

PUBLIC SERVICE SOCIAL SECURITY FUND



CUSTOMER SERVICE CHARTER

NOVEMBER, 2024

TABLE OF CONTENTS

PAGE NO.

Statement By The Director General Of Psssf	ii
1.0 OBJECTIVES OF THE CHARTER.....	1
2.0 GOOD CORPORATE GOVERNANCE	1
3.0 OUR VISION, MISSION AND CORE VALUES	1
3.1 Our Vision.....	1
3.2 Our Mission	1
3.3 Our Core Values	1
4.0 OUR CUSTOMERS	2
5.0 OUR CORE FUNCTIONS	2
6.0 BENEFITS OFFERED	2
7.0 OUR SERVICES AND STANDARDS	3
8.0 CUSTOMERS RIGHTS.....	5
9.0 CUSTOMER GENERAL OBLIGATION.....	5
10.0 MEMBERS SPECIFIC OBLIGATION.....	5
11.0 EMPLOYERS OBLIGATIONS	6
12.0 SUPPLIER OBLIGATION	6
13.0 FEEDBACK.....	7
14.0 OUR WORKING HOURS.....	7
15.0 OUR SERVICE HOURS	7
16.0 CORRESPONDENCE.....	7
17.0 CONCLUSION	7
18.0 POLICY APPROVAL.....	10

STATEMENT BY THE DIRECTOR GENERAL OF PSSSF

Dear Valued Customer,

With great pleasure, I present the Customer Service Charter of the Public Service Social Security Fund (PSSSF), the Charter which affirms our strong commitment to provide the highest quality services to our customers while fulfilling our obligation to Customer focus, integrity, professionalism, transparency, compliance and Team work as customers access our services at their convenience.

It is our earnest desire and genuine intention to provide to each of our customer a personalized attention that will leave a remarkable and memorable experience at every encounter. Through this charter, by which we will remain directly accountable and a benchmark of our service standards as established against our promises in line with the PSSSF Act, Regulations and other laws of our land.

We are dedicated to exceed our customers' expectations and always look forward to serving you.



Abdul-Razaq I. Badru
DIRECTOR GENERAL

1.0 OBJECTIVES OF THE CHARTER

- To communicate with our customers on our services and the standards that we have set in service delivery,
- To declare our commitments to offer better services to our customers,
- To provide mechanism for customers to claim their rights and provide feedback to the delivered service.

2.0 GOOD CORPORATE GOVERNANCE

The Board of Trustees has a tripartite representation from employees, employers and the Government. The functions of the Board of Trustees are defined in the PSSSF Act and are effectively discharged. The Board is fully committed to the principles of Customer focus, integrity, professionalism, transparency, compliance and Team work.

3.0 OUR VISION, MISSION AND CORE VALUES

3.1 Our Vision

To be an outstanding provider of social security services in Tanzania

3.2 Our Mission

To provide high quality social security services using competent, motivated staff and appropriate technology.

3.3 Our Core Values

Core values establish beliefs and principles that guide employees to perform their work that aim at achieving vision of the Fund. In that context, employees of the Fund should be guided by the following core values:

- **Customer focus:** We value and respect our customer by providing accurate and timely services.
- **Professionalism:** We have workforce that is highly valued in specialized knowledge, skills, attitude and accountability.
- **Integrity:** We are honest, ethical, trustworthy and consistent in our words and actions.
- **Team work:** We achieve the best for our customers through effective teamwork.
- **Transparency:** Ensure availability of full information required for collaboration, corporation and collective decision making.
- **Compliance:** To ensure that we comply with rules, law, regulations and Act set by Regulators and other relevant authorities

4.0 OUR CUSTOMERS

Our customers include:

- (i) Government (Central Government, Local Government, Agencies and Parastatals);
- (ii) Regulators and other Authorities (BOT, PPRA, TR, EGa, TRA, OSHA, TCRA, NBAA, CAG;
- (iii) Employers (Public and Private);
- (iv) Trade Unions;
- (v) Members (contributing members, pensioners);
- (vi) Prospective Members;
- (vii) Service providers (suppliers, contractors, media houses, social media);
- (viii) Affiliates & Partners (Banks, investors and other financial institutions);
- (ix) PSSSF Staff.

