



We Build Your Future

# CUSTOMER SERVICE CHARTER



Boresha Maisha Yako  
**NSSF KWANZA**  
Jiunge Nasi.

## FOREWORD

Dear esteemed Customers,

It's a pleasure to present our Customer Service Charter, showing our commitment to offer high quality services to our customers within the context of the Fund's vision and mission.

This Charter intends to outline our obligations to our customers and the standard of services that should be expected from the Fund. It also shows how we value your suggestions and complaints by introducing our Toll free Line 08 00 756 773

We promise our customers that we are dedicated to meet and exceed your social security needs. Moreover, this Charter will be a living document to help maintain the good relationship between the Fund and its customers and sets out a benchmark against which our promise and customers' experience can be measured.

Your feedback will enable us to continually improve our service delivery.

Prof. Godius Kahyarara  
Director General



## OBJECTIVES OF THE CHARTER

The purpose of this Charter is to:-

- a) Communicate to our customers the service standards we have set as well as declare our total commitment to better service delivery.
- b) Empower our customers to demand timely and quality services at all service Centers.
- c) Raise awareness about accessibility and quality of services provided by the Fund.
- d) Help Members and other Stakeholders know and understand better how the services of the Fund are delivered and how to contact the Fund to solve emerging concerns.
- e) Help Customers know their rights and responsibilities towards the Fund and also provide an opportunity for the Customers to offer suggestions on how to improve our services.

This Customer Service Charter is for information purposes only and is not intended to, and does not create any legally binding rights or obligations.

### OUR VISION

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The Fund envisions becoming a Leading provider of Social Security Services in Africa by 2020.

### OUR MISSION

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The Fund is committed to meet members' evolving social security needs using competent, innovative motivated staff and state of the art technology.



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## OUR CORE VALUES

### **Integrity**

We ensure that we carry out our duties with honesty and accountability for compliance with laws, regulations, procedures and existing guidelines.

### **Innovativeness**

We ensure the Fund uses new techniques every time to improve delivery of services to the client.

### **Accountability**

We believe and accept personal accountability for our actions, success and failures.

### **Teamwork**

We ensure all employees are working together to provide services to the client regardless of the time and the department they are in.

### **Transparency**

We ensure that we provide services to customers based on transparency and that each customer will find the information needed in time.

## OUR OBLIGATIONS TO CUSTOMERS

- a) We are committed to providing services that meet members' specified legal requirements.
- b) We are dedicated to setting and achieving quality standards that ensure that the specified requirements and reasonable expectations of our members are met and exceeded.
- c) We assure to provide prompt, effective, fair, and convenient services based on the agreed Values and Principles.
- d) We are committed to provide the appropriate information required by the customer on time.
- e) We are dedicated to provide services based on transparent and easy understandable language in communications between us and the Customer.
- f) We are devoted to issue receipts for all contributions and other payments.



## CUSTOMER'S OBLIGATIONS TO THE FUND

- a) Ensure that you are registered with the Fund and obtain a membership card.
- b) Make sure you have a monthly subscription deducted from your salary without missing and give advance notice when you saw no deductions.
- c) Track your contributions instantly by visiting the nearest NSSF Office/NSSF website.
- d) Provide accurate information to the Fund when required.
- e) Show respect, dignity and discipline to NSSF employees when being served.

## EMPLOYER'S OBLIGATIONS TO THE FUND

- a) Ensure you are registered with NSSF.
- b) Ensure you register all of your employees with the Fund.
- c) Ensure you remit deductions of monthly contributions from employees' salaries along with their respective breakdowns within one month from the month of payment of salaries.
- d) Make sure you present the details of members whose contributions payments were made through banks (TISS).
- e) Make sure you get an official receipt for all payments you make to the Fund.
- f) Inform the Fund about all employees who are about to retire at least one month before the date of retirement.



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## OUR WORKING HOURS

- a) Our offices are open from  
08:00 AM to 05:00 PM,  
Monday - Friday.
- b) Our Call Centre is open from  
08:30AM to 05:00 PM  
Monday – Friday.
- c) Claim lodging services open from  
08:30AM to 05:00PM  
Monday – Friday.

