



NSSF NEWS



Our Vision:

“To be the Social Security Provider of Choice”

NSSF Newsletter Vol 2 Issue 5 Jan 2011

BYARUGABA'S VISION FOR NSSF

-Grow member contributions

-Increase investments

-Reduce overheads

Sports Day Highlights

Stakeholder relations: MD meets union members



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NSSF introduces
Customer Service
Charter



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Contributors

1. Dennis Marsha Kabuuka
2. Abel Wambi
3. Allen Nakijjwe
4. John Paul Magara

Editorial Team

Olive Lumonya
Victor Karamagi
Lillian Chimpaye

NSSF News is an in-house publication, published by the NSSF Marketing and Communications Department, 14th Floor Workers House, P.O. Box 7140, Kampala. Website; www.nssfug.org

Articles and Comments can be sent to: Ichimpaye@nssfug.org

Editors Note Is the cultural change taking root?

“The Customer is King.”
“Our customers are our employers.”

These two adages and many more of the like remain timeless reminder that the central focus of decision making at all levels remains one: the customer.

We may ask a question whether this has been the case with in the Fund in the past. What we can be sure about however is that a cultural change is sweeping across the Fund and the Fund’s customer should soon enough reign supreme.

The introduction and roll out of the Customer Service Charter could therefore not have come at a better time. The NSSF Customer is becoming complex by the day, demanding improved and personalised service, a point clearly articulated by our Customer Service Manager, Moses Emodu.

We have promised our customers excellent service and we should be prepared to be evaluated against this promise. As Moses amply puts it, we are putting ourselves on radar so that customers can assess our performance against our promise.

With a top management team that is customer focused, we can already see this assessment coming through at various levels. Once again, the NSSF member reigns supreme.

COVER PAGE



INTERVIEW WITH NSSF Managing Director



New NSSF MD:
Mr. Richard Byarugaba

Problem is we are dealing with one product based on age so I am to ensure that benefits are not only enjoyed by those that are aged but also those that are in their early twenties and have just started out.

1. What has been your impression of the Fund so far, a month after you assumed office?

I have traveled the breadth and heights of the organization and met with all staff in the different branch offices. I have also met the top ten customers in the upcountry offices and my impression is that NSSF has a huge potential to change Uganda's economy and the benefits members have.

The Fund has however been inefficient, cost heavy and has added a little value especially to our stakeholders who are members and the people of Uganda. But it has potential.

2. What is your vision for the Fund?

The vision I have is to streamline the Fund to become the leader not only in the sphere of social security, but as a

leading corporate which delivers the best customer service and has a motivated team giving shareholders the highest return and ensuring that there is economic development with specific reference to real estate by building houses, liquidity to banks and encouraging members to buy the houses.

We are resolving problems of demand, supply and liquidity to turn the Fund into a first class Organisation.

3. What priority areas are you focusing on to address?

I am focusing on first; contributions; we have a very long system of making contributions and it needs to be streamlined.

Secondly, the disbursement of benefit payments; I am aiming at making it less costly, more efficient and less cumbersome for the benefit of our clients.

The third priority is the data of our customers; we are aiming at making it clean and acceptable to all our clients to their satisfaction.

Fourth is to upgrade the system in which we deliver for purposes of efficiency.

Investments are the fifth I aim at diversifying income away from fixed assets to real estate and into equity.

Sixth is to reduce costs of doing business, we spend Ugx.4 billion a month. We use Ugx. 10billion in revenue meaning a provision of 7% interest availed to our clients turns into Ugx. 9 billion, meaning we are in negatives. With this situation therefore, costs have to be rationalized.

Lastly I aim at increasing contributions by growing the number of contributors and employers.

4. Our members are always demanding continuous improvement in service delivery, what strategies should staff expect from your leadership in order to improve service delivery?

I expect customer service officers who will empathize with the customers. I will empower staff at the different branch offices to make decisions within the branches without referring to the center, Customer Service is the center of everything. I also intend to streamline operations.



and will have Retirement Benefits Authority were we think on our toes, thereby making us more efficient and customer eccentric.

8. Who is Richard, out of the office?

I am passionate about life and i take only two things seriously, my family and work. Everything else is fun, I enjoy football (he pulls out a bunny with an arsenal jersey) gunners oyee!!!! But we need prayers that is why this little guy is wearing a rosary.

