



WORKERS' COMPENSATION FUND CONTROL BOARD



Prevention

Care

Support

SERVICE DELIVERY CHARTER



WORKERS' COMPENSATION FUND CONTROL BOARD

SERVICE DELIVERY CHARTER



Prepared by:

Workers' Compensation Fund Control Board

December, 2020

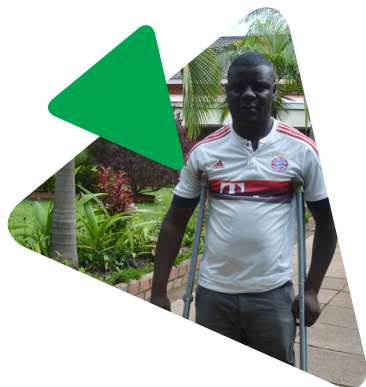


TABLE OF CONTENTS

FOREWORD.....	1
1.0 PURPOSE OF THIS CHARTER.....	2
2.0 OUR MANDATE	2
3.0 VISION AND MISSION.....	2
2.1 VISION	2
2.2 MISSION	3
4.0 CORE VALUES	3
5.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US	5
6.0 STANDARDS OF QUALITY SERVICE DELIVERY	6
7.0 OUR OTHER STANDARDS	16
8.0 CLIENT RIGHTS AND OBLIGATIONS	17
9.0 HOW TO COMPLAIN AND COMPLIMENT	18
10.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE	19
11.0 REVIEW OF THE CHARTER	19

FOREWORD



Mr. Patrick M. Siampwili
Acting Commissioner & Chief
Executive Officer

It gives me great pleasure to present the Workers' Compensation Fund Control Board (The Board) Service Delivery Charter to you, our esteemed clients. The Charter is intended to enhance service delivery in line with our mandate as provided for by the Workers' Compensation Act No. 10 of 1999 of the Laws of Zambia.

This Charter was developed through stakeholder participation and consultation to better respond to clients expectations and contains our commitment on service delivery. It is therefore, a '**social contract**' between the Board and its clients, which provides a mechanism to hold the Institution accountable for the quality of services rendered.

This Charter reflects the aspirations of the Board as contained in the 2021 – 2025 Strategic Plan whose vision is to be 'an innovative and reliable employment injury scheme'.

It is my fervent hope that this charter shall be used as a tool for enhancing smoother interaction between our clients and the Board.

Finally, I pledge that all staff in the Board will use the Charter as a means to enhance efficiency in the delivery of service to our clients.

A handwritten signature in black ink, appearing to read 'P. Siampwili'.

Mr. Patrick M. Siampwili
**ACTING COMMISSIONER & CHIEF EXECUTIVE
OFFICER**

1.0 PURPOSE OF THIS CHARTER

- ▶ To enhance your awareness of the type of services the Board provides;
- ▶ To explain the standards of service you should expect to receive;
- ▶ To outline your rights and responsibilities as a Client;
- ▶ To explain our rights and responsibilities as the Service Provider; and
- ▶ To explain how to submit feedback (complaints, compliments and make suggestions) about our service delivery.

2.0 OUR CORE MANDATE

The Workers Compensation Fund Control Board is a statutory body established by the Workers' Compensation Act No. 10 of 1999 of the Laws of Zambia. The Act provides for, among other things, the compensation of workers for occupational injuries suffered or diseases contracted in the course of their employment.

3.0 VISION AND MISSION



VISION

“An innovative and reliable employment injury scheme”.





MISSION

“To provide compensation for employment injuries and diseases in order to cushion the employers and workers’ burden”.



4.0 CORE VALUES

The core values of the Workers’ Compensation Fund Control Board are:

- ▶ Courtesy;
- ▶ Integrity;
- ▶ Timeliness;
- ▶ Accountability;
- ▶ Transparency;
- ▶ Team spirit.



CORE VALUES



Courtesy

We value our clients and provide our services with utmost politeness and consideration for all. We aim to serve our clients and make stakeholders feel valued whilst meeting their needs and interests.

Integrity

We uphold honesty and moral uprightness in the execution of our duties. We adhere to ethical principles in the execution of our duties.

Timeliness

In providing our services, we adhere to deliverables and ensure that our clients' needs and stakeholders' interests are met without delay; we deliver them within the expected time.

Accountability

We take responsibility for all our actions and decisions in the execution of our mandate.

Transparency

We are honest and open in the execution of our work.