5.0 OUR CORE FUNCTIONS

Our core functions include; Employers and member's registration, collection of contributions, investments and benefit payments.

6.0 BENEFITS OFFERED

- (i) Retirement benefit
- (ii) Survivors benefit
- (iii) Invalidity benefit
- (iv) Maternity benefit
- (v) Unemployment benefit
- (vi) Sickness benefit
- (vii) Death gratuity

7.0 OUR SERVICES AND STANDARDS

We shall provide to our customers all services stipulated in the PSSSF Act which are:

- (i) Registration of members and employers
- (ii) Collecting contributions from employers
- (iii) Payment of Benefits itemized in the Fund's Act
- (iv) Preparation and payments of pensions
- (v) Verifying pensioners
- (vi) Timely and accurately attending to customer queries and complaints
- (vii) Collecting feedback
- (viii) To facilitate provision of Home Mortgage Financing to members.

In addition, we shall always strive to deliver service standards that go hand in hand with the objective of ensuring that the Fund is able to meet and manage customers' expectations by observing the following:

S/NO	SERVICE	STANDARDS
1.	Registration of new member	Within thirty days (30) from the date of employment.
2.	Collection of Members contributions	Within one month from the due date of the salary.
3.	Posting of contributions into members account	Within one month from receipt date
4.	To provide Member and employer contribution statement	Immediately upon request from member or employer
5.	To receive different Claims: <ul style="list-style-type: none">• Retirement claims• Maternity claims• Education claims• Other claims	<ul style="list-style-type: none">• Within six months before the date of retirement• Within three months after deliver or still birth• Within the particular year of studies• Upon submission
6.	Payment of Old Age Benefits	Fully intimated claim will be paid within sixty days.
7.	To communicate incomplete claim	Incomplete claim shall not be received. If wrongly received,

S/NO	SERVICE	STANDARDS
		incomplete claim will be communicated within 5 working days.
8.	Payment of monthly Pensions	Not later than 25 th day of each month.
9.	Physical verification of Pensioners	Pensioners will be verified once in a year subject to retirement date and last verification date.
10.	To provide Pensioner's statement	Immediately upon request.
11.	To attend walk in customers	Within 10 minutes upon arrival
12.	Respond to written correspondences	Within 14 working days
13.	To respond to SMS enquiries	Within 1 hour
14.	To respond to email enquires	Within 24 hours
15.	To respond to social media issues	Within 1 hour
16.	To respond calls through Call Centre	Automatic through Interactive Voice Response System
17.	Service Costs to members	Free of charge. Rewards shall not be accepted.
18.	To pay Service providers and other vendors upon submission of certification of service rendered and tax invoice.	Within 14 days
19.	To issue invoice for rent to Tenants.	Before 1 st date of the billing month
20.	To issue receipts for Rent and service charge collection.	Immediately
21.	To dispatch the signed lease agreement to tenants for custody of his/her copy	Within 7 days

- Our Call Centre Interactive Voice Response will automatically receive customer's call explaining about different services and products and when an agent is reached, the customer will be greeted by warm greeting while mentioning the name of attendant and listening carefully while attempting to solve customers' query.
- Our services are provided free of charge therefore we shall not request or accept any reward to influence our behaviour or to extend favourable treatment.
- The Fund shall oblige to terms and conditions of lease agreement entered with tenants.
- All tendering information shall be guided by Public Procurement Act.

8.0 CUSTOMERS RIGHTS

- (i) To be heard
- (ii) To be provided with service they deserve
- (iii) To comment or compliment on the quality of service
- (iv) To lodge complaints and appeals if dissatisfied with the service rendered
- (v) To be given feedback
- (vi) To protect privacy of personal information

9.0 CUSTOMER GENERAL OBLIGATION

- (i) Treat staff with courtesy and respect
- (ii) Not to influence and offer gift, favours or anything to our staff amounting to corruption.
- (iii) Be honest and precise when dealing with us to serve you better.
- (iv) Provide feedback
- (v) To abide by laws, regulations and orders related to services required
- (vi) To provide accurate and timely information to facilitate proper provision of services.