We observe all National and public holidays and any other as may be declared by the Government of the United Republic of Tanzania except Nyerere Bridge Services which is operating 24/7.



## OUR SERVICE STANDARDS

OUR SERVICES	MEASURES OF EFFECTIVENESS
<b>REGISTRATION</b>	<ul style="list-style-type: none"> <li>• Employer shall be issued with certificate of registration within one (1) day after registration.</li> <li>• Employee shall be issued with membership card within one (1) day after receiving a dully filled registration form.</li> </ul>
<b>CONTRIBUTION COLLECTION</b>	<ul style="list-style-type: none"> <li>• Registered employer shall be visited at least twice a year.</li> <li>• We shall update members' accounts within one (1) day upon receipt of the contributions payment and details of members whose contributions payments were made through banks (TISS).</li> <li>• Members shall be issued with contribution statement on request; they can also view contributions statement through NSSF website or SMS to 15747 "NSSF MOBILE TAARIFA".</li> </ul>
<b>BENEFITS</b>	<ul style="list-style-type: none"> <li>• Pensioners shall be issued with Pensioner's Coupon within thirty (30) days from the date of receiving the first pension instalment.</li> <li>• Pensioners shall be paid initial monthly pension within thirty days after payment of Commuted Pension Gratuity.</li> <li>• Monthly pension and Survivors Benefit payments shall be paid to the respective pensioner's Postal Giro by 25th day of each month.</li> <li>• All benefit claims shall be paid accurately within fourteen (14) days from the date of receipt of a dully filled claim form.</li> <li>• Member's benefits shall be reviewed periodically in line with Actuarial results of the Fund and as per provision of the law.</li> </ul>



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<b>OUR SERVICES</b>	<b>MEASURES OF EFFECTIVENESS</b>
<b>INVESTMENTS</b>	<ul style="list-style-type: none"><li>• The Fund shall be obliged to terms and conditions of Lease and Loan Agreements entered with customers.</li><li>• We shall process hire purchase application within thirty (30) days after receipt of complete and accurate documentation.</li><li>• We will provide loans to members within a month after receipt and validation of the dully filled application form.</li></ul>
<b>AWARENESS EDUCATION</b>	<ul style="list-style-type: none"><li>• Awareness through education seminars continuously using member's conference, booklets, leaflets, brochures, posters, personal addresses, SMS, e-mail, letters, banners, website and various media programs.</li><li>• Information shall be provided through NSSF website and advertisements through media.</li><li>• The Fund shall provide accurate and reliable access to the Fund's information and operations.</li></ul>
<b>PROCUREMENT</b>	<ul style="list-style-type: none"><li>• All tendering information shall be guided by Public Procurement Act, 2011 and its Regulations, 2013.</li><li>• The Fund shall enter into service agreement with suppliers within thirty (30) days from date of tender award.</li><li>• All matters relates to business dealings shall be dealt with high degree of confidentiality.</li><li>• We shall execute its obligations as stipulated in the Legal Service Agreement entered within and after the period covered.</li><li>• We shall provide Local Purchase Order (LPO) within fourteen (14) days from receipt of the profoma invoice that meets the requirements of the Fund.</li><li>• Service providers and other vendors shall be paid within five (5) days upon submission of certification of service rendered and tax invoice.</li><li>• We shall abide to the requirements of the Public procurement Act in order to ensure fair and impartial treatment to all bidders interested to do business with the Fund.</li></ul>





