



## All Complaints Grouped by Scheme Name and Complaint

Scheme Name	Type Of complaints	Status	Number Of
null	null	Open	2
null	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Open	1
null	Kujitoa kwenye Mafao/ Withdrawals	Open	9
null	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Open	2
null	Kutolipwa Mafao/ Non-payment of Benefits	Open	3
null	Kutolipwa Mafao/ Non-payment of Benefits	Pending	1
null	Mengine/Others	Open	6
null	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Open	3
GEPF Retirement Benefits Fund	null	Closed	8
GEPF Retirement Benefits Fund	null	Pending	4
GEPF Retirement Benefits Fund	Huduma kwa Mwanachama/ Customer Service	Closed	1
GEPF Retirement Benefits Fund	Kanuni za Ukokotozi wa Mafao/ Benefits Formula	Closed	1
GEPF Retirement Benefits Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Closed	1
GEPF Retirement Benefits Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Open	1
GEPF Retirement Benefits Fund	Kujitoa kwenye Mafao/ Withdrawals	Closed	1
GEPF Retirement Benefits Fund	Kujitoa kwenye Mafao/ Withdrawals	Open	1
GEPF Retirement Benefits Fund	Kujitoa kwenye Mafao/ Withdrawals	Pending	1

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GEPF Retirement Benefits Fund	Kutolipwa Mafao/ Non-payment of Benefits	Closed	3
GEPF Retirement Benefits Fund	Kutolipwa Mafao/ Non-payment of Benefits	Pending	1
GEPF Retirement Benefits Fund	Mengine/Others	Closed	4
GEPF Retirement Benefits Fund	Mengine/Others	Open	3
GEPF Retirement Benefits Fund	Mengine/Others	Pending	1
GEPF Retirement Benefits Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Closed	6
GEPF Retirement Benefits Fund	Uhuru wa Kuchagua Mfuko/ Freedom to Choose a Scheme	Closed	2
LAPF Pensions Fund	null	Closed	12
LAPF Pensions Fund	null	Open	4
LAPF Pensions Fund	null	Pending	5
LAPF Pensions Fund	Huduma kwa Mwanachama/ Customer Service	Closed	2
LAPF Pensions Fund	Kanuni za Ukokotozi wa Mafao/ Benefits Formula	Closed	2
LAPF Pensions Fund	Kuandikishwa Zaidi ya Mara Moja/ Double Registration	Closed	12
LAPF Pensions Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Closed	9
LAPF Pensions Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Open	3
LAPF Pensions Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Pending	1
LAPF Pensions Fund	Kujitoa kwenye Mafao/ Withdrawals	Closed	7
LAPF Pensions Fund	Kujitoa kwenye Mafao/ Withdrawals	Pending	1
LAPF Pensions Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Closed	18
LAPF Pensions Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Open	2
LAPF Pensions Fund	Kutolipwa Mafao/ Non-payment of Benefits	Closed	4

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LAPF Pensions Fund	Kutolipwa Mafao/ Non-payment of Benefits	Open	1
LAPF Pensions Fund	Kutolipwa Mafao/ Non-payment of Benefits	Pending	2
LAPF Pensions Fund	Mafao ya Warithi/ Survivors Benefits	Closed	1
LAPF Pensions Fund	Mafao ya Warithi/ Survivors Benefits	Open	1
LAPF Pensions Fund	Mengine/Others	Closed	19
LAPF Pensions Fund	Mengine/Others	Open	4
LAPF Pensions Fund	Mengine/Others	Pending	1
LAPF Pensions Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Closed	13
LAPF Pensions Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Pending	6
LAPF Pensions Fund	Pensheni ya Kila Mwezi/ Monthly Pensions	Closed	2
LAPF Pensions Fund	Uhuru wa Kuchagua Mfuko/ Freedom to Choose a Scheme	Closed	7
LAPF Pensions Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Closed	6
LAPF Pensions Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Open	1
LAPF Pensions Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Pending	3
NHIF National Health Insurance Fund	Kujitoa kwenye Mafao/ Withdrawals	Open	1
NHIF National Health Insurance Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Closed	4
NHIF National Health Insurance Fund	Kutolipwa Mafao/ Non-payment of Benefits	Closed	2
NHIF National Health Insurance Fund	Mafao ya Warithi/ Survivors Benefits	Closed	1
NHIF National Health Insurance Fund	Mengine/Others	Closed	4
NHIF National Health Insurance Fund	Mengine/Others	Open	1
NHIF National Health Insurance Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Closed	3

