

NATIONAL SOCIAL SECURITY FUND



CUSTOMER SERVICE CHARTER

"CUSTOMERS ARE THE REASON FOR OUR EXISTENCE"

**REVISION NO: 04
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STATEMENT BY DIRECTOR GENERAL



Dear esteemed Customers, I am pleased to present the fourth 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.

I would like to assure you that the National Social Security Fund is committed to provide high-quality services through our well-trained Staff. We are determined to develop and maintain an open and accountable culture, that upholds empathy, integrity, excellence, and team work. We will always respond to our customers promptly in all our offices.

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


Mosha J. Mshomba
DIRECTOR GENERAL

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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 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 take responsibility for our actions, decisions we make, and own their outcomes.

ii. Integrity

We demonstrate an environment for honesty, transparency and commitment to ethical conduct.

iii. Teamwork

We work collaboratively as a team to attain shared objectives.

iv. Excellence

We embrace continuous improvement to deliver the best quality and organizational performance.

v. Empathy

We serve our customers with respect and compassion, and imagine ourselves in their place.

2.0 PURPOSE

This Charter aims to inform our customers about the services we offer, 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

Our customers include;

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

4.0 OUR SERVICES

Our services include:

- 4.1** Registration of Employers and Members;
- 4.2** Contributions Remittance;
- 4.3** Benefits' Payment;
- 4.4** SHB Enrolment;
- 4.5** Pensioners Verification
- 4.6** Pension Payments;

- 4.7** Communication and Information Services;
- 4.8** Complaints Handling;
- 4.9** Payments to Service Providers; and
- 4.10** Real Estate Services.

5.0 OUR SERVICE STANDARDS

5.1. Registration of Employers and Members

SN	Our Service	Service Standards
5.1.1	Register and issue a certificate of registration to employer.	Three (3) working days after registration.
5.1.2	Register and issue a membership number to a registered member.	One (1) working day after registration
5.1.3	Issuance of Membership card to registered members	One (1) working day upon member request.
5.1.4	Update employers' and members' particulars.	Within two (2) working days after submission of relevant documents.
5.1.5	Merge membership numbers with multiple registrations.	Within two (2) working days after submission of a request.

5.2. Contributions Remittance

SN	Our Service	Service Standards
5.2.1	Assessing the completeness of auto-reconciled contributions	One (1) working day upon completion of contribution remittance.
5.2.2	Issuance of certificate of compliance to employer.	Within three (3) working days after submission of a request.
5.2.3	Issuance of control number to members.	One (1) working day upon member request.

5.3. 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	
5.2.2	• Special lump sum payment for foreigners and emigrants	
	Issuance of payment vouchers to members.	
		Within one (1) working day upon request.

5.4. SHB Enrolment

SN	Our Service	Service Standards
5.4.1	Enrolment and provision of SHB medical services to existing members	Within 14 working days after three (3) months consecutive contributions remittance.
5.4.2	Enrolment and provision of SHB medical services for Pensioners.	Within 14 working days after three (3) months remittance of 6% deduction of monthly pension.
5.4.3	Provision of SHB medical services to new beneficiaries.	Within 14 working days after three (3) months consecutive contributions after registration of members.
5.4.4	Change of Medical provider.	Once per quarter.
5.4.5	Amendment of SHB Beneficiary Dependents.	14 working days after submission of duly filled SHB 4 form.

5.5. Pensioners Verification and Payments

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

5.6. Communication and Information Services

SN	Our Service	Service Standards
5.6.1	Respond to customers' incoming mail.	Within seven (7) working days.
5.6.2	Respond to incoming emails.	Within one (1) working day.
5.6.3	Respond to calls.	Within 2 minutes.
5.6.5	Respond to customer inquiries received through SMS.	Within one (1) working day.
5.6.5	Respond to customer inquiries received through our social media platforms.	Within one (1) working day.
5.6.6	Attend to customers visiting our office premises.	Within 30 minutes after arrival.
5.6.7	Submit the Fund's quarterly performance report to relevant Ministries and Government institutions.	Within 30 days after the end of the quarter.