OUR SERVICES	MEASURES OF EFFECTIVENESS
<b>CUSTOMER SERVICE</b>	<ul style="list-style-type: none"> <li>• We shall treat all suppliers/service providers with dignity and courtesy.</li> <li>• Customers crossing the Nyerere Bridge shall wait not more than five (5) minutes.</li> <li>• We shall serve our customers on a 'first come first serve' basis.</li> <li>• Front office service turnaround time shall not be more than thirty (30) minutes.</li> <li>• We shall acknowledge customer complaints within two (2) working days.</li> <li>• We shall resolve customer complaints within five (5) working days depending on the complexity of the complaints.</li> <li>• We aim to resolve or respond to enquiries within the same visit where no follow up is required, where follow up is required we will endeavor to reply within five (5) working days.</li> <li>• Where more time is required or for complex enquiries we will keep you updated on the progress.</li> </ul>
<b>STAKEHOLDERS COMMUNICATION</b>	<ul style="list-style-type: none"> <li>• We commit to respond to all letters addressed to us by all stakeholders within seven (7) working days.</li> <li>• We shall respond to all e-mails within one (1) working day from the time of receipt.</li> <li>• We shall respond to all requests and queries received through SMS within one (1) hour, Facebook and Twitter within six (6) hours.</li> <li>• We 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.</li> </ul>



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OUR SERVICES	MEASURES OF EFFECTIVENESS
CUSTOMER FEEDBACK	<ul style="list-style-type: none"><li>• Feedback is valuable to the Fund because it enables us to continuously improve our services to our members. If you have a query, compliment or suggestion, please let us know by communicating either by telephone, letter, e-mail, complaints forms to the addresses provided in this Charter.</li><li>• Other tools to generate feedback include:-<ul style="list-style-type: none"><li>- <b>Suggestion Box</b> We shall place a visible and accessible suggestion box at each of our Offices.</li><li>- <b>Customer Satisfaction Survey</b> We shall conduct a customer satisfaction survey every quarter.</li><li>- <b>Annual Stakeholders Conference</b> We shall conduct Stakeholders conference at least once a year.</li></ul></li></ul>



## HELP US SERVE YOU BETTER

NSSF is committed to satisfy our customers, we welcome your feedback on our performance. Help us maintain and improve the standards of our services by:-

- a) Not offering our staff bribes or any financial inducements.
- 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) Letting 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.



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## **ADDITIONAL AVENUES OF RESOLVING COMPLAINTS**

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

### **1. Director General**

Social Security Regulatory Authority – SSRA

Alpha Building Second and Third Floor Plot no 25, Bagamoyo Road

P. O. Box 31846, Dar es Salaam, Tanzania

Tel: +255222926182, +255222926183, +255222761689

Fax: +255222926181

Email: [info@ssra.go.tz](mailto:info@ssra.go.tz)

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

### **2. Prime Minister’s Office, Policy, Paliamentary Affairs Labour, Youth Employment and Disabled.**

Mwalimu Nyerere Pension Tower, Bibi Titi Mohamed Road

P. O. Box 1422, Dar es salaam, Tanzania

Tel: +255222121928

Fax: +255222324218

### **3. Chief Executive Officer**

Public Procurement Regulatory Authority

PPF Tower, 8th floor, Ohio Street/Garden Avenue

P. O. Box 49, Dar es salaam, Tanzania

Tel: +255222121236

Fax: +255222121238



## OUR CONTACTS

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

### ARUSHA OFFICE

P. O. Box 1140  
Old Moshi Road  
Tel: +255272520136  
Fax: +255272520138

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### ILALA OFFICE

Mafao House, Uhuru Road  
P. O. Box 9504  
Tel: +255222129392/3  
Fax: +255 22 2129397

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### CUSTOMER SERVICE CENTRE

Benjamin William Mkapa Pension  
Towers, 15th floor  
Dar es salaam, Tanzania  
Toll free: 0800756773

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### IRINGA OFFICE

Akiba House, 1st Floor Miyomboni  
Street  
P. O. Box 415  
Tel: +255262702757  
Fax: +255262702235

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### DODOMA OFFICE

P. O. Box 954  
Askari Road  
Tel: +255262323345  
Fax: +255262322370

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### KAGERA OFFICE

NSSF Commercial Complex,  
Jamuhuri Road  
P. O. Box 18  
Tel: +255282220703  
Fax: +25528222067

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### GEITA OFFICE

NSSF Building, Bomani Road  
P. O. Box 1  
Tel: +255282520066  
Fax: +255282520179

