

TANZANIA SOCIAL ACTION FUND



PRODUCTIVE SOCIAL SAFETY NET III

DATA UPDATE HANDBOOK

Prepared by:
TASAF Management Unit
PSPF Tower, 4th Floor
Jakaya Mrisho Kikwete Street
P. O. Box 2719
Dodoma
Tel: +255 2629 63866
Fax: +255 2629 63871
E mail: info@tasaf.go.tz
Website: www.tasaf.go.tz

March, 2026

Table of Contents

1.0	Introduction	4
2.0	Objective	4
3.0	Specific Objectives	4
4.0	Claim and Updates	4
5.0	Claim due to missing or wrongly deduction of payment	4
5.1	Filling claim form	4
5.2	Forms collection and compilation	5
5.3	Report preparation	6
6.0	Reactivation of household after suspension	6
7.1	How to fill re-activation form	6
7.2	Collection of reactivation forms.....	6
7.3	Submission of reactivation forms.....	6
7.4	Data entry, verification and approval.....	6
7.0	Household information data updates	7
1	Filling of data update form	8
2	Collection of update forms and submission	8
3	Data entry, verification and approval.....	8

Acronyms and Abbreviations

DED	-	District Executive Director
MoU	-	Memorandum of Understanding

PSSN	-	Productive Social Safety Net
PSSNC	-	Productive Social Safety Net Coordinator
PSSNA	-	Productive Social Safety Net Accountant
HHs	-	Household(s)
PAA	-	Project Area of Authority
PCT	-	Productive Cash Transfer
PMT	-	Proxy Means Test
TF2	-	Affidavit of Integrity
TF2B	-	List of Implementers
TF3	-	Preliminary List
TF4	-	Final List
TASAF	-	Tanzania Social Action Fund
VEO	-	Village Executive Officer
VA	-	Village Assembly
VC	-	Village Council

1.0 Introduction

This handbook outlines the processes and procedures which are used in PSSN III Operation to deal with claims and updates and also used as a guideline to build capacity to different stakeholders on how to handle grievances associated with the program.

2.0 Objective

The main objective of this handbook is to provide guidance to Stakeholders on updates and Claims management for quality service delivery to intended PSSN beneficiaries.

3.0 Specific Objectives

Specific objectives of this handbook are:

- i) Ensure stakeholders have common understanding on how to manage claims and data updates.
- ii) Ensure the households information are timely collected and efficiently captured into PSSN III MIS for proper updates.

4.0 Claim and Updates

The handbook provides guidance on dealing with the following cases;

- i) Claims made MIS & Benefit Calculation Errors
- ii) Application for beneficiary household information updates
- iii) Application for reactivation of Beneficiaries who suspended for failing to attend community session or

5.0 Claim due to missing or wrongly deduction of payment

If beneficiaries' payment is missing or wrongly deducted in payment list, He/she must fill in a claim form. This form must be filled and submitted before community session is completed.

However, in cases where a claim was not submitted during the community session, the beneficiary may submit the claim to the VEO/MEO/Sheha office within the prescribed timeframe.

5.1 Filling claim form

CMC responsible with beneficiaries will assist beneficiaries to fill in the claim form. CMC responsible with beneficiaries should provide guidance to beneficiaries on the appropriate attachments that are required to be submitted together with application form.

Part A: Residence Information

- i) Beneficiaries' Address (District, Ward, Village/Mtaa/Shehia)
- ii) Type of claim (Payment error or Missing on Payment list)
- iii) Claim period

Part B: Claim concern with errors in payment

- i) Beneficiaries identification number
- ii) Reason for the claim (Deduction of Basic payment, errors in benefit calculation payment or missing all payment)
- iii) Document Presented for verification
- iv) Amount claimed
- v) Signature of household representatives and CMC responsible for beneficiaries
- vi) Verification and Approval by representative of village/mtaa/shehia

Part C: Verification and Approval (for Office use)

Once claim forms are filled, then household representative is supposed to attach supporting document to his/her claim. If household representative fails to submit supporting documents during the payment day he/she will be required to submit claim forms together with attachment the next payment day. Types of eligible claims which the household is supposed to submit are:

- i) Claims relating to wrong deductions due to non-attendance to community session. Village leaders should revisit attendance register (in case manual attendance register is used) to confirm if the household attended to community session at that particular period.
- ii) Claims relating to missing names in payment list. Representative is supposed to submit payment receipt of previous cycle
- iii) Claims relating to failed transaction as a result of dormant account, names mismatch or any other reason

All collected documents together with supporting documents should be submitted for verification to the Village/Mtaa/Shehia committee one responsible with payment during the community session day.

The committee member responsible will do the following activities:

- i) Endorse by writing a word “**APPROVED**” sign and stamp it, if the document received is correct and legal.
- ii) Disapprove by writing a word “**REJECTED**” sign it and stamp it, and the reason for rejection, if the supporting documents received are incorrect for claim verification.

Note:

All claims which require verification should be submitted with supporting documents one week after community session.

