

THE UNITED REPUBLIC OF TANZANIA



CLIENT SERVICE CHARTER (CSC)

JULY 2020

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Statement of the Director General

On behalf of the Fund, I am pleased to present the WCF Client Service Charter which outlines the Fund's commitment to delivering the highest service standards at all times and each service delivery point. Our commitment is reinforced by our vision of being a role model for workers' compensation services in Africa. Through this Charter, we intend to make known to our clients who we are; how we operate; how we relate to them; what they should expect from us; and how they can contact us for feedback.

We intend to use this Charter as a tool for continuously improving service delivery to our clients. I appeal to our clients to objectively read through this Charter, understand it and maintain a two-way interactive dialogue with the Fund to assist us in providing customer-friendly services.

Masha J. Mshomba
DIRECTOR GENERAL

1.0 Introduction

The Workers Compensation Fund was established in accordance with Section 5 of the Workers Compensation Act [CAP. 263]. The main objective of the Fund is to provide for adequate and equitable compensation to employees who suffer injuries as a result of occupational accidents or diseases and in case of death, to their dependents. In realizing this objective, the Fund has been mandated, among other things, to register all employers in Tanzania Mainland, collect contributions from employers, invest surplus funds and promote the prevention of occupational accidents and diseases.

The Fund realizes that payment of compensation alone is not sufficient unless it is paid on time and beneficiaries are provided with sufficient and reliable information. To achieve this, the Client Service Charter has been crafted to portray the Fund's commitments to deliver quality services to its beneficiaries and other stakeholders. The successful implementation of the Charter will place the Fund on the right path towards the realization of its vision.

2.0 Vision

"A Role Model for Workers Compensation Services in Africa".

3.0 Mission

"To Mitigate Social and Economic Impact of Occupational injuries to Employees, their Families and Employers through the Provision of Adequate, Equitable and Reliable Compensation Benefits".

4.0 Core Values

We provide our service to clients, stakeholders, and the public, in general, basing on the following core values:

- a) **Integrity:** We will always be ethical and trustworthy, maintaining good governance practices and not misrepresenting or withholding information to which our clients are entitled.
- b) **Teamwork:** We expect our staff to be team players. We believe in teamwork to harness multiple skills and experiences to accomplish key work objectives and promote cooperative behaviour among staff.
- c) **Accountability:** We take responsibility and ownership of all that we do at corporate and individual employee levels and respond appropriately to customer's concerns.
- d) **Excellence:** We create requisite structures, employ appropriate management styles and invest heavily in the training and development of our staff to enable them to attain desired levels of professionalism necessary for achieving excellence in their jobs.
- e) **Empathy:** We will treat all our clients with compassion while maintaining high moral standards and professionalism.

5.0 Purpose of the Charter

The Charter sets out the commitment that the Fund is making to its clients with regard to availability and the expected quality of service. In addition, the Charter will help clients to know their rights, responsibilities, and various platforms available to them to submit complaints, compliments, suggestions, and inquiries to the Fund.

6.0 Our Services

This Charter provides the committed standard for all the services delivered by the Fund. These services include:

- (a) Facilitation of employers' compliance with respect to registration and submission of contributions and annual returns.
- (b) Facilitation of assessment of risk exposure at workplaces.
- (c) Payment of compensation to eligible beneficiaries.

- (d) Promotion of prevention of occupational accidents, diseases, and deaths.
- (e) Provision of public education and awareness programs.

7.0 Our Benefits

The Fund provides the following benefits to its Clients:

- a) Medical Aid.
- b) Compensation for Temporary Disablement.
- c) Compensation for Permanent Disablement.
- d) Constant Attendant Care Grant.
- e) Rehabilitation Services.
- f) Funeral Grant.
- g) Compensation to dependents of the deceased employee.

8.0 Our Clients

Our clients are the cornerstone of the Fund's existence. They include:

- a) All employers in the formal sector in Mainland Tanzania;
- b) All employees working in the formal sector in Mainland Tanzania;
- c) Health Care/Service Providers;
- d) Other stakeholders.

9.0 Our Promise

We shall provide our services with integrity, confidentiality and take responsibility and ownership of all that we do at corporate and individual employee levels while responding appropriately to customer's concerns. Besides, we shall ensure that we treat all our clients with compassion and maintaining high moral standards and professionalism while providing services at customer's expectation and we shall admit to and own any mistake we make.

The Fund promises to deliver services in compliance with this Charter and while adhering to the laws, regulations, pronouncements, international standards, and other directives issued by relevant Authorities.

10.0 Time Standards for Service Delivery

The Fund is promising to have a quick response to every client's need. The standard time for service delivery is as shown at Table 1.

