

GOVERNMENT NOTICE No. 389 published on 3/08/2018

SOCIAL SECURITY (REGULATORY AUTHORITY) ACT
(CAP. 135)

GUIDELINES

(Made under section 5(1)(c))

THE SOCIAL SECURITY SCHEMES (DATA MANAGEMENT) GUIDELINES, 2018

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PART I
PRELIMINARY PROVISIONS

- Citation **1.** These Guidelines may be cited as Social Security Schemes (Data Management) Guidelines, 2018.
- Application **2.** These Guidelines shall apply to all Schemes in Tanzania Mainland.
- Interpretation **3.** In these Guidelines, unless the context requires otherwise-
- Cap. 135 “Act” means the Social Security (Regulatory Authority) Act;
 “data” means all the information as required under the First Schedule;
 “Extensible Markup Language” also referred to as “XML”

means the extensible Markup Language as specified by the World Wide Web Consortium (W3C);
“member” means an employee or worker registered by a scheme and includes a person entitled to or receiving benefit under a scheme; and
“scheme” means the social security scheme and includes mandatory and supplementary schemes.

Objectives of Guidelines

4.-(1) The general objective of these Guidelines is to guide Social Security Schemes to ensure that scheme data is managed in line with best practices.

(2) Without prejudice to sub paragraph (1), the Guidelines shall specifically aim to-

- (a) prescribing standard data fields to be captured for scheme membership data;
- (b) prescribing standard report formats;
- (c) provides a standard glossary of terms used across the social security sector;
- (d) safeguarding and protecting the interest of members of the schemes by directing measures to be put in place to ensure availability of data.

PART II DATA MANAGEMENT

Data management policy

5. Every Scheme shall formulate and implement written data management policies and practices in accordance with these Guidelines.

Minimum data requirements

6. Without prejudice to paragraph 5, every Scheme shall ensure, as a minimum requirement,-

- (a) that appropriate automated systems to manage members’ data electronically are used;
- (b) that the system of a scheme allows electronic data exchange through the use of internationally acceptable formats such as XML;
- (c) the utilization of the National Identification Number and personal data indicated on the National Identification Database for all members,

- beneficiaries and pensioners where the National Identification Database has been updated;
- (d) every member has a unique and distinct identifier which is the social security membership number;
 - (e) all data are stored electronically as prescribed in the First Schedule;
 - (f) that there is confidentiality, sufficient controls are in place to maintain membership data throughout the lifetime of the Scheme; and
 - (g) the system is able to provide statistics based on the data and all key functions of the Schemes as prescribed in the Act.

PART III DATA AVAILABILITY

Business continuity policies and practices

- 7.** The Board of as shall ensure-
- (a) that there is in place an Information Technology Disaster Recovery plan for electronic data;
 - (b) that the backup of electronic data related to membership information, contributions, benefits paid and investments made by the Scheme is done within seventy two hours of any change of data whereby the backup shall be stored at the scheme's designated offsite business continuity premises;
 - (c) every member is availed with a record of their contributions received and their personal data as held by the scheme in every calendar year;
 - (d) members are invited to propose comment on any discrepancies; and
 - (e) contributions are updated within one month of receipt of the contributions and that all members' contribution statements and pensioner payment statements are made available upon request.

PART IV COMMON TERMINOLOGIES

Common terminologies for reporting

- 8.**-(1) For purposes of reporting to the Authority, every scheme shall use the definitions in the Act, and those in the glossary specified in Second Schedule to these Guidelines.
- (2) Every scheme shall formulate and implement glossaries of operational terms in use in the scheme and align them to the Authority's glossary for purpose of reporting to the Authority.

PART V
REPORTING REQUIREMENTS

Reports requirements **9.** Every Scheme shall submit to the Authority all reports required under these Guidelines in electronic format.

PART VI
MISCELLANEOUS PROVISIONS

Sanctions **10.-(1)** Any scheme which contravenes the provisions of these Guidelines commits an act which constitutes “unsafe or unsound conduct” as provided in the Act, and such act shall be punishable in the manner provided in the Act.

(2) Notwithstanding the penalty imposed under sub paragraph (1), the Authority shall have the powers to-

- (a) direct the scheme to comply with these Guidelines;
- (b) propose disqualification of the Board of Trustees of schemes and Management of the schemes to the respective appointing Authority;
- (c) suspend or disqualify the firm from conducting actuarial activities to the Schemes for a period as may be specified in the order;
- (d) take any other necessary measures as the Authority may considers appropriate for the better implementation of these Guidelines.

Dis-application of Guidelines and savings **11.-(1)** The Social Security Schemes (Data Management) Guidelines, 2016 issued prior to the coming into effect of these Guidelines are hereby disappplied.