5.2 Forms collection and compilation

CMC responsible with beneficiaries shall reorganize claim forms, in two envelopes. The first envelope contains all forms that are accepted and approved and the second one contains all rejected forms.

The envelope that is labelled “**REJECTED**” remains in the Village/Shehia/Mtaa for delivery to beneficiaries, whose application forms were rejected.

5.3 Report preparation

The CMC responsible with beneficiaries will collect all claim forms that are accepted and approved together with other forms. He/she will also prepare payment reconciliation report with associated documents soon after adjustment and submit to PAA facilitator who will send them to PSSN Coordinator the next day.

6.0 Reactivation of household after suspension

Beneficiary household is suspended from receiving payment when missed to attend community session. Beneficiary household can also be suspended due to other reasons like migration, death, voluntary quit e.t.c. However, a household representative is required to fill in an application form, for reactivation, if he/she has genuine reasons and need to resume receiving benefit from the programme.

7.1 How to fill re-activation form

CMC responsible with beneficiaries will assist beneficiaries to fill in the Re-activation form.

Part A: Residence Information

- i) Beneficiaries’ Address (District, Ward, Village/Shehia/Mtaa.)
- ii) Beneficiaries’ Identification number.
- iii) Reason for not collecting fund

7.2 Collection of reactivation forms

CMC responsible with beneficiaries will collect all reactivation application forms and then put them in one envelope and submit to Village/Mtaa/Shehia committee member responsible for PSSN activities who verify and sign then pass over to VEO for review and signature with Official Stamp.

7.3 Submission of reactivation forms

VEO/MEO/Sheha will submit reactivation forms to Facilitator on duty who will take them to PAA office and submit to PSSNC who will verify and handover to data entry clerks for capturing in MIS.

7.4 Data entry, verification and approval

Once data from re-activation forms is captured in MIS the PSSNC will verify information that has been captured and make necessary corrections that may be required. After that he/she execute approval function in MIS to give access TMU for stage 1 approval. The DED will then write an official letter to TMU requesting final approval within the system. The letter should indicate number of household, name of household representative and reason for re-activation.

Once official letter is received the TMU will execute stage 2 approval to re-activate household. Changes will in different forms and reports will be observed the next payment period.

Note:
TMU will not approve transaction to re-activate households in MIS if there is no letter received from DED requesting approval

7.0 Household information data updates

Data updates form entail application for addition of new member of household, change of household representative, member of household left permanently, correction of error, change of school or health facility, and change of address. All application for updates should be done during the community session event.

Updates can be done when any of the following reasons occurred in the household;

- i) Additional member of the beneficiary household (new-born or a new member) of the household.
- ii) Member of household left permanently; migration, marriage, death, divorce, etc.
- iii) Change of address
- iv) Change of information of Household member such as Education facility, Health facility, PREM number, etc.
- v) Correction of errors like incorrect name etc.
- vi) Update of information of members of household

During Community Session, CMC responsible for orientation is required to remind and provide guidance to household representatives to update their information.

The table1 below explain the type of updates and approval requirements.

TYPE OF UPDATES	SUPPORTING DOCUMENT REQUIRED FOR VERIFICATION
New household member (new-born or moving in).	Birth certificate, Clinic card, an Identification card for new moving in member of the household or letter from Village/Shehia/Mtaa Committee.
The departure of the household member due to death, marriage, and divorce or permanent left.	Death, divorce/Oath certificate, Affidavit or letter from Village/Shehia/Mtaa Committee.
Change of Address	Confirmation from Village/Shehia/Mtaa Executive Officer.

TYPE OF UPDATES	SUPPORTING DOCUMENT REQUIRED FOR VERIFICATION
Change of Education or Health facility.	A letter from Headmaster/mistress, or Health Practitioner.
Change of Household representative due to death, sickness, left permanent or sole decision of household members.	Death certificate or letter from Village/Shehia/Mtaa Executive Officer or affidavit.
Correction of error	Identification card, Birth certificate or Letter from Village/Shehia/Mtaa Executive Officer.

1 Filling of data update form

CMC responsible with beneficiaries will assist beneficiaries to fill in the data update form. CMC responsible with beneficiaries should assist beneficiaries and make sure form is completely filled.

2 Collection of update forms and submission

Once data update form is filled the CMC responsible with beneficiaries will collect all information update and correction application forms and pack in one envelope. CMC responsible with beneficiaries will hand over the forms to village/mtaa/shehia committee member responsible for PSSN activities for verification, sign and submit to VEO/MEO/Sheha. The VEO/MEO/Sheha will then hand over package of forms to PAA facilitator on duty for last verification and delivery to PSSN Coordinator at PAA office for further processing.

3 Data entry, verification and approval

Upon receiving verified data update forms, data entry clerk will capture them in MIS. The PSSNC will verify information that has been captured and make necessary corrections that may be required. After that he/she execute approval function in MIS to apply changes in the central database. Requested changes will be reflected in the next payment period.