I love adventure, I enjoy mountain climbing, nature walks, I love comedy and rock music.

I have three women in my life two daughters one is 11 and the other is 8 and my wife Nadine.

9. Your last word to staff?

It is an interesting journey we have begun. It is going to be fun, of course some will fall off but those whose seat belts are well fastened will stand to gain from an interesting career .

5. An organization's human capital is probably the most important resource in attainment of its goals. NSSF staff are already excited about your leadership style, what more should staff expect from you?

I expect performance; everything will be based on the performance of staff and they will be rewarded and paid more if they are doing an excellent job, I believe staff who are doing a good job should be paid more than ones that are not performing and therefore non performers will exit. I want staff who are excited about working for the institution.

I also love sports and I am in support of sports. I am therefore introducing Olympics at NSSF where staff will compete amongst each other for purposes of interaction and bonding.

We shall also be holding four general staff meetings per year to discuss on going issues and find ways of resolving them.

6. You have been at the top of the ladder in the banking industry for many years, how does that compare with what you have found in the pensions/ social security sector?

There isn't a lot of difference between the banking sector and the pension sector. In banks we offer deposit products and loans and the pension sector offers contributions and investments. The model is very much the same. Infact it is simpler to deal with the pension sector.

The problem is we are dealing with one product based on age so I aim to ensure that benefits are not only enjoyed by those that are aged but also those that are in their early twenties and have just started out.

7. What are your views on liberalization of the Pension sector, and what issues do you see as critical that the Fund must do if we are to take advantage and benefit from liberalization?

I believe It is a brilliant idea, competitive and not complacent

Investments update

Mbuya Apartments on the market for sale in 5 months

Construction of six modern apartments in the up market residential area of Mbuya is on schedule for completion, 9 months after the procurement process started.

The development, approved by the NSSF Board of Directors, is in line with the Fund's stated priority to ensure that all planned projects and investments take off, are completed and become profitable.

NSSF project manager Humphrey Ichumar said that the luxury apartments will be put on the market for sale within five months.



NSSF customer service

“Thank you for calling NSSF, Priscilla speaking; your name please and how may I help you?” or maybe, “NSSF customer service, Samson speaking, your name please and how may I help you?”

You have called them, and the first thing you heard was a woman’s voice thanking you for calling then giving you assurances. Thirty minutes after, her husband comes onto the phone and in the deepest of voices tells you: “All our consultants are busy right now but you are next in the queue”. By this time, you are mad and by the time you hear: “Thank you for calling *****telecom customer service, Patricia speaking, how may I help you?” you have forgotten what you had to complain about, so you grumble about the one hour delay.

It’s not just with the telecoms people, it’s with the fire fighters, the electricity people, Kagina’s fellows, and should I mention the police lines? Forget competition in the social security market being let free in the future, for we already have competition and are racing in different lanes against all those whose duty is to pick your call and make you feel like you got your money back, even though you always call to complain about your money not getting back to you.

We want you and our clients (I don’t know why you people call them customers) to call today and feel obliged to call tomorrow just to say thanks. I know some people who wouldn’t mind being called to be asked out for lunch for the good service rendered. We are the front man (or woman if you think I’m being sexist), we are the articulation of the Fund’s attitude and persona. We are the face of the group, and are the coolest person your angry relatives and friends who call will know.

This person (I mean us) represents all sales people you’ve ever met, and I don’t mean those guys that will nudge you until they shove you with the cheap Chinese cologne they are selling. No, not at all, I mean we are this girl I met at Simba Telecom that just looked at me and gave me thoughts of buying a phone I had not gone to buy. Of course I did that because she was hot and it could give me time to talk to her and have her ask for my number. Now, we are not going to make our clients ask for our numbers, but shall serve them to the point

where they’ll desire to only take this organisation in small doses lest they are prompted to walk blindfolded on coming traffic. You remember as a kid, you used to take that piece of cake in bits as your friends looked on with greed, not wanting it to get finished? As the rest of the body does its part in making good our products (call it cake) and delivering them in quality and in time, this part of the body (us) shall be presenting the cake to our clients.

In our world, the client is right and when they are wrong, we don’t prove them wrong but lead them to the place where they think they discovered they are wrong; it is just a part of their right as the king (I wonder if the customer is ever queen!)