Team spirit

We work together with unity of purpose to provide a better service and achieve our goals.

5.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, the Board will strive to continuously improve the standards of the services we provide so as to meet your needs and expectations. To this end, you, our esteemed clients have the right to expect timely provision of the following services:

- a) Benefits to employees who get injured or contract diseases during the course of employment;
- b) Employer compensation coverage and
- c) Employers' registration.



6.0 STANDARDS OF QUALITY SERVICE DELIVERY

In conformity with the law and our core values, we pledge to provide services in accordance with the following standards.

COMPLIANCE AND BENEFITS DEPARTMENT

I. Medical Expense Refund			
CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Employers	Submit duly completed accident report (No.6)	Within 1 working day	Within 17 Working Days
	Receive acknowledgement form	Within 1 working day	
	Submit original receipts of medical expenses	Within 1 working day	
	Receive medical expense refund	Within 14 working days	

REQUIREMENTS

- Original receipts of medical expenses, reasonably incurred
- Fully paid up with Assessments
- Police report for road traffic accidents (where applicable)
- Witness report
- Statement detailing late reporting (where applicable)
- Copy of certified identity document of the injured worker
- Copy of payslip for the injured worker/statement of basic pay
- Estimate of earning (if injured worker is below 21 years) three years from the date of the accident.
- Bank details

2. Incapacitation Periodical Payment

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Employers	Submit duly completed accident report (No.6)	Within 1 working day	Within 19 Working Days
	Receive acknowledgement form	Within 1 working day	
	Submit duly completed medical report and employers claim for periodical payment (Form No.18)	Within 1 working day	
	Receive incapacitation periodical payment	Within 16 working days	

REQUIREMENTS

- Fully paid up with Assessments
- Police report for road traffic accidents (where applicable)
- Witness report
- Copy of certified identity document of the injured worker
- Copy of payslip for the injured worker/statement of basic pay
- Estimate of earning (if injured worker is below 21 years) three years from the date of the accident.
- Bank detail



3. Monthly Pension payment/Constant Attendance Allowance/ Lump Sum Payment (injury)

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Injured Worker	Submit application for monthly pension payment/lump sum payment	Within 1 working day	Within 34 Working Days
	Undergo medical assessment	Within 7 working day	
	Receive feedback on medical assessment	Within 5 working day	
	Collect introductory letter for presenting at the bank	Within 1 working day	
	Submit duly completed form (No. 32 where applicable)	Within 1 working day	
	Collect identity card (where applicable)	Within 1 working day	
	Receive lump sum payment (below 10% disablement)	Within 18 working days	
	Receive monthly pension payment (above 10% disablement)		
	Receive the constant attendance allowance (for highly disabled beneficiaries)		

REQUIREMENTS

- Final medical report
- Completed Accident Report (No.6)
- Completed of form 72A (Life Certificate form) for subsequent years

4.Monthly Pension payment/ Lump Sum Payment (Disease and hearing impairment)

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Workers contracting disease or suffering hearing impairment during course of duty.	Submit application for monthly pension payment/lump sum payment.	Within 1 working day	Within 48 Working Days
	Undergo medical assessment.	Within 7 working days	
	Receive feedback on medical assessment.	Within 5 working day	
	Submit duly completed form (No. 32 where applicable).	Within 1 working day	
	Collect introductory letter for presenting at the bank.	Within 1 working day	
	Submit bank declaration form.	Within 1 working day	
	Receive feedback on level of disability and entitlement.	Within 10 working days	
	Collect identity card (where applicable).		
	Receive monthly pension payment (above 10% disablement).	Within 22 working day	

REQUIREMENTS

- Final medical certificate
- Record of service
- Submit duly completed Accident Report (No.6)
- Copy of certified identity document of the injured worker
- Copy of payslip for the injured worker/statement of basic pay
- Bank details
- Completion of form 72A (Life Certificate form) for subsequent years

5. Lump Sum to surviving dependant

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Established Dependants (Surviving Dependant in case of single deceased case)	Submit application for lump sum	Within 1 working day	Within 11 Working Days
	Receive Lump sum	Within 10 working days	
REQUIREMENTS <ul style="list-style-type: none"> - Proof of death and dependency - Authenticated identification documents - Proof of relationship with the deceased - Duly completed Accident Report (No.6) - Copy of certified identity document of the injured worker - Copy of payslip for the injured worker/statement of basic pay - Bank details 			

6. Pension Advance

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Life Pensioners under the WCFCB	Submit application for pension advance	Within 1 working day	Within 11 Working Days
	Receive pension advance	Within 5 working days	
REQUIREMENTS <ul style="list-style-type: none"> - Proof to support application for the advance. 			

