



Insurance and Pensions Symposium

**Delivering Social Security with Integrity: NSSA's
Path to Trust, Transparency & Sustainability**

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Presentation Outline



Introduction to NSSA and its mandate

Governance and integrity at NSSA

Importance of trust in social security institutions

Transparency and accountability mechanisms

Sustainability of social security schemes

Regional & International Cooperation





NSSA's Mandate



- *Constituted and established in terms of the NSSA Act[17:04] of 1989 to provide social security.*
- *The Act empowers the Minister of Public Service, Labour and Social Welfare to establish social security schemes for the provision of benefits to all members.*
- *NSSA is also mandated to enforce and promote occupational safety & health in workplaces*

VISION

“To be a world class provider of Social Security by 2030.”

*(This is aligned to the country's **VISION 2030** of an attaining upper middle-income society by 2030)*

MISSION

“To provide sustainable Social Security and promote Occupational Safety and Health to all members through responsive schemes and services.”

MOTTO

“ A life-long Promise.”



Key Functions to Deliver on N SSA Mandate



**BENEFITS,
ACTUARIAL &
SCHEMES
DEVELOPMENT**



OSH



**CONTRIBUTIONS
&
COMPLIANCE**



**FINANCE &
ADMIN**



INVESTMENTS



ICT



**RISK &
AUDIT**



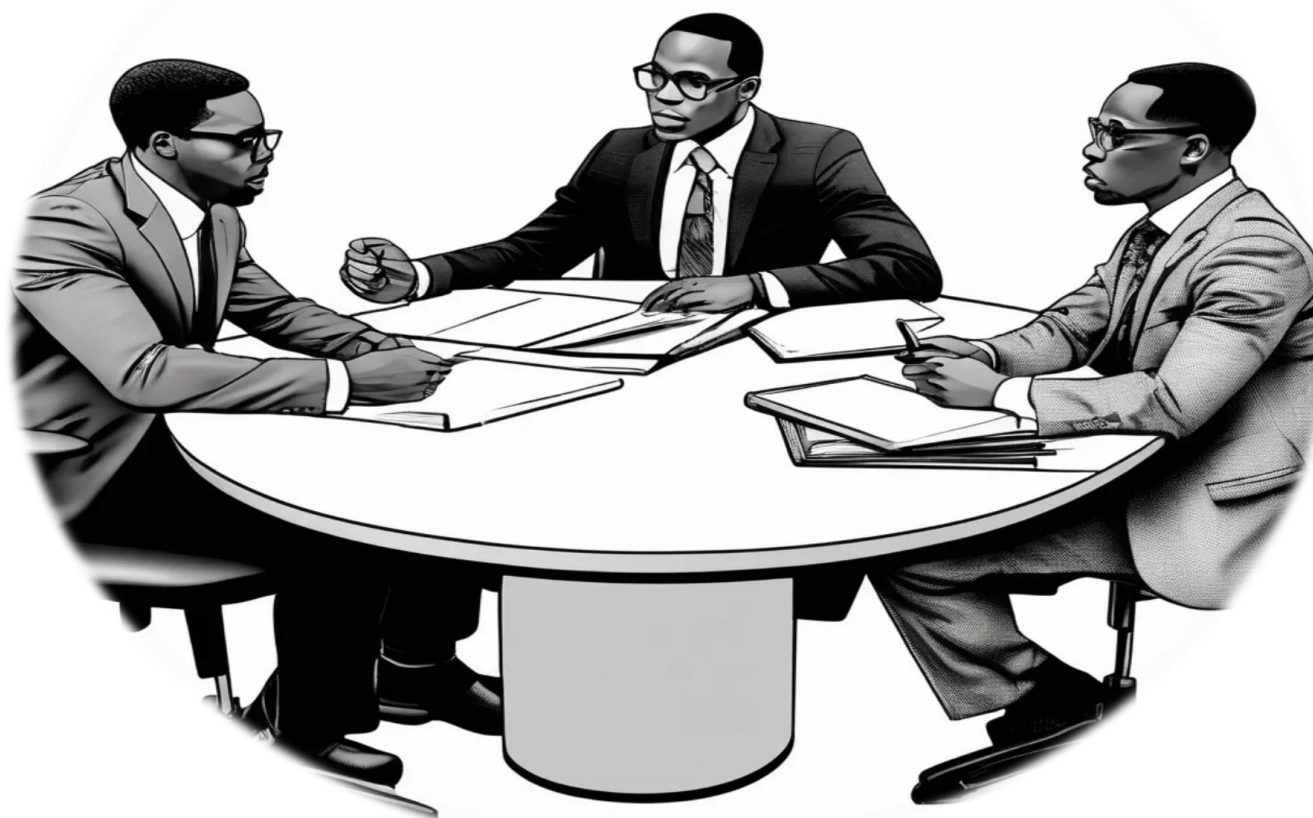
Governance



Tripartite Board

GOVERNMENT

EMPLOYERS



WORKERS



Trust, Integrity & Sustainability

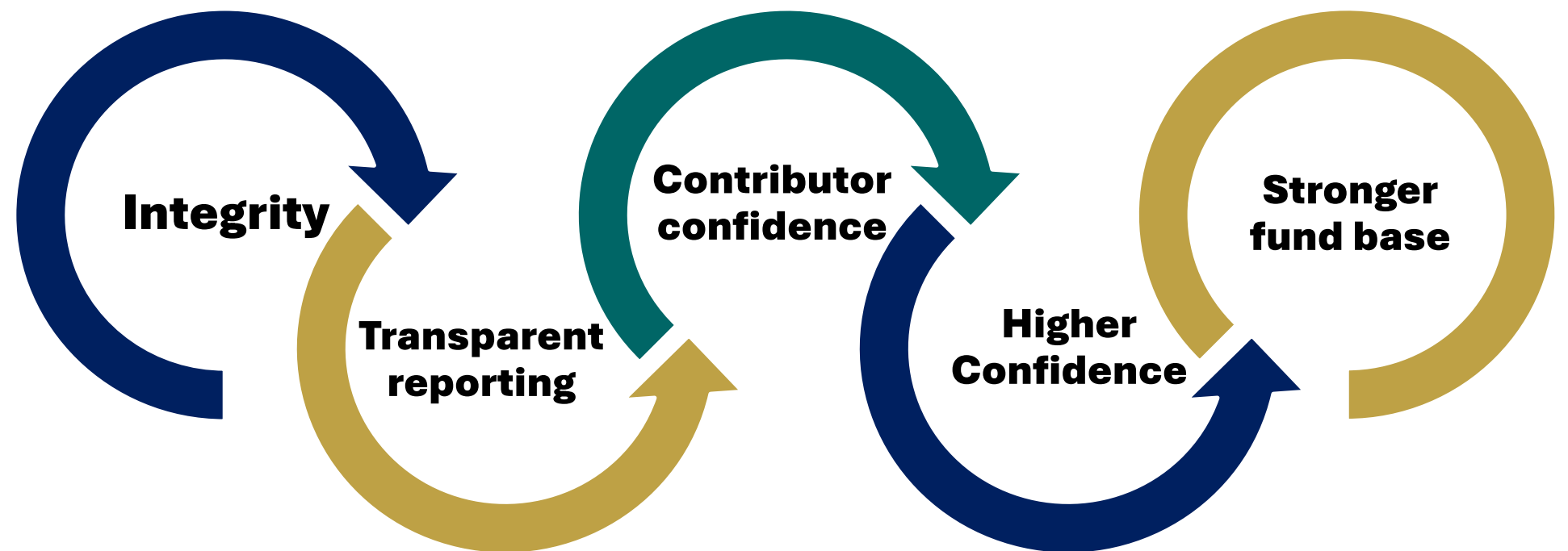


Trust: A Delivery Mechanism



Trust loop in practice

Confidence affects contribution compliance, willingness to save long-term, and the legitimacy of the entire pensions' architecture.



The strategic task is to make this loop visible and repeatable.



Transparency & Accountability



Institutional Governance Framework at N SSA

Statutory and Regulatory Compliance

NSSA operates within Zimbabwe's public sector governance and accountability framework:

- National Social Security Authority Act [Chapter 17:04]
- Public Entities Corporate Governance Act [Chapter 10:31]
- Public Finance Management Act [Chapter 22:19]
- Public Procurement and Disposal of Public Assets Act [22:23]
- Cyber and Data Protection Act (Personal Data Protection) [Chapter 12:07]

Financial Transparency