Table 1: Time Standards for Service Delivery Matrix

Service Offered	Time Frame
1. Compensation	
(a) Confirmation of membership status for Medical aid provision after receiving a complete request	30 minutes
(b) Approval for medical aid services requiring prior-approval after receiving a complete request	1 hour
(c) Payment of Temporary Total Disablement after receiving eligible claim application with complete documentation.	30 working days
(d) Payment of Temporary Partial disablement after receiving eligible claim application with complete documentation.	30 working days
(e) Payment of lump sum to the injured employee after receiving eligible claim application with complete documentation.	30 working days
(f) Payment of funeral grant after receiving eligible claim application with complete documentation.	30 working days
(g) Payment of monthly pension	End of every month
(h) Payment of medical bill after receiving a bill with complete documentation	30 working days
(i) Inquiry of missing information for a claim submitted after receiving claim application	8 working hours
	Online Submission:

Service Offered	Time Frame
(j) Acknowledgment of notification after receipt	3 hours Online Submission: 3 working days
(k) Invitation to attend compensation decision or award review hearing, after receiving a complete application	5 working days
(l) Communicating compensation decision or award review decision after receiving a complete application	30 calendar days
(m) Inquiry of documents required for review of compensation award/decision after receiving application	5 working days
2. Employer's Registration	
(a) Issuance of registration certificate after submission of duly filled forms	Online Submission: 1 hour
	Manual Submission: 3 working days
(b) Verification of registration	1 hour
(c) Change of employer's particulars after receiving a change request	Online Submission: 1 hour
	Manual Submission: 3 working days
(d) Issuance of provisional de-registration approval letter after receiving a complete request	Temporary: 3 working days
	Permanent: 4 working days
3. Employer's Contribution Payments	
(a) Issuance of control number after completing self-assessment	3 minutes
(b) Issuance of contribution payment receipt after receiving money in Fund's account	3 minutes
(c) Refund of erroneous remitted contributions to the employer after submitting a complete request	20 working days

Service Offered	Time Frame
(d) Approval of installment payment of arrears after submitting a complete request	2 working days
(e) Confirmation of WCF compliance status to a compliant employer	1 working days
(f) Acknowledgment of returns of annual earning receipt after online submission	3 minutes
(g) Updating of employers' and employees' contributions statement after receiving money in Fund's account	3 minutes
(h) Communicating compliance status to the employer after completion of the inspection.	14 working days
4. System	
Percentage Availability of Self-service portals	At least 95%
5. Handling Inquiries and Complaints	
(a) Responding to incoming business calls during working hours	3 times rings
(b) Return to unattended call	8 working hours
(c) Attending a walk-in customer from the time of arrival	30 minutes
(d) Acknowledgment of receiving an email to any email address with @wcf.go.tz	8 working hours
(e) Acknowledgment of clients' inquiry received through SMS	2 working hours
(f) Responding to clients' inquiry received through SMS	8 working hours
(g) Acknowledgment of inquiry from media house	2 working hours
(h) Responding to an inquiry from the media house	8 working hours
(i) Responding to customer inquiry letter from date of receiving	5 working days
(j) Communicate complaint resolution from the date of receiving	Minor Complaint: 14 working days

Service Offered	Time Frame
	Major Complaint: 21 working days
6. Other Services	
(a) Acknowledgment of investment application letter after receiving client's letter	3 working days
(b) Communicating occupational injury prevention activity findings and recommendations from the date of completion of the activity	14 working days

11.0 Customer Rights and Responsibilities

Despite the role played by the Fund on ensuring Clients are enjoying the services provided, the clients are duty-bound in fulfilling some responsibilities to enjoy their rights.

11.1 Employers

- (a) Register with the Fund within 30 days from the date of recruiting the first employee.
- (b) Remit contribution of the month not later than the end of the following month.
- (c) Submit returns of annual earnings before the end of March each year.
- (d) Notify the Fund timely on the occurrence of occupational accidents, diseases, or deaths.
- (e) Submission of all documents related to compensation claims.
- (f) Cooperate with the Fund during the implementation of Fund's operations including treating the Fund's staff with courtesy.
- (g) Keep employees' records related to earnings and occupational injuries.

- (h) Give accurate and timely information in response to requests.
- (i) Promote prevention of occupational injuries at the workplace.
- (j) Report to the Fund all misconduct related to the Fund's operations.
- (k) Refrain from acts/behaviour that encourages corruption.

11.2 Employees

- (a) Cooperate with the Fund during the implementation of Fund's operations including treating Fund's staff with courtesy.
- (b) Give accurate and genuine information timely in response to requests.
- (c) Notify the employer and the Fund timely on the occurrence of occupational injuries.
- (d) Submit a claim for compensation within a period not exceeding 12 months since the occurrence of occupational injuries.
- (e) Report to the Fund all misconduct related to Fund's operations.
- (f) Comply with occupational safety and health requirements.
- (g) Refrain from acts/behaviour that encourages corruption.

11.3 Health Care/Service Providers

- (a) Comply with the terms and conditions of the health services/care agreements.
- (b) Cooperate with the Fund during the implementation of Fund's operations including treating Fund's members, staff, and other stakeholders with courtesy.
- (c) Submission of accuracy and genuine documents related to payments of medical bills timely.
- (d) Refrain from acts/behavior that encourages corruption.