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### KAHAMA OFFICE

Boma Road  
P. O. Box 70  
Tel: +255282770550  
Fax: +2552850280

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### GOVERNMENT DEPARTMENTS AND EMBASSIES

NSSF Waterfront House  
P. O. Box 8806  
Tel: +255222116069  
Fax: +255222116068

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### **KIGOMA OFFICE**

Mafao House  
P. O. Box 170  
Tel: +255282802847  
Fax: +255282803792

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### **KILIMANJARO OFFICE**

Kilimanjaro Commercial Complex  
P. O. Box 824  
Tel: +255272755190  
Fax: +255272750692

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### **KINONDONI OFFICE**

Ubungo Plaza, Ubungo  
P. O. Box 9311  
Tel: +255222701005  
Fax: +255222700634

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### **LINDI OFFICE**

P. O. Box 147  
Tel: +255232202131  
Fax: +255232202293

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### **MANYARA OFFICE**

Boma Road, Babati  
P. O. Box 142  
Tel: +255272530389  
Fax: +255282531049

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### **MARA OFFICE**

Boma Road, Musoma  
P. O. Box 248  
Tel: +255282622109  
Fax: +255282620288

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### **MBEYA OFFICE**

NSSF Building, Karume Street  
P. O. Box 787  
Tel: +255252503514  
Fax: +255252503360

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### **MOROGORO OFFICE**

Mafao House  
P. O. Box 147  
Tel: +255232614446  
Fax: +255232614601

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### **MTWARA OFFICE**

TANU Road  
P. O. Box 100  
Tel: +255232333369  
Fax: +255232333843

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### **MWANZA OFFICE**

Mafao House  
P. O. Box 1440  
Tel: +255282505028  
Fax: +255282505029

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### **NJOMBE OFFICE**

Songea Road  
P. O. Box 102  
Tel: +255262782122  
Fax: +255262782266

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### **PWANI OFFICE**

Kibaha, Maili Moja  
P. O. Box 30105  
Tel: +255232402252  
Fax: +255232402812

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### **RUKWA OFFICE**

Sumbawanga  
P. O. Box 65  
Tel: +255252802013  
Fax: +255252802722

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### **RUVUMA OFFICE**

Akiba House  
P. O. Box 140  
Tel: +255262602038  
Fax: +255262602465

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### **SHINYANGA OFFICE**

Mboya Street  
P. O. Box 157  
Tel: +255282762258  
Fax: +255282763989

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### **SINGIDA OFFICE**

P. O. Box 128  
Tel: +255262502151  
Fax: +255262502152

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### **TABORA OFFICE**

P. O. Box 78  
Tel: +2552604026  
Fax: +2552604171

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### **TANGA OFFICE**

Euckenford Avenue  
P. O. Box 901  
Tel: +255272644677  
Fax: +255272647339

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### **TEMEKE OFFICE**

Mafao House  
P. O. Box 45829  
Tel: +255 28 65769/71  
Fax: +255 2865772

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## DISTRICTS OFFICES

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	Maswa	179	+255282750380
10	Nzega	332	+255262692144
11	Tukuyu	266	+255252552072





**SUBSTATION OFFICES**

S/N	Substation	P. O. Box	Phone Number
1	Amani	901	+255272644677
2	Biharamulo	139	+255282223540
3	Hai	91	+255272756699
4	Kakola	70	+255732981203
5	Kasulu	161	+255282810461
6	Kibaoni	415	+255262702757
7	Kigamboni	45829	+255 28 65769/71
8	Kilosa	141	+255232623019
9	Manyoni	157	+255263540022
10	Mbezi	9311	+255222618357
11	Mbinga	390	+255252640270
12	Mbozi	264	+255252580340
13	Misenyi	18	+255282220703
14	Mpanda	214	+255252820346
15	Mtibwa	147	+255232614446
16	Pangani	901	+255272644677
17	Rombo	824	+255272756870
18	Same	237	+255272758030
19	Tarime	84	+255282696002
20	TPC Moshi	824	+255272755190
21	Tunduru	292	+255252820414
22	Usa-River	667	+255272541096