So, after calling so many other call centres, when our client calls us, they will see the difference, they will pray we become a competitor of their service provider. Yes, we want that client to call once and be given a satisfactory answer such that if ever she calls again, she’ll just be asking for Francis to take him out for that meat that any Ahmed and Muzamil wouldn’t want to read about on this page. The advantage is while the rest of you shall be in the kitchen cooking, we shall be at the forefront talking about the menu and then we shall be thanked on your behalf and also be taken out on your behalf. Of course, we are professional in our work, we don’t take those offers that come. If you by any ugly chance mess up, then you put us in that position where the client looks at the fly in the sauce and washes the waitresses’ tunic with the beans he was served.

Our prayer is that, the next article written about NSSF and most especially the call centre shall begin with: “Thank you for calling NSSF, Priscilla speaking; your name please and how may I help you?” or maybe, “NSSF customer service, Samson speaking, your name please and how may I help you?”

Francis Bidasaala
Customer Service Officer

Chief Commercial Officer on the Commercial Department strategic direction

Stevens Mwanje, the Chief Commercial Officer has overseen a transformed Commercial Department since his appointment 8 months ago. Below, he shares with NSSF News his vision for the Department that is the heart and soul of the Fund.



What are your impressions so far since you took over helm of Commercial Department?

There are quite a number of issues that struck me most; but the most notable are:

- Despite all the hullabaloo outside and the logistical limitations, decisions in the Fund are arrived at in a very professional manner, just like in the corporate world.
- That though the task of turning around the at hand (turning around the Commercial Department) is enormous, it is not as bad as it looks from outside. The lesson here is that we have to blow our trumpet a little bit more.
- That the average member of staff is young and very well trained. This gives us a very good basis for carrying through the changes necessary for NSSF to shine and grow.
- And on a negative note, there is a very noticeable idle capacity in the utilisation of many of the Fund's resources; which can never happen in private/corporate business. I must say though that I joined when the resolution of this issue is high on the Board's agenda.

How would you compare this environment with the banking sector where you came from?

In the Banking sector it is more of a "man eat man" situation; you have to viciously compete because if you do not, you will not survive. In the current set-up of NSSF, it is a more laid back approach; secure in the knowledge of having the NSSF Act on our side.

Knowing that the liberalisation of the pensions sector is just around the corner, our biggest challenge is to learn how to compete now, while we still have the first mover advantage.

Commercial Department is always referred to as the heart of the Fund. What is your vision for the department? In what focus/ direction are you leading the department?

My paramount vision is to have an Commercial Department that performs like Formula 1 car; and above all, to hit the ground running when the sector is liberalised.

I would also like to see a department that is gradually veering away from compliance enforcement towards creating working partnerships with both the members and employers (relationship management). This will certainly entail us ensuring that these two major stakeholders understand and appreciate the need to save for one's retirement.

What is your take on the department's performance so far?

The department has been steadily getting better and better results from the core activities (contributions collections and benefits payments). This, I must say is not only a result of increased effort from the two sections, but from the concerted input of the other sections of the department, plus the synergies attained from all the other departments of the Fund through DISC and IDC.

Tell us about your major areas of focus going forward?

These are quite many but they all boil down to one thing – offering a stellar service to our clients.

- We must always get all the obvious but simple things right the first time, to mention a few: clean and up-to-date records, timely delivery of statements, a seamless and short benefits processing cycle, varied products, easy on-line access for the simple repetitive services, learn to pamper and communicate with our clients, e.t.c..
- We must also re-organise ourselves (in terms of location and service delivery) to suit our clients' needs, right now we are organised to suit our needs.

After achieving these, then it will be easier to move into the bigger (strategic) focus areas like decentralisation of services.

Staff in Operations make up the biggest number in the Fund and are spread across the country in our 24 area and branch offices. What is your strategy to ensure synergy in the department?

The easiest way to ensure departmental synergy is through multi-skilling. We are currently organised in a "straight jacket" fashion (functional approach) where, for example, it is almost impossible for a Benefits Administration Officer to switch over to a Contributions Officer and vice versa. This severely limits our efficiency and effectiveness; I am working and looking towards a more robust work force.

Secondly, I have actively started to employ Pareto's Law (the 80:20 rule), simply put, put the best performing staff in the areas where we get our best business.

And lastly, through training and coaching; each opportunity of interaction with a peer, supervisor or subordinate is a coaching opportunity.

