



## **CLIENT SERVICE CHARTER (CSC)**

**MAY 2023**

## Version Control

<b>Institution:</b>	Workers Compensation Fund
<b>Document:</b>	Client Service Charter
<b>Original Document:</b>	June 2020
<b>Periodic Review:</b>	Three Years
<b>Current Version:</b>	May 2023
<b>Version No:</b>	2.0
<b>Coordinated by:</b>	Public Relation Unit
<b>Recommended by:</b>	Management
<b>Approved by:</b>	Board of Trustees

## **Abbreviations**

SMS            Short Message Services

WCF           Workers Compensation Fund

## **1.0 INTRODUCTION**

### **1.1 Background**

The Workers Compensation Fund (WCF) was established in accordance with Section 5 of the Workers Compensation Act [Cap. 263]. The main objective of the WCF 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, WCF 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.

WCF 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 WCF in the right path towards realization of its vision.

### **1.2 Vision**

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

### **1.3 Mission**

*"To Provide Reliable and Efficient Workers Compensation Services that Mitigate Socio-Economic Impact of Occupational Injuries".*

### **1.4 Core Values**

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

- a) **Integrity:** We will always be ethical and trustworthy, maintaining good governance practices and being transparent in providing information that our stakeholders are entitled to.
- b) **Collaborations:** We believe in collaboration to harness multiple skills, talents and experiences to accomplish key objectives and promote cooperative behaviour among staff and stakeholders.

- c) **Accountability:** We take responsibility and ownership of all that we do at corporate and individual employee levels and respond appropriately to stakeholders' concerns.
- d) **Excellence:** We endeavor *"to pay the right benefits to the right persons at the right time in a sustainable manner"*. We create requisite structures, employ appropriate management styles and invest in training and development of our staff to enable them deliver services that exceed customer expectations.
- e) **Empathy:** We will treat all our customers with compassion while maintaining high moral standards and professionalism.

## **2.0 PURPOSE OF THE CHARTER**

The Charter sets out commitment to its clients with regard to expected available and quality services. In addition, the Charter helps clients to know their rights, responsibilities and various platforms available for them to provide feedback related to Fund's operations/service.

## **3.0 OUR SERVICES**

The services provided by WCF include:

- (a) Facilitation of employers' registration,
- (b) Facilitation of submission of employers' contributions,
- (c) Facilitation of assessment of risk exposure at work places,
- (d) Payment of compensation to eligible beneficiaries,
- (e) Promotion of prevention of occupational accidents, diseases and deaths,
- (f) Provision of statistics related to occupational accidents, diseases and deaths,
- (g) Provision of public education and awareness.

## **4.0 COMPENSATION OFFERED**

WCF provides the following compensation:

- 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.

## 5.0 OUR CLIENTS

WCF Clients 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.

## 6.0 OUR PROMISE

We shall provide services with integrity, confidentiality and take responsibility of all that we do at corporate and individual levels while responding appropriately to client's concerns. In addition, we shall ensure that we treat all our clients with empathy, high moral standards and professionalism while providing services at client's expectation.

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

## 7.0 TIME STANDARDS FOR SERVICE DELIVERY

WCF promises to have a prompt 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
<b>1. Claims Compensation</b>	
(a) Confirmation of membership status for medical aid provision after receiving a complete request	30 minutes



Service Offered	Time Frame
(a) Approval for medical aid services requiring prior-approval after receiving a complete request	Do not require WCP-8: 1 hour
	Require WCP-8: 3 working days
(b) Payment of Temporary Total Disablement after receiving eligible claim application with complete documentation.	30 working days
(c) Payment of Temporary Partial disablement after receiving eligible claim application with complete documentation.	30 working days
(d) Payment of lump sum to injured employee after receiving eligible claim application with complete documentation.	30 working days
(e) Payment of funeral grant after receiving eligible claim application with complete documentation.	30 working days
(f) Payment of monthly pension	End of every month
(g) Payment of medical bill after receiving bill with complete documentation	30 working days
(h) Inquiry of missing information for claim submitted after receiving claim application	8 working hours
(i) Acknowledgement of notification after receipt	3 working days
(j) Invitation to attend compensation decision or award review hearing, after receiving a complete application	5 working days
(k) Communicating acceptance or rejection of a claim after receiving a complete application	Accident: 30 working days
	Disease: 60 working days
(l) Communicating compensation award after receiving a complete application	30 working days
(m) Communicating claim review decision after receiving a complete application	30 calendar days
(n) Issuance of claim review follow-up status	5 minutes
(o) Inquiry of documents required for review of compensation award/decision after receiving application	5 working days

<b>Service Offered</b>	<b>Time Frame</b>
<b>2. Employer's Registration</b>	
(a) Issuance of registration certificate after submission of dully filled forms	Online Submission: 1 working day
	Manual Submission: 3 working days
(b) Verification of registration	1 working day
(c) Change of employer's particulars after receiving change request	Online Submission: 1 working day
	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
<b>3. Employer's Contribution Payments</b>	
(a) Issuance of control number after completing self-assessment	5 minutes
(b) Issuance of contribution payment receipt after receiving money in Fund's account	5 minutes
(c) Refund of erroneous remitted contributions to employer after submitting a complete request	20 working days
(d) Approval of instalment payment of arrears after submitting a complete request	3 working days
(e) Confirmation of WCF compliance status to compliant employer	1 working days
(f) Acknowledgement of returns of annual earning receipt after online submission	5 minutes
(g) Updating of employers' and employees' contributions statement after receiving money in Fund's account	5 minutes
(h) Communicating compliance status to employer after completion of inspection.	21 working days
<b>4. System</b>	
Percentage Availability of Self-service portals	At least 95%
<b>5. Handling Inquiries and Complaints</b>	
(a) Responding to incoming business calls during working hours	3 times rings