5.7. Complaints Handling

SN	Our Service	Service Standards
5.7.1	Resolve Customer Complaints.	Within 14 working days, and in case of complex complaints that require more time, The Fund shall set an appropriate deadline for resolution.

5.8. Payment to Service Providers

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

5.9. Real Estate Services

SN	Our Service	Service Standards
5.9.1	Sale of land plots (issuing sale agreement, transfer of ownership forms and introduction letter to respective authorities).	Within seven (7) working days upon confirmation of full payment.
5.9.2	Issuance of lease agreement for properties	Within seven (7) working days upon confirmation of payment of security deposit.
5.7.3	Issuance of sale agreement for sold properties.	Within seven (7) working days upon full payment.

6.0 OUR RESPONSIBILITIES TO CUSTOMERS

The Fund responsibilities are as follows:

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

- iv. Protect the privacy and confidentiality of customers;
- v. Adhere to statutory and regulatory requirements; and
- vi. 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 to the Fund;
- v. Access the status of their contributions, lodged claims through self-services or by visiting the nearest NSSF Office;
- vi. Receive Short Message Service (SMS) notification on monthly remitted or unremitted member's contributions; and
- vii. To provide feedback on services rendered by NSSF.

7.2. Customer Responsibilities

The responsibilities of customers are as follows;

- 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. Pensioners are urged to abide with the verification exercise timeline (February to April) annually;
- vi. Attend scheduled meetings and appointments punctually; and
- vii. Provide feedback on services offered, with relevant documents

where necessary.

8.0 COMPLAINTS HANDLING

- 8.1.** All Complaints lodged to the Fund, are directed to the respective office for resolution;
- 8.2.** In case the customer remains dissatisfied with the resolution given by the respective regional office, the complainant is required to complete the form "Fomu ya Uthibitisho wa Uamuzi wa Malalamiko", after which the complaint will be escalated to the Director of Operations;
- 8.3.** If dissatisfaction persists, the matter will be referred to the Director General; and
- 8.4.** In case the complainant is still dissatisfied with the response given by the Fund, the Director General may advise the complainant to seek further assistance from the Prime Minister's Office – Social Security Division.

9.0 FEEDBACK

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, online services, telephone, physical visit, or any other means of your convenience.

10.0 CUSTOMER SERVICE PERFORMANCE ASSESSMENT

- 10.1.** The Fund will conduct Customer service performance assessment quarterly to determine the performance of the services provided in this charter; and
- 10.2.** The Fund will conduct Customer service satisfaction survey twice a year to determine the customer satisfaction score.

11.0 REVIEW OF THE CHARTER

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

12.0 NSSF OFFICE WORKING HOURS

11.1 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

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

13.0 NSSF OFFICE CONTACT AND LOCATION

12.1 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

Toll Free: 0800116773

For SMS: +255 756 140 140

12.2 NSSF Office Location

THE FUND OFFICES ARE LOCATED AT THE FOLLOWING ADDRESSES:

THE FUND HEAD OFFICE AND REGIONAL OFFICES

HEAD OFFICE Benjamin William Mkapa Pension Towers, Azikiwe Street, P.O.Box 1322, Dar Es Salaam, Tanzania Toll Free: 0800116773 Tel: +255 222163400/19 Post Code: 11104	KAHAMA NSSF Mafao House Boma Road, P.O.Box 70, Kahama Tel: +255282770550 Post Code: 37303	MTWARA NSSF Akiba House Uhuru Road, P.O.Box 100, Mtwara Tel: +255232333369 Post Code: 63104
ARUSHA Mafao House, Arusha, Nyerere Road P.O.Box 1140, Arusha Tel: +255272520136 Post Code: 23109	KIGOMA Mafao House, Kigoma Lumumba 2 Road, P.O.Box 170, Kigoma Tel: +255282802847 Post Code: 47117	MWANZA NSSF Commercial Complex Kenyatta Road, P.O.Box 1440 Mwanza Tel: +255282505028 Post Code: 33102
DODOMA NSSF Akiba House, Chinyoyo Road, P.O.Box 954, Dodoma Tel: +255262323345 Post Code: 41110	KILIMANJARO NSSF Commercial Complex Aga Khan Road, P.O.Box 824, Kilimanjaro Tel: +255272755190 Post Code: 25101	NJOMBE NSSF Mafao House Songea Road, P.O.Box 102 Njombe Tel: +255262782122 Post Code: 59108
GEITA NSSF Geita NSSF Bomani Road, P.O.Box 1, Geita Tel: +255282520066 Post Code: 30101	KINONDONI PSSSF Millenium Tower, Makumbusho Road, P.O.Box 9311, Dar es Salaam Tel: +255222924077 Post Code: 14107	PWANI NSSF Akiba House Mahakama Road, P.O.Box 30105 Pwani Tel: +255232402252 Post Code: 61101
ILALA Mafao House, Ilala Uhuru Road, P.O.Box 9504, Dar es Salaam Tel: +255222129392/3 Post Code: 12101	LINDI NSSF Akiba House Baraza Street, P.O.Box 147, Lindi Tel: +255232202131 Post Code: 65101	RUKWA NSSF Akiba House Boma Road, Sumbawanga P.O.Box 65 Rukwa Tel: +255252802013 Post Code: 55103