11.4 Other Stakeholders

- (a) Cooperate with the Fund during the implementation of Fund's operations.
- (b) Report to the Fund all misconducts related to the Fund's operations.
- (c) Give accurate and timely information in response to requests.
- (d) Refrain from acts/behavior that encourages corruption.

12.0 Customer's Feedback

The Fund welcomes all the clients to submit their feedback (compliments, complaints, and suggestions) aiming at improving the services provided. The opinion regarding the Fund's services and processes may be submitted through the addresses provided in this charter.

The feedback may be made by post, telephone, fax, email, website, or in-person through the following address.

Director General

Workers Compensation Fund (WCF)

P.O. Box 79655,

Bagamoyo Road, Regent Estate, Dar es Salaam.

Tel: +255 22 2926107/ +255 22 2926108

Fax: +255 22 2926109

Hotline: 0787 923 923

Email: helpdesk@wcf.go.tz

Toll Free Call Center: 0800 11 00 28 / 0800 11 00 29

13.0 Fund's Offices

The Fund has several offices as shown at Table 2

Table 2: Workers Compensation Fund contacts and addresses

Sn	Office Location	Tel/Fax	Email and Box
1.	Head Office Sixth and Ground Floor, PSSSF Victoria House, New Bagamoyo Road, Regent Estate	Tel: +255 22 292 6107 +255 22 292 6108 Fax: +255 22 292 6109 Hotline: 0787 923 923 Toll Free Call Center: 0800 11 00 28 0800 11 00 29	Email: helpdesk@wcf.go.tz P.O. Box 79655 Dar es Salaam
2.	Dodoma Office Third Floor, PSSSF Dodoma Plaza, Jakaya Kikwete Road,	Tel: +255 26 296 6035 +255 26 296 6036 Toll Free Call Center: 0800 11 00 28 0800 11 00 29	Email: helpdesk@wcf.go.tz P.O. Box 329 Dodoma
3.	Mwanza Office Ground Floor,	Toll-Free Call Center:	Email: helpdesk@wcf.go.tz

Sn	Office Location	Tel/Fax	Email and Box
	Mwanza City Commercial Complex (Rock City Mall), Furahisha road	0800 11 00 28 0800 11 00 29	P.O. Box 2297 Mwanza
4.	Arusha Office Mezzanine Floor, PPF Plaza, Old Moshi Road	Toll-Free Call Center: 0800 11 00 28 0800 11 00 29	Email: helpdesk@wcf.go.tz P.O. Box 532 Arusha
5.	Mbeya Office Mezzanine Floor, NHIF Tower, Karume Avenue	Toll-Free Call Center: 0800 11 00 28 0800 11 00 29	Email: helpdesk@wcf.go.tz P.O. Box 1830 Mbeya
6.	Mtwara Office Ground Floor, VETA House	Toll-Free Call Center: 0800 11 00 28 0800 11 00 29	Email: helpdesk@wcf.go.tz
7.	Morogoro Office Fourth Floor, Mafao House, Old Dar es Salaam Road	Toll-Free Call Center: 0800 11 00 28 0800 11 00 29	Email: helpdesk@wcf.go.tz
8.	Geita Office, Geita Gold Trade Centre	Toll-Free Call Center: 0800 11 00 28 0800 11 00 29	Email: helpdesk@wcf.go.tz
9.	All Labour Department Regional Offices		

14.0 Working Days and Hours

In exclusion of public holidays, our offices are opened from Mondays to Fridays from 08:00 to 17.00 hours.

15.0 Service Recovery

If the WCF officer departs from this service standard without a reasonable cause thus causing delay to clients, the Director General shall;

- (a) Issue a letter of apology to the customer;
- (b) Direct a respective supervisor to expedite and resolve the matter as appropriate.
- (c) Cause relevant steps to be taken for disciplining the WCF officer who departs from the service standard and norms of the Fund in line with the prevailing WCF Staff Rules and Regulations.

16.0 Monitoring and Reviewing

16.1 Monitoring

The Fund believes that regular monitoring and reporting of the extent to which we are complying with the level of standards set in this Charter will help it to achieve a more customer-focused approach in the provision of services to our clients.

16.2 Reviewing

The review process of this Client Service Charter will be carried out on a participatory basis with our Clients. Please submit your opinions regarding this Charter through the addresses provided in this charter.

17.0 Effective date

This Charter shall be cited as "Workers Compensation Fund Client Service Charter" and shall come into effect on the date of approval or as otherwise directed by the Board of Trustees.

This Charter has been approved by the Board of Trustees on this 08th day of June 2020.

**Permanent Secretary, PMO-LYED
On behalf of the Board:**

Name: Andrew W. Massawe

Signature: 

Date: 16th March 2021

Secretary of the Board:

Name: Masha J. Mshomba

Signature: 

Date: 16th March 2021

