677
12.	Rombo	824	+255272756870
13.	Same	237	+255272758030
14.	TPC Moshi	824	+255272755190
15.	Tunduru	292	+255252820414