IRINGA NSSF Akiba House Akiba Street, P.O.Box 415, Iringa Tel:+255262702757 Post Code: 51103	MANYARA NSSF Manyara Singida Road, P.O.Box 142 Babati, Manyara Tel:+255272530389 Post Code: 27103	RUVUMA NSSF Akiba House Sokoine Street, P.O.Box 140 Ruvuma Tel:+255262602038 Post Code: 57101
KAGERA NSSF Mafao House, Kagera Jamuhuri Road, P.O.Box 18, Kagera Tel:+255282220703 Post Code: 35111	MARA Mafao House Lakeside Road, P.O.Box 248, Mara Tel: +255282622109 Post Code: 31101	SHINYANGA NSSF Mafao House Mwanza Road, P.O.Box 157, Shinyanga Tel:+255282762258 Post Code: 37101
MOROGORO NSSF Mafao House, Morogoro Old DSM Road, P.O.Box 147, Morogoro Tel:+255232614446, Post Code: 67109	MBEYA NSSF Akiba House, Karume Road, P.O.Box 787, Mbeya Tel:+255252503514 Post Code: 53107	SINGIDA NSSF Building Arusha Road, P.O.Box 128, Singida Tel: +255262502151 Post Code: 43102
TABORA NSSF Akiba House Jamuhuri Street, P.O.Box 78, Tabora Tel: +255262604026 Post Code: 45109	KIGAMBONI NSSF Kigamboni, Darajani Road, P.O.Box 45829, Dar es Salaam Tel: +2552865769/71 Post Code: 17108	SONGWE NSSF Building Ichenjezya Tanzam Road, P.O.Box 264 Songwe Tel: +255766019520 Post Code: 54219
KATAVI NHC Building Majengo B Road, P.O.Box 214, Katavi Tel:+255758325631 Post Code: 50110	SIMIYU Bariadi District Council Bomani (Mahakamani) Road, P.O.Box 35 Simiyu Tel:+255222163400/19 Post Code: 39103	TEMEKE Mafao House, Ilala Uhuru Road, P.O.Box 45829, Dar es Salaam Tel:+2552928153 Post Code: 12101
TANGA NSSF Akiba House Eckenford Road, P.O.Box 901 Tanga Tel: +255272644677 Post Code: 21101	UBUNGO Ubungo Plaza, Ubungo NHC Road, P.O.Box 9311, Dar es Salaam Tel: +255222701005 Post Code: 16101	