<b>Service Offered</b>	<b>Time Frame</b>
(b) Return to unattended call	8 working hours
(c) Attending a walk-in customer from the time of arrival	15 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) Acknowledgment of inquiry from media house	2 working hours
(g) Responding to inquiry from media house	8 working hours
(h) Responding to customer inquiry letter from date of receiving	5 working days
(i) Communicate complaint resolution from the date of receiving	Minor Complaint: 14 working days
	Major Complaint: 21 working days
<b>6. Other Services</b>	
(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

## **8.0 CLIENT RIGHTS AND RESPONSIBILITIES**

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

### **8.1 Employers**

- (a) Register with WCF within 30 days from the date of recruiting the first employee.
- (b) Remit contribution of the month not later than end of the following month.
- (c) Submit returns of annual earnings before end of March each year.
- (d) Timely notifying WCF on the occurrence of occupational injuries.

- (e) Submission of all documents related to claims compensation.
- (f) Cooperate with WCF during implementation of its 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) Prevent occupational injuries at workplace.
- (j) Report to WCF all misconduct related to its operations.
- (k) Refrain from acts/behaviour that encourages fraud.

## **8.2 Employees**

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

## **8.3 Health Care/Service Providers**

- (a) Comply with the terms and conditions of the health services/care agreements.
- (b) Cooperate with WCF during implementation of its operations including treating Fund's members with courtesy.
- (c) Timely submission of accurate and genuine documents related to payments of medical bills.
- (d) Refrain from acts/behavior that encourages fraud.

#### **8.4 Other Stakeholders**

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

#### **9.0 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,

Post code Dar es Salaam.

**Tel:** +255 22 2926107/ +255 22 2926108

**Fax:** +255 22 2926109

**Hotline:** 0787 923 923

**Email:** [helpdesk@wcf.go.tz](mailto:helpdesk@wcf.go.tz)

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

## 10.0 FUND'S OFFICES

The Fund has number of offices as shown at the Table 2

**Table 2: Workers Compensation Fund contacts and addresses**

Sn	Office Location	Tel/Fax	Email and Box
1.	<b>Head Office</b> PSSSF Victoria House, Sixth and Ground Floor, Bagamoyo Road, Regent Estate	<b>Tel:</b> +255 22 292 6107 +255 22 292 6108 <b>Fax:</b> +255 22 292 6109 <b>Hotline:</b> 0787 923 923  <b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>  P.O. Box 79655 Dar es Salaam
2.	<b>Dodoma Office</b> PSSSF Kambarage, Third Floor, Jakaya Kikwete Road,	<b>Tel:</b> +255 26 296 6035 +255 26 296 6036  <b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>  P.O. Box 329 Dodoma
3.	<b>Mwanza Office</b> Mwanza City Commercial Complex (Rock City Mall), Ground Floor, Furahisha road	<b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>  P.O. Box 2297 Mwanza
4.	<b>Arusha Office</b> PPF Plaza, Mezzanine Floor, Old Moshi Road	<b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>  P.O. Box 532 Arusha
5.	<b>Mbeya Office</b> NHIF Tower, Mezzanine Floor, Karume Avenue	<b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>  P.O. Box 1830



Sn	Office Location	Tel/Fax	Email and Box
			Mbeya
6.	<b>Mtwara Office</b> VETA House, Ground Floor, Uhuru Road	<b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>
7.	<b>Morogoro Office</b> Mafao House, Fourth Floor, Old Dar es Salaam Road	<b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>
8.	<b>Geita Office,</b> Geita Gold Trade Centre, Mezzanine Floor,	<b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>
9.	<b>Temeke Office,</b> Mek One House, Second Floor, Nyerere Road	<b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>
10.	<b>Tabora Office,</b> NSSF Building, Second Floor, School Road	<b>Toll Free Call Center:</b> 0800 11 00 28 0800 11 00 29	<b>Email:</b> <a href="mailto:helpdesk@wcf.go.tz">helpdesk@wcf.go.tz</a>
11.	All Labour Department Regional Offices		

## 11.0 WORKING DAYS AND HOURS

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

## 12.0 SERVICE RECOVERY

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

- (a) Issue an apology to the client;



(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.

### **13.0 REPORTING**

WCF 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 to achieve a more customer-focused approach in the provision of services to our clients. The Fund will be providing implementation status of this Charter through its Annual Performance Reports.

### **14.0 REVIEW**

The review process of this Charter will be carried out on participatory basis with our clients after every three (3) years or at any time when the need arises. WCF encourages all stakeholders to submit their opinions through the addresses provided in this Charter.

### **15.0 ENDORSEMENT**

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

The Board of Trustees on this \_\_\_\_\_ day of May 2023 has approved the Charter.



**CHAIRPERSON**



**SECRETARY**