7. Pension Commutation

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Life Pensioners under the WCFCB undertaking projects or purchasing property	Submit application for pension commutation	Within 1 working day	Within 17 Working Days
	Witness property inspection/ project appraisal	Within 5 working days	
	Sign Commutation Declaration form	Within 1 working day	
	Receive pension commutation	Within 10 working days	

REQUIREMENTS

- Copy of National Registration Card
- Application should detail how much is being proposed for commutation and reason.
- Project proposal/Quotations (for business)
- Proof of ownership, letter of sale and Banking details of the vendor (if purchasing property)

8. Monthly Pension payment - Surviving spouses and dependants

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Surviving dependants (for children with special needs the pension is for life, children above the age of 18 should provide proof of being in school)	Submit duly completed form 30 and form 40A / Form 32 for guardians	Within 1 working day	Within 26 Working Days
	Receive feedback	Within 5 working days	
	Collect identity card	Within 1 working day	
	Collect introductory letter for presenting at the bank	Within 1 working day	
	Receive initial monthly Pension payment	Within 22 working days	
REQUIREMENTS			
<ul style="list-style-type: none">- Completed Accident Report (form 6)- Bank details- Students' Certificate (where applicable)- Marriage Certificate (where applicable)			

9. Constant Attendance Allowance (CAA)

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Highly disabled beneficiaries		Monthly	Monthly
REQUIREMENTS <ul style="list-style-type: none"> - Nil 			

10. Return to Work (sponsorship) Programme

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Life pensioners under WCFCB	Submit application	Within 1 working day	Within 33 working days
	Receive feedback	Within 20 working days	
	Submit duly completed scholarship acceptance form and Scholarship commitment form	Within 1 working day	
	Receive copy of Return to Work Policy		
	Submit a request for payment of fees	Within 1 working day	
	Receive proof of payment of fees and other sponsorship requirements	Within 10 working day	
REQUIREMENTS			
<ul style="list-style-type: none">- Acceptance letter- Schedule of School fees- Academic Progress Report (after admission to the programme)			

11. Medical Aid Items (consider in other services)			
CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Life Pensioners			
REQUIREMENTS <ul style="list-style-type: none"> - Nil 			

12. Counselling Services			
CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Injured/ disabled workers, workers suffering from Occupational diseases	Submit request for counselling.	Within 1 working day	Within 3 working days
	Attend counselling	Within 2 working days	
REQUIREMENTS			
- Nil			

13. Widows/ers Gratuity			
CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Surviving spouse (who has remarried)	Submit notification of remarriage, duly completed form 40A (and form 32 where applicable)	Within 1 working day	Within 11 working days
	Receive gratuity	Within 10 working days	
REQUIREMENTS			
<ul style="list-style-type: none">- Copy of National Registration Card- Banking details			

14. Home based Physiotherapy and Nursing Services

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Beneficiaries			Within working days
REQUIREMENTS <ul style="list-style-type: none"> - Nil 			

15. Medical Evacuation (Local & Foreign)

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Injured/ disabled workers, workers suffering from occupational diseases	Submit recommendation for medical attention (from Medical Practitioners/ care givers)	Within 1 working day	Within 8 working days (local) Within 32 working days (foreign)
	Receive feedback	Within 1 working days	
	Receive notification of appointment date (local/abroad)	Within 5 working day (local) Within 20 working day (abroad)	
	Undergo evacuation to treatment centre (local/abroad)	Within 1 working day (local) Within 10 working (abroad)	
REQUIREMENTS			
<ul style="list-style-type: none">- Recommendation for medical attention- Passport for foreign travel			

16. Compliance Certificate

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Employer	Submit duly completed form 14 and pay assessment fees Receive compliance Certificate	Within 1 working day	Within 1 working days

REQUIREMENTS

- Patents and Companies Registration Agency Certificate (where applicable)
- Tax Clearance Certificate (where applicable)
- Registration with the Registrar of Societies (where applicable)
- Tax Payer Identification Number Certificate (where applicable)

17. Funeral Grant

CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Family representative	Submit notification of death Receive compliance Certificate	Within 1 working day Within 1 working day	Within 3 working days