(2) Notwithstanding sub paragraph (1), anything done, action, claim or directive made pursuant to the Social Security Schemes (Data Management) Guidelines, 2012 shall continue to have effect as if were made, issued or prepared under these Guidelines.

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FIRST SCHEDULE
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(Made under paragraph 6(e))

Data shall be stored electronically in the following manner

1. Member

- (a) First name.
- (b) Middle name.
- (c) Last name.
- (d) Date of birth.
- (e) Sex

- (f) Marital status.
- (g) Date of joining the scheme.
- (h) Social Security Number.
- (i) Mobile Phone number.
- (j) Citizenship.
- (k) Residential district.
- (l) Employer full name.
- (m) Status*

2. Employer

- (a) TIN number.
- (b) Full name.
- (c) Physical Address of Head Office.
- (d) Industry indicated using industry categorization as per National

Bureau of Standards.

3. Dependant

- (a) Birth Certificate Number.
- (b) Principal Member's Social Security Number.
- (c) First Name.
- (d) Middle Name.
- (e) Last Name.
- (f) Sex.
- (g) Date of Birth.

4. Pensioner

- (a) First Name
- (b) Middle Name.
- (c) Last Name.
- (d) Sex.

- (e) Marital status.
- (f) Date of joining the scheme.
- (g) Social Security Number (must be the same as active member number in use at the time of retirement).
- (h) Citizenship.
- (i) Residential district.
- (j) Employer Full Name.
- (k) Monthly pension amount.
- (l) Bank Name and Bank Account number into which pension is paid.
- (m) Date of Birth.

5. Administrative Costs

- (a) Costs of registration of members.
- (b) Costs related to compliance/follow up of contributions.
- (c) Investments costs as per investment category.
- (d) Cost of conducting investment per investment category.
- (e) Actual annual return on investment per category.
- (f) Annual Investment costs per category of investments.;
- (g) Administrative Costs per benefit.

6. Benefit Claims paid

- (a) First Name: As indicated on the National ID.
- (b) Middle Name: As indicated on the National ID.
- (c) Last Name: As indicated on the National ID.
- (d) Sex.
- (e) Social Security Number of the Beneficiary or the Principal member.
- (f) Type of benefit paid.
- (g) Amount of benefit paid.
- (h) Date benefit paid.

7. Contributions

- (a) Employer Contribution amount or percentage.
- (b) Employee Contribution amount or percentage.
- (c) Contribution Receipt Date
- (d) Contribution Effective Date
- (e) Member Salary
- (f) Member Salary Effective Date

8. Legal cases

- (a) Court Case Number (Registration number)
- (b) Court Name
- (c) Location
- (d) Title
- (e) Complainant Name
- (f) Respondent Name
- (g) Brief facts
- (h) Status

9. Contingent Liability

- (a) Penalties and Fines
- (b) Imposing Entity
- (c) Date Penalty and fine imposed
- (d) Date paid
- (e) Amount
- (f) Description of non-compliance leading to imposition of penalty

The Social Security Schemes (Data Management)

G.N. No. 389(contd.)

**(Active /Dormant as per definition in first schedule of these Guidelines).*

SECOND SCHEDULE

(Made under paragraph 8(1))

GLOSSARY OF TERMS

- “active member” means a member who has contributed to the scheme at least once in the past twelve months;
- “Administrative Cost per Benefit” shall be the cost incurred by the scheme annually to administer a specific benefit;
- “beneficiary” means a member who is entitled to a benefit from a scheme and includes a survivor;
- “contributing member” means a member who has remitted the most current required contribution.
- “compliance costs” means the costs incurred by the scheme as a direct result of regulatory directives or legislation and would not have been incurred otherwise;
- “date of birth” means the day, month and year that a member was born as indicated on a national identification document;
- “date of joining scheme” means the day, month and year that a member signed the registration form for the scheme;
- “date of first contribution” means the day, month and year that a member’s first contribution was received by the scheme;
- “dormant member” means a member who has not contributed to the scheme in the past twelve months;
- “expense ratio” means the ratio of operating expenses to income from contributions and investments –expressed as a percentage;
- “fund” means the aggregation of resources from which a scheme pays benefits
- “Government pensioner” means a pensioner who is paid from the Government consolidated account;
- investment costs” means costs emanating from expenses incurred in managing the investment portfolio;
- “pensioner” means a member who is receiving a pension from a scheme;
- “registered member” means a person, having fulfilled the set conditions for registration and has been issued a social security number by a scheme;
- “registration costs” means the costs incurred by the scheme in registering a member;
- “registered scheme” means a scheme that has been issued a certificate of registration by the Authority;
- “survivor” means a person entitled to receive a survivors’ pension from a scheme;
- “suspended pensioner” means a member who is entitled to a pension, but has not claimed that pension for a period exceeding twelve month;

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IRENE C. ISAKA
Director General