

CUSTOMER SERVICE CHARTER

Purpose

This Customer Service Charter sets out our commitment and the standards of service we aim to provide and how you can give feedback on the quality of our service. In order to fulfil its obligations as promised in this Charter, NSSA needs your cooperation and support.

Who we are

Established in terms of the NSSA Act of 1989, Chapter 17:04, NSSA is the statutory corporate body tasked by the Government to provide social security.

Our Commitment

- Prompt responses and feedback, consistent and timely communication.
- Quality information.
- Superior customer experience always.

Our Minimum Service Standards shall be to:

- Deliver services with courtesy, respect and empathy.
- Pay short term benefits (Retirement Grants, Medicals, Periodical Payments and Lump Sum Payments) within 10 working days of receipt of complete and correct documents.
- Pay funeral grants within 45 minutes of submission of claim.
- Pay long term benefits (Retirement Pension, Invalidity Pension, Survivor's Pension, Workers Pension, Widow/Widower's Pension, Dependents' Allowance, Children's Allowance and Constant Attendant's Allowance) within 21 working days of receipt of complete and correct documents.
- Pay pensions by the scheduled pay date. The pensions pay dates calendar shall be available in all NSSA front offices and website, www.nssa.org.zw.
- Receipt all payments within 15 minutes of arrival provided that all the required information is available.
- Register a business and its employees within three days of receiving complete and accurate information.
- Maintain accurate data and protect confidentiality of personal information.
- Inform the customer what will happen next, and by when and keep him/her updated of progress.
- Acknowledge written requests within 24 hours and attend to the enquiries or queries within five working days of receipt.
- Answer the telephone within five rings.
- Attend to enquiries within 20 minutes of arrival.
- Provide Occupational Safety and Health services to industrial clients as and when required.

You can help us deliver our service by:

- Complying with laws that govern our operations.
- Being polite and considerate to our staff and other customers.
- Making all payments on or before due date.
- Providing us with honest, accurate and complete information.
- Advising us if there is any change in the following details:
 - Customer name
 - Marital status
 - Trading status
 - Physical and postal address
 - Telephone number
 - Bank account details
 - E-mail address
 - Any other changes in circumstances
- Having your Social Security Registration/Claim/Pension number ready whenever you contact NSSA.
- Reporting accidents and any unsafe processes as soon as possible.

If you do not get a satisfactory service, it is your right to seek assistance from the regional manager, public relations department or any manager on duty.

We encourage courteous conduct towards other customers, our staff and our property.

Review of the Customer Service Charter

NSSA is continuously seeking to improve services and welcomes customer comments.

- We shall take all your suggestions, complaints and advice seriously.
- We undertake to review our Customer Service Charter on an on-going basis and ensure it is consistent with our Strategic Plan and community needs.

#NSSAHeroes!

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nssa
A Lifelong promise