Who is Stevens Mwanje, aside from being NSSF Chief Commercial Officer?

Business – I am a person who is quite driven to achieve and I strongly believe in leaving a positive legacy. I worked in the banking sector (nearly all my working years) before joining NSSF on 1st February 2010.

Education – I hold qualifications in business management and I am also a Fellow of the Association of Chartered Certified Accountants.

Private – I am very happy to participate in all staff related social activities. That notwithstanding, in my very private time, I am also a bit introverted.

Any last words of Wisdom?

We are blessed to be working for the Fund at this particular time; we have a chance make a vital contribution to both the social security sector and to our economy. Like one wise man said, “opportunity comes once in a lifetime”, let us seize it with both hands to propel the Fund forward.

WE’VE GOT TO EMBRACE THE CHANGE



Offices can sometimes feel more like a rumor mill than a place where work is accomplished. Drawing boundaries about what is up for discussion, what is relevant to be discussed at a particular time, who is who, where what, you name it. So if the world says “privacy for higher authority is the way to go” in reference to places of work ,...who says you go by the principles of the

world, that is why we were given wisdom to make decisions, so you can opt to go for or against the values of this world.

When you walk into the office and ask to speak to the manager, guess what, you are speaking to the manager, things are more simplified now, forget about the whole receptionist---assistant to the secretary of the manager--- secretary to the manager-----manager queue. That’s the way to go.

So as an organization, you need to come up with a less intimidating environment, more open and friendly, what do they call it now days...sitting in a pool...yeah that’s it. So I tried to get opinions on what staff thought about this sitting arrangement and discovered it had more of the pro.

Most believe this sitting creates open policy which eases flow of information, come to think of it, you don’t have to spend hours discussing something on phone that can be solved in a five minute face to face confer.

Interaction is improved at all levels, encourages discipline among staff, if a person you portray in the office is different from the person you really are, guess what? You are “busted” especially if you reveal an energetic, hardworking person in the corridors but are actually lazy at the desk.

We find ourselves placed with some interesting, fun and like minded individuals, I guess you had no idea that your boss actually had a sense of humor and now you do, how cool is that. Forget about the perception or what you have heard about him, get the chance to meet your boss every day and

interact with him/her.

Think about your priorities, doesn’t the pool sitting prompt you to rethink them and in turn commit to your employer because he has given you an opportunity to sit with your boss and actually rethink your responsibilities cutting out the short whispers of “my boss is coming” to actually doing the right thing.

Well I look at this as an opportunity and not a threat....

An opportunity to grow on the job, develop my talents, change my attitude, not shy away from my responsibilities, create a positive impact on the job, learn from my boss, interact and know what makes him or her tick? Where else would you get this close interface to benefit all this?

I get to keep time, I bet no one wants a record of late coming pasted on her appraisal, communication gets better, it eases the perception about someone and creates reality, team work is intensified, all of us are aiming for that place so who better to recommend you than your boss sitting just across the room.

A lighter mood, I have to say “my boss actually laughs”. It doesn’t matter if it’s with a friend on the mobile phone; at least you now know he has that human aspect. There may be a reduced gap between the boss and the subordinates but please note regardless of this, I think it is very important for you to know your place because **HE IS STILL THE BOSS.**

There are countless pros with the pool; increased productivity, easy supervision, discipline, time keeping, transparency, I believe we ought to quit the traditional “shut the door behind you” policy. And embrace the change in open door policy.

So if the world says privacy for superiors is the way to go, I think in this modern world and its many evils of bribes, theft, gossip, undisciplined people, office malpractices, lies, intimidation, wrong perceptions among others, **POOL** sitting is the way to go.

Compiled by:
Nzaba Lilliane.
Public Relations Officer.

Pictorial

NSSF Managing Director, Richard Byarugaba, undertook a tour of all NSSF offices in Kampala and upcountry. As well as hear out staff on a number of issues, Richard has emphasised his vision and direction for the Fund going forward. NSSF News brings you his tour through the camera lens.

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1. Top employers from Masaka branch after meeting members of Exco on offices tour in September.
2. NOTU's representative during a meeting with NSSF Management.
3. Some of NSSF staff during a meeting with the employers in Masindi



As part of strengthening stakeholder relations, the MD with members of Exco met representatives of the unions. The MD shared the Fund's new grand strategy, new direction and plans to grow the Fund. Below: union representatives in a group photo with NSSF Management.