Addresses of the Fund District Offices

THE FUND DISTRICT OFFICES		
IFAKARA NSSF Ifakara Katrini Road, P.O.Box 193, Morogoro Tel: 0800114028 Post Code: 67502	KARAGWE NSSF Karagwe NSSF Road, P.O.Box 128, Kagera Tel: +255272222970 Post Code: 35402	KARATU NSSF Karatu Ngorongoro Road, P.O.Box 69, Arusha Tel: +255272534001 Post Code: 23601
KIDATU NSSF Kidatu Kilombero Sugar Co. Ltd, Kiwandani Road, P.O.Box 328, Morogoro Tel: 0800114030 Post Code: 67435	KOROGWE NSSF Korogwe, Posta Mazoezi Road, P.O.Box 509, Tanga Tel: +255272640555 Post Code: 21601	LUSHOTO NSSF Lushoto, 5 CCM Road, P.O.Box 149, Tanga Tel: +255272640099 Post Code: 21701
MAFINGA NSSF Mafinga Mbeya Road, P.O.Box 95, Iringa Tel: 0800110163 Post Code: 51401	MASASI NSSF Masasi, Sokoni Road, P.O.Box 201, Mtwara Tel: 0800110606 Post Code: 63501	NZEGA NSSF Nzega, Police Road, Utemini Street, P.O.Box 332, Tabora Tel: 0800115677 Post Code: 45401
TUKUYU NSSF Tukuyu, Halmashauri Road, P.O.Box 266, Mbeya Tel: +255252552072 Post Code: 53501	MBEZI BEACH NSSF Mbezi Beach, NSSF Road, P.O.Box 9311, Dar es Salaam Tel: +255222618357 Post Code: 14128	MKURANGA Double R Investment Building, Mkuranga B Road, P.O.Box 40, Pwani Tel: +255232110030
HAI Hai Water Authority, Kaola Amani Road, P.O.Box 91, Kilimanjaro Tel: +255272756699 Post Code: 25316	USA-RIVER NIDA Building, Boma Road, P.O.Box 667, Arusha Tel: 0800110206/ +255272541096 Post Code: 23301	DARAJA LA NYERERE NSSF Mwalimu Nyerere Bridge, Kigamboni Barabara ya Darajani, S.L.P 45829, Dar es Salaam Simu: +255756140366 Postikodi: 17108
TARIME Tarime District Council Utawala Road, P.O.Box 84, Mara Tel: +255282696002 Post Code: 31401	MASWA NSSF Maswa, Uhuru Road, Simiyu Post Code: 39300	

Addresses for the Fund Sub-station offices

THE FUND SUB-STATION OFFICES		
MUHEZA Philipo Hilbert Mtangi House, Majengo nje Road, P.O.Box 901, Tanga Tel: +255272644677	MULEBA Tanzania Post Corporation Plot No. 151, Block F, Muleba Urban, Kagera	NGARA Ngara District Council Room No. 1, Nakatunga Road, Solo Street, Ngara, Kagera
KASULU Kasulu District Commissioner Office Bomani Road, P.O.Box 161, Kigoma Tel: +255282810461 Post Code: 47301	KIBAO Veronica Luvanda House Mgeluka Road, P.O.Box 415, Mufindi, Iringa Tel: +255262702757 Post Code: 51407	KILOSA NSSF Kilosa Posta Bomani Road, P.O.Box 141, Morogoro Tel: 0800114029 Post Code: 67401
MANYONI Manyoni District Commissioner Office Ikulu Road, P.O.Box 157, Singida Tel: +255263540022 Post Code: 43401	MBINGA NSSF Plot 1 DC Road, P.O.Box 390, Ruvuma Tel: +255252640270	MISENYI Mdhibiti Ubora wa Elimu Building Uganda Road, P.O.Box 18, Kyaka-Misenyi, Kagera Tel: +255282220703 Post Code: 35314
CHUNYA District Commissioner Office Chunya Road, Makongolosi, Mbeya Post Code:53881	PANGANI Pangani District Commissioner Office DC Road, P.O.Box 901, Tanga Tel: +255272644677 Post Code: 21381	ROMBO Tanzania Posts Corporation Bomani Street, P.O.Box 824, Kilimanjaro Tel: +255272756870 Post Code: 25700
SAME Enea Bariki Mnyone Building Kisima Road, P.O.Box 237, Kilimanjaro Tel: +255272758030 Post Code: 25603	TPC-MOSHI Tanzania Plantation Corporation Langasani Road, P.O.Box 824, Moshi Rural, Kilimanjaro Tel: +255272755190 Post Code: 25210	TUNDURU Tunduru District Council, Kalanje Street, P.O.Box 292, Ruvuma Tel: +255252820414