NSSA demonstrates financial accountability through:

- Annual publication of audited financial statements
- NSSA 2024 Annual Report publicly available.
- 2025 accounts currently being audited
- Regular actuarial valuations of NSSA schemes
- Oversight by MPSLSW, Board committees, audit

Institutional Accountability Mechanisms

Transparency is further strengthened through:

- Stakeholder engagement platforms
- Performance monitoring and reporting systems
- Audit and risk management frameworks



Sustainable Social Security



Long-term solvency comes from the interaction of collections, investments, benefit design, actuarial discipline and contributor confidence.

Contribution collection

Broader registration, easier compliance, reduced leakage

Trust & service quality

Timely claims, contributor statements, visible fairness and responsiveness



Prudent investment governance

Reserves, policy discipline, risk-aware deployment of public funds

Actuarial & benefit discipline

Adequate but affordable benefits, periodic valuation, design review

NSSA's strategy states that contributions and investment income feed the revenue pool used to pay benefits, administration costs and reinvestment. The credibility of that cycle is the heart of sustainability.



Regional & International Cooperation



Membership in International Bodies



NSSA actively participates in regional and international social security platforms to strengthen governance, policy development, and service delivery.

International Social Security Association (ISSA)

- NSSA has received **multiple ISSA Good Practice Awards** recognising excellence in social security administration.

African Social Security Association (ASSA)

- NSSA collaborates with African institutions on social security reforms and best practice frameworks.



Key Areas of Cooperation



Knowledge Sharing and Capacity Building

Exchange of best practices, actuarial research, and policy innovations among member institutions.

Policy Development and Reform

Participation in regional dialogue to strengthen social protection systems across Africa.

Strategic Impact

- Enhances **institutional credibility and international recognition**
- Strengthens **policy alignment with global social protection standards**
- Supports **sustainable development of Zimbabwe's social security system**

Thank You