CSR: NSSF conducts Blood donation drives



Two members of NSSF staff donating blood



Jean preparing to donate blood at Workers House.



Moses preparing to donate blood at Workers House.



Former CIO, Grace Isabirye talking to Dr. Kyeyune of UBTS

Lugogo Trade Show

NSSF participated in the Lugogo trade show organised by UMA. over 4,000 members were served during the week long event. Below: NSSF Customer Service Officer attend to customers who visited the NSSF stall



SPORTS DAY HIGHLIGHTS



The Elephants savour victory during NSSF Sports day at Lugogo Cricket oval



NSSF held its first ever sports event on the 18th December 2010. Set and held at the Lugogo Cricket Oval on 18 December 2010, with activities in athletics (including the 100M run, relays, sack race, bottle racing), football and volleyball, staff in their respective teams faced off each other focused on fun, teamwork and victory. On game day end, the Elephants emerged the overall winners having accumulated the score highest points as the Cheetahs came second while the Dolphins were third overall.

The Kobs lost in the first ever billed NSSF Sports Party event having scored the lowest overall in the athletics activities among the four participating staffteams of Elephants, Cheetahs and Dolphins. Sulainah Nalubega and David Agaba –the Customer Service Officers displayed a great bottle race performance and energizing 100 meters run respectively. However, David failed to display his footballing skills as his team-the Elephants lost the finals to the Cheetahs.



Miriam Barongo; the Data Processing Officer and Wycliff Sebulime- Benefits Auditor participating in the relays and 100 meters run exhibited key performances that as well led the Elephants and Cheetahs respectively to their overall triumphs. Elizabeth Onyas and Humphrey Ogwang were the invisibles in the sack race competition. Ivan Twehamye did wonders as well. There was applause generated solely by the entry onto the football field of; Richard Byarugaba-the Managing

Director, who sauntered out for some easy football skills before missing a penalty against the Dolphins. The Elephants won the football finals. Richard pointed out that “It was an exemplary commitment and enthusiasm that enabled all staff that turned up to fully participate. The Cheetahs celebrate their football victory. Michael receives the Kobs Volleyball trophy participate in the event which builds the foundation for great team building and the exhibition of innovation and high skill levels-the most important of the Fund’s values”.

He said the event illustrated staffs’ desire to innovate and demonstrate creative ideas. Interesting was also the volley ball games, as the Kobs guided by Michael Newman Byamugisha - Applications Manager reached the finals; being crowned champions. David, Elizabeth, Miriam and Wycliffe were awarded the overall individual sportsmanship medals later at that evening. Naila Muis-DII Supervisor exorcising her stamina said, “by participating in the Tag of War, the Dolphins were determined to make it a memorable day, that led to being winners in that category”.

Not every (staff) has the opportunity to try out their sports abilities with the CEO of NSSF, but they had that chance,” Yvette Ayebare; the Customer Service Officer said. Her team was engaged in the song and dance role play titled the “Congratulations” while Chemisto Jacqueline-the Management Information Officer sighted a Poem titled Check your Dust!

Compiled by Denis Marsha
Customer Service Officer



1. Cheetahs display great team spirit.
2. Kobs team that held second position.
3. The Dolphins team in a vibrant mood.
4. The race that saw the Elephants team to victory.
5. Paul and Kenneth during a rivalry football match.
6. Richard Byarugaba (MD) ready to take on a penalty.
7. Elephants team display great team spirit during the tag of war against the Cheetahs.

Online NSSF statements now a reality



Access to NSSF statements is now easy, faster and convenient, thanks to the new online e-statements innovation. Members can now access their contributions statements online through the NSSF website www.nssfug.org

Over 120 requests are received by the Customer Service section on a daily basis (see ISD update). "It is faster and very convenient. All a member has to do is request a password from Customer Service and they will access their statements anytime from the comfort of their offices," said Michael Newman Byamugisha, the brain behind the innovation.