REQUIREMENTS

- Death certificate/notice of death

OCCUPATIONAL SAFETY AND HEALTH (OSH) DEPARTMENT

17. Funeral Grant			
CLIENTS	VITAL STEPS	STANDARD OF SERVICE	DURATION
Employer / employees	Submit request for Training	Within 1 working day	Within 4 working days
	Attend training	Within 2 working days	
	Receive Certificate of attendance / report	Within 1 working day	
REQUIREMENTS			
<ul style="list-style-type: none">- Training venue- Specify type of training- Number of people to be trained			

7.0 OUR OTHER STANDARDS

ADDITIONAL COMPENSATION SERVICES

In addition to the services above, in specified instances clients are eligible to receive the following services based on Physician's recommendation the Board shall:

- ▶ Meet the cost of Home based Physiotherapy or Home-based Nursing Services;
- ▶ Provide Medical Aid items.

IF YOU CONTACT US BY TELEPHONE

- ▶ Our staff will identify themselves by name and department.
- ▶ We will give clear and easy to understand advice
- ▶ If we are unable to answer your enquiry immediately, we will advise you when you can expect a response.

IF YOU WRITE TO US

- ▶ We will respond to your correspondence within five (5) working days. Our responses will clearly show our reference number, the author's name, office telephone and email address.
- ▶ We will endeavour to resolve your enquiry before we send you the response. If we are unable to do so, we will inform you of the progress we are making and when you can expect a response.

IF YOU VISIT OUR OFFICES

- ▶ You will be attended to immediately;
- ▶ You will be screened and ushered to the waiting bay whilst waiting for clearance from respective offices;

- ▶ If you have an appointment, you will be attended to within 10 minutes of your appointment time; and
 - ▶ Without an appointment, we will endeavour to attend to you within 20 minutes of your arrival.
- * Our clients are encouraged to make appointments whenever possible.

8.0 CLIENT RIGHTS AND OBLIGATIONS

ADDITIONAL COMPENSATION SERVICES

As our esteemed client, you have the right to expect the highest standards of service delivery from the Board

In this respect, you have the right to:

- ▶ Accurate information on the service you are seeking from us;
- ▶ Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us;
- ▶ Be treated with courtesy and consideration in all your dealings with us;
- ▶ Complain when you receive sub-standard services; and
- ▶ Participate in the review of this charter.

We request of you the following:

- ▶ To treat our staff with courtesy;
- ▶ To provide accurate information when requested;
- ▶ To promptly respond to requests for information by us;

- ▶ Not to offer any gifts, favours or inducements to our staff or solicit the same from them;
- ▶ To report any member of staff soliciting for gifts, favour or any form of gratification from you; and
- ▶ To comply with any existing Laws and Regulations governing the provision of the service you are seeking.



9.0 HOW TO COMPLAIN AND COMPLIMENT

We encourage you to provide feedback (complaints and compliments) about our officers, staff and services. When complaining or complimenting we ask that you:

- ▶ provide personal details such as full names, phone number and address. This will enable us to respond to your complaint expeditiously;
- ▶ state clearly why you are happy or not happy with the service or conduct of our officers and staff;
- ▶ state what you want to be rectified (if not satisfied);
- ▶ be honest.

Feedback can be provided via telephone, email, website and letter or in person by visiting our offices at the address given below:

Workers' Compensation Fund Control Board
Corner Broadway / Moffat Road
P. O. Box 71534
Ndola
Zambia

Telephone : +26 0212 610481/7
Email : compensation@workers.com.zm
Website : www.workers.com.zm
Facebook : [Workers' Compensation Fund Control Board Zambia@workerscompensationzambia](#)

Office Hours: Monday – Friday 08.00 – 13.00 hours
14.00 – 17.00 hours

In order to safeguard your rights, we guarantee you utmost confidentiality and privacy in respect of your identity and substance of your complaint.

10.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE

We will continue to be transparent and accountable in the performance of our duties. To this end, we will publish information on our level of compliance with our service standards and guarantees we have made in this charter.

Specifically, we shall endeavour to:

Publish performance results against commitments in the Charter and a summary of complaints in our Board's Annual Reports and Print Media.

11.0 REVIEW OF THE CHARTER

This Charter will be reviewed every Five (5) years or as and when need arises to ensure that it responds to changes in the environment.

NOTES

Prevention

Care

Support