10.0 MEMBERS SPECIFIC OBLIGATION

- (i) Update membership details whenever there is a change;
- (ii) Report in confidence to the nearest PSSSF office in case your employer fails to either register members or to remit contributions;
- (iii) To inform the Fund for membership continuity when you change employment;
- (iv) Register with the Fund immediately after securing employment;
- (v) Obtain your contribution statement to confirm your contribution status;
- (vi) If no deduction in the salary slip report immediately to the nearest PSSSF office;
- (vii) Once promoted but deductions are not adjusted to the new salary report immediately to the nearest PSSSF office;
- (viii) Ensure you have been physically verified as a pensioner once per year;

- (ix) Ensure your claim has been submitted within six months before retirement; and
- (x) Ensure you submit claim timely and complete.

11.0 EMPLOYERS OBLIGATIONS

- (i) To immediately register all employed staff to the Fund and initiate contributions deduction within the same month of employment;
- (ii) To submit to the Fund employees' correct particulars;
- (iii) To ensure that promotion of staff is reflected in the respective salary and contributions deduction is effected in the same month of promotion;
- (iv) To submit employees' monthly contributions schedules, preferably electronically;
- (v) To submit employee's claim on time;
- (vi) To ensure all unpaid contributions are cleared before submission of benefit claim of a member;
- (vii) To remit members' contributions to the Fund within a month after the end of the month to which they relate; and
- (viii) To update employees' / Employer particulars with the Fund whenever changes occur e.g. employee change of names, movement of employees from one branch to another, movement of employees from one employer to another etc.

12.0 SUPPLIER OBLIGATION

- (i) To give quality service in all business dealings with the Fund;
- (ii) To oblige to the terms and conditions entered with the Fund;
- (iii) To provide value for money on goods/services;
- (iv) To timely submit goods, service and documents required; and
- (v) To abide to various legal requirements of the agreement / contract as stipulated in various Laws of United Republic Tanzania before and after enter into business dealing with the Fund.

13.0 FEEDBACK

We pledge to continually improve our services. We therefore welcome your comments through email, telephone, letters, face to face and suggestion box. We will periodically conduct customer service surveys in which you are encouraged to participate.

14.0 OUR WORKING HOURS

Our offices are open from 8am to 5pm Monday to Friday each week. We nevertheless close during public holidays and on weekends.

15.0 OUR SERVICE HOURS

Our Offices are open for attending walk in customers from 8.30 am to 3.30 pm Monday to Friday each week. We nevertheless, close during Public Holidays and on Weekends. Our Call Centre is open from 8.30 am to 8.00 pm. The Unit remains closed during Public Holidays and on Weekends.

16.0 CORRESPONDENCE

All correspondences to the Fund are addressed to the Director General. In the circumstance, a customer has a specific issue with a respective regional office, the customer is at liberty to directly communicate to that regional office. Each time you write to us, please quote your membership number/ check number/ pensioner number and state clearly your problem.

17.0 CONCLUSION

We pledge to continually improve our services. We therefore, welcome your comments through email, telephone, letter, suggestion box. We will periodically conduct customer service surveys in which you are encouraged to participate.

OUR CONTACTS

PSSSF ILALA
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Iringa
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PSSSF SINGIDA

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Complex
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PSSSF SONGWE

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18.0 POLICY APPROVAL

DESIGNATION	SIGNATURE	DATE
Eng. Musa I. Iyombe CHAIRPERSON OF THE BOARD OF TRUSTEES		08/11/2024
Mr. Abdul-Razaq I. Badru DIRECTOR GENERAL		08/11/2024

Created Year: 2020

Revised Year: 2022

Revised Year: 2024