How to get an e-statement

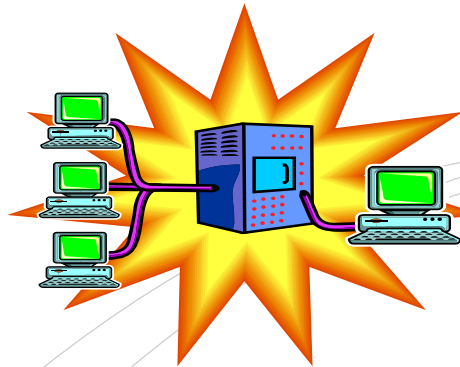
1. Send an e-mail to customerservice@nssfug.org requesting a password, with the following details:
 - i. NSSF Number (13 digits)
 - ii. Your full names (please ensure you provide the name you registered with NSSF)
 - iii. Your date of birth
 - iv. Father's full names
 - v. Mother's full names
 - vi. Your employer (at the time you registered with NSSF)
2. A password will be sent to your e-mail address within 24 hours.
3. Open the NSSF website www.nssfug.org
4. Fill in your NSSF number and your password on the e-statement feature on the left-hand side of the screen and log in
5. View e-statement

In case you forget your password?

1. Follow the steps above

Do you wish to change your password?

1. When viewing your e-statement, click change password
2. Fill in your NSSF number and new password
3. Confirm new password and submit
4. View statement



ISD

Update....

Automation is your key to efficiency

- **ONLINE STATEMENTS** - Did you know that we receive over 120 new requests per day? It is instant and efficient, no customer queues, no printing. Simply refer our customers to www.nssfug.org and follow the instructions.
- **REVISED C-SPEED MOBILE** - It has been revised to include Employee Staff Numbers as many of your customers have requested. A rollout plan has been drafted. ISD is available to assist you as you sell this tool to our customers.
- **COMING SOON >>>**
 - ✓ **SMS Services** - Customers will be able to view their current balances and receive information from us cheaply and instantly. This service will be able to reach over 90% of our customers.

NSSF introduces Customer Service Charter

NSSF has introduced a *Customer Service Charter*, the latest expression of the Fund's commitment to improved service delivery. **Moses Emodu**, the NSSF Customer Service Manager gives highlights about the Charter and what it is intended to achieve.



1. What is the Customer Service Charter all about?

The Customer Service Charter is a document that sets out our standards of service that clients can expect when interacting with our staff. It is a strong performance measurement and accountability tool because we are putting ourselves on radar so that clients can assess our performance against our promise as outlined in the Charter.

2. What is the reason behind introduction of the Charter?

We realise that our service delivery has not been to the standard of our members' expectations. There are certain aspects in our service delivery chain that we must change in order to meet our members' expectations.

We have a duty to provide excellent services to our members; they are our employers. It is our responsibility to continuously improve our service delivery. We have therefore introduced the Charter to drive a cultural change in the entire organization.

3. Why introduce the Charter at this time?

The expectations of our members are changing on a daily basis, they are demanding personalized attention. They have knowledge of best practice and we therefore have to strive to be ahead of their expectations. This is a time to make a radical change. Fortunately, we have a

Management in place that has a passion for Customer Service and we are benefiting from the leadership at the top as we begin to see a push for cultural transformation from the top.

In your view who is the NSSF Customer?

NSSF has a wide range of customers. However, in the context of this service Charter, we are referring to all members of the public who receive a service from us and those who provide services. This includes our members, suppliers, potential members and staff.

4. What do you hope to achieve?

Our aim is to create a healthy and fruitful relationship with our members. That journey starts with creating a customer focused organisation that will meet the standard of our members' expectations at all levels. We are challenging ourselves and also pledging to our members that we shall continuously improve against the predefined standards.

5. How will you monitor adherence to the standards set out in the charter?

We have sensitised all staff and promoted ownership of these standards and they have been embraced by all staff. We however note that there are may be breaches to this collective responsibility. We have put in place mechanisms to identify and resolve such breaches. In addition we have put in place a mechanism to generate feedback from our clients. This will enable us to know how we are performing. Above all, we have made a commitment to our members and pledged to strive to continuously improve our service delivery. They know what to expect from us and it is everyone's responsibility to adhere to the standards as set in the service Charter.

Standards of service as provided for in the Customer Service Charter

- **Eye Contact:** We shall show interest and maintain eye contact while attending to our clients.
- **Verbal Communication:** We shall communicate to our clients in a warm, friendly, clear, simple and audible tone.

