

# REVISED CUSTOMER SERVICE CHARTER 2014

Service	Requirement(s)	Cost	Duration
Registration of Employees	National ID Card/Passport/Alien ID Card	Free of Charge	20 Minutes
Registration of Voluntary Members	National ID Card/Passport/Alien ID Card <b>*An initial contribution of Ksh. 200 is required</b>	Free of Charge	20 Minutes
Issuance of Duplicate Membership Card (DMC)	National ID Card/Passport/Alien ID Card	200 Shillings	20 Minutes
Registration of Employers	<ul style="list-style-type: none"> <li>Certificate Of Incorporation Or Business Registration/Trading License</li> <li>Pin Certificate</li> <li>National ID Card/Passport/Alien ID Card</li> </ul>	Free of Charge	20 Minutes
<b>Processing of Benefits</b>			
1. Withdrawal & Age Benefit	<ul style="list-style-type: none"> <li>NSSF Membership Card</li> <li>National ID Card/Passport/Alien ID Card</li> <li>Termination/Retirement Letter</li> <li>Personal Bank Account number</li> <li>Completing of Application Form</li> </ul>	Free of Charge	15 Days
2. Survivor's Benefit	<ul style="list-style-type: none"> <li>Original Death Certificate</li> <li>Claimant's National ID/ Card/Passport/Alien ID Card</li> <li>Letter From County Administration confirming dependents</li> <li>Copy Of deceased National ID Card/Alien ID Card (If available)</li> <li>Bank Account number</li> <li>Completing of Application Form</li> </ul>	Free of Charge	28 Days
3. Invalidation Benefit	<ul style="list-style-type: none"> <li>NSSF Membership Card</li> <li>National ID Card/Passport/Alien ID Card</li> <li>Termination Letter on medical grounds</li> <li>Doctor's Medical Report</li> <li>Medical Board Report</li> <li>Bank Account number</li> <li>Completing Of Application Form</li> </ul>	Free of Charge	20 Days
4. Emigration Benefit	<ul style="list-style-type: none"> <li>NSSF Membership Card</li> <li>National ID Card/Valid Passport/Alien ID Card</li> <li>Confirmation Letter for migration</li> <li>Evidence of Country of migration (<b>outside East African Community</b>)</li> <li>Sworn Affidavit declaring permanent immigration</li> <li>Bank Account number</li> <li>Completing of Application Form</li> <li>Travelling ticket (where applicable)</li> </ul>	Free of Charge	8 Days
5. Funeral Grant	<ul style="list-style-type: none"> <li>Must have contributed for the six months</li> <li>Death Certificate/Burial Permit</li> <li>Deceased Person's NSSF Card(<b>If available</b>)</li> <li>Claimant's National ID/ Card/Passport/Alien ID Card</li> <li>Copy of deceased National ID Card/Alien ID Card(If available)</li> <li>Evidence of relationship to the member</li> <li>Completing of Application</li> </ul>	Free of Charge	1Day
Issuing Statement of Accounts	NSSF Membership Card/National ID Card	Free of Charge	2 Minutes
Receiving Employee 's Contributions	Electronic submission of returns reflecting employer's name, employer number, period of contribution, employee name and NSSF Number, National ID Card and Pin ( <b>submission Before 15th of every month</b> )	Free of Charge	10 Minutes
Response to Correspondence	<ul style="list-style-type: none"> <li>Letters</li> <li>E-Mail</li> </ul>	Free of Charge	<ul style="list-style-type: none"> <li>5 Working Days</li> <li>24 Hours</li> </ul>
Updating of Member 's Accounts	Duly completed Schedule of Contributions certified by the employer	Free of Charge	5 Days
Processing of Payment For Merchants/Supplies	L.P.O./L.S.O. Invoice Certificate of Completion/Goods/Services Received	Free of Charge	3 Days
Pre-Qualification of Suppliers	Respond to advertisement for pre-qualification	Free of Charge	90 Days
Answering Telephone Calls	None	Free of Charge	3rd Ring