- **Dress:** We shall be tidy, neat and decent at all times.
- **Listening:** We shall listen attentively to our clients, we shall not attend to personal telephone calls or engage in non official communication
- **Client Feed Back Register:** We shall display a client feed back register at each Customer Service Centre or Branch Office and all issues raised shall be discussed and responded to by management.
- **Identification:** We shall clearly display our desk name tags and wear identity cards during working hours for easy identification by our clients.
- **Suggestion Boxes:** We shall place a visible suggestion box at each of our Customer Service Centers or Area Offices that will be used to receive suggestions, complaints and compliments from our clients.
- **Queues:** While in a queue we shall serve our clients on first come first served basis.
- **Waiting Time:** Clients will not wait for more than 20 minutes before they are attended to. If it so happens we shall apologize and explain why.
- **Telephone Etiquette:** We shall answer all telephone calls with in 3 rings. On picking the phone we shall mention

- the name of the Organization, Department or Section and person attending to the call e.g. NSSF, Customer Service Mbarara, Jonathan Speaking, may I help you?
- **Bribes:** We shall not take bribes or deliberately underpay our members when they come to claim their benefits
- **Eating:** We shall not eat while serving clients or when clients are watching, we shall have defined places where we shall take our meals or break tea.
- **Response to queries:** We shall respond to all queries raised by letter, e-mail, telephone, word of mouth or through the web site with in 5 working days.
- **Statement Requests:** All statement requests will be responded to with in 5 working days.
- **Accuracy of Statements:** All statements issued to members shall be accurate. We shall check and re-check all the statements before sending them to our members.
- **Benefit Processing:** We shall process all benefit claims with in 30 working days.
- **Contact with Clients:** We shall regularly update clients on progress of their benefit claims and as soon as the claim is paid we shall notify the client by telephone, e-mail or word of mouth.

For a detailed version of the Customer Service Charter, please visit our website at www.nssfug.org



ELIZABETH ANN ONYAS
Executive Assistant to MD



MS. NAMUTOSI YVONNE
Product Development Manager

Impression of the Fund:

Good people, different perception from whats out there. Lots of good stuff in here like good systems. Too industrious linking IT and its people. Theres a big challenge ahead for me and I look forward to it.



KASIRYE JOYCE
Former employee of Premier Foods / IPS Nairobi as Human Resource Manager.

Impression of the Fund:

It's a nice place, the people are warm and welcoming. Apart from the corruption cases out there the fund is a good employer and am happy to be here. I am looking forward to more and contribute a lot to the Fund.

NEW STAFF



JEAN KASIRYE MUTABAZI

Former employee - AAR

Financial Controller

The Perception: "On the outside is completely different. We have a young brilliant team here. Am looking forward to tomorrow."



MR. EDWARD SENYONJO
Compliance Risk Manager.
Former employee of UBA

Impression of the Fund:

So far so good. Work environment is good and the perception from the outside is totally different. The controls are strong and we are not as bad as people think



GRACE SEMAKULA

Former employee of African Alliance; Member of Uganda Securities Exchange.

Impression of the fund:

A lot of positive change is going on right now, it is my first time to work for a considerably large institution so I love the experience of meeting many people, and I look forward to contributing a lot and delivering value to members especially in the area of investments

CORPORATE LEAGUE



Keeping the NSSF flag flying in the Corporate League



Go team go ... NSSF team cheers on.

Over the years, the NSSF Sports team has ably represented the Fund in the Corporate League, a body that brings together more than 38 corporate organisations in Uganda to engage in sports for community development.

The Fund's participation has not only promoted the corporate identity of NSSF through networking with other corporate organisations, but also promoted the spirit of team work among staff, both players and supporters. Last season, the NSSF team emerged champions in Volleyball, finalists in Basketball and 1st runners up in Bowling. This season, the football team is on course for its highest ever finish in the top five.

Below is the team in action at the last Olympics outing at Mandela National Stadium, Namboole.



Here it comes: David at his best during the match.



Alert: David ready to take on an opponent



Attack: Micheal aiming to get the ball from his opponent



4300 employers rob their employees' savings every month

Blow the whistle and get **UGX 100,000** cash

It is your right to ensure that your employer registers with NSSF and remits your monthly social security contributions. Do not allow your employer to cheat you.

Report any employer who is not complying with NSSF and earn UGX 100,000 in cash.
Your confidentiality is guaranteed.

Stand up for your future now!

For more information, visit any of our branches nearest to you or contact the Relationship Contributions Manager on **0417331503** or **0417331508**
email: whistleblower@nssfug.org visit our website: www.nssfug.org