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NSSF National Social Security Fund	null	Closed	60
NSSF National Social Security Fund	null	Open	1
NSSF National Social Security Fund	null	Pending	11
NSSF National Social Security Fund	Huduma kwa Mwanachama/ Customer Service	Closed	4
NSSF National Social Security Fund	Huduma kwa Mwanachama/ Customer Service	Pending	2
NSSF National Social Security Fund	Kanuni za Ukokotozi wa Mafao/ Benefits Formula	Closed	7
NSSF National Social Security Fund	Kanuni za Ukokotozi wa Mafao/ Benefits Formula	Pending	2
NSSF National Social Security Fund	Kuandikishwa Zaidi ya Mara Moja/ Double Registration	Closed	8
NSSF National Social Security Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Closed	38
NSSF National Social Security Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Open	5
NSSF National Social Security Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Pending	8
NSSF National Social Security Fund	Kujitoa kwenye Mafao/ Withdrawals	Closed	57
NSSF National Social Security Fund	Kujitoa kwenye Mafao/ Withdrawals	Open	14
NSSF National Social Security Fund	Kujitoa kwenye Mafao/ Withdrawals	Pending	12
NSSF National Social Security Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Closed	31
NSSF National Social Security Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Open	5
NSSF National Social Security Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Pending	5
NSSF National Social Security Fund	Kutolipwa Mafao/ Non-payment of Benefits	Closed	18
NSSF National Social Security Fund	Kutolipwa Mafao/ Non-payment of Benefits	Open	9
NSSF National Social Security Fund	Kutolipwa Mafao/ Non-payment of Benefits	Pending	2
NSSF National Social Security Fund	Mafao ya Warithi/ Survivors Benefits	Closed	1

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NSSF National Social Security Fund	Mengine/Others	Closed	18
NSSF National Social Security Fund	Mengine/Others	Open	22
NSSF National Social Security Fund	Mengine/Others	Pending	19
NSSF National Social Security Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Closed	50
NSSF National Social Security Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Open	13
NSSF National Social Security Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Pending	16
NSSF National Social Security Fund	Pensheni ya Kila Mwezi/ Monthly Pensions	Closed	8
NSSF National Social Security Fund	Pensheni ya Kila Mwezi/ Monthly Pensions	Pending	1
NSSF National Social Security Fund	Uhuru wa Kuchagua Mfuko/ Freedom to Choose a Scheme	Closed	9
NSSF National Social Security Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Closed	12
NSSF National Social Security Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Pending	2
PPF Pensions Fund	null	Closed	17
PPF Pensions Fund	null	Open	4
PPF Pensions Fund	null	Pending	1
PPF Pensions Fund	Huduma kwa Mwanachama/ Customer Service	Closed	4
PPF Pensions Fund	Kanuni za Ukokotozi wa Mafao/ Benefits Formula	Closed	6
PPF Pensions Fund	Kanuni za Ukokotozi wa Mafao/ Benefits Formula	Pending	1
PPF Pensions Fund	Kuandikishwa Zaidi ya Mara Moja/ Double Registration	Closed	2
PPF Pensions Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Closed	17
PPF Pensions Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Open	3
PPF Pensions Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Pending	5

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PPF Pensions Fund	Kujitoa kwenye Mafao/ Withdrawals	Closed	69
PPF Pensions Fund	Kujitoa kwenye Mafao/ Withdrawals	Open	1
PPF Pensions Fund	Kujitoa kwenye Mafao/ Withdrawals	Pending	4
PPF Pensions Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Closed	27
PPF Pensions Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Open	5
PPF Pensions Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Pending	11
PPF Pensions Fund	Kutolipwa Mafao/ Non-payment of Benefits	Closed	33
PPF Pensions Fund	Kutolipwa Mafao/ Non-payment of Benefits	Open	3
PPF Pensions Fund	Kutolipwa Mafao/ Non-payment of Benefits	Pending	8
PPF Pensions Fund	Mafao ya Warithi/ Survivors Benefits	Closed	2
PPF Pensions Fund	Mafao ya Warithi/ Survivors Benefits	Open	1
PPF Pensions Fund	Mengine/Others	Closed	35
PPF Pensions Fund	Mengine/Others	Open	5
PPF Pensions Fund	Mengine/Others	Pending	13
PPF Pensions Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Closed	30
PPF Pensions Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Open	4
PPF Pensions Fund	Pensheni ya Kila Mwezi/ Monthly Pensions	Closed	9
PPF Pensions Fund	Pensheni ya Kila Mwezi/ Monthly Pensions	Open	1
PPF Pensions Fund	Pensheni ya Kila Mwezi/ Monthly Pensions	Pending	1
PPF Pensions Fund	Uhuru wa Kuchagua Mfuko/ Freedom to Choose a Scheme	Closed	3
PPF Pensions Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Closed	6

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PPF Pensions Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Open	1
PSPF Public Service Pensions Fund	null	Closed	18
PSPF Public Service Pensions Fund	null	Open	2
PSPF Public Service Pensions Fund	null	Pending	7
PSPF Public Service Pensions Fund	Huduma kwa Mwanachama/ Customer Service	Closed	1
PSPF Public Service Pensions Fund	Kanuni za Ukokotozi wa Mafao/ Benefits Formula	Closed	2
PSPF Public Service Pensions Fund	Kanuni za Ukokotozi wa Mafao/ Benefits Formula	Pending	1
PSPF Public Service Pensions Fund	Kuandikishwa Zaidi ya Mara Moja/ Double Registration	Closed	11
PSPF Public Service Pensions Fund	Kuandikishwa Zaidi ya Mara Moja/ Double Registration	Pending	5
PSPF Public Service Pensions Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Closed	42
PSPF Public Service Pensions Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Open	2
PSPF Public Service Pensions Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Pending	6
PSPF Public Service Pensions Fund	Kujitoka kwenye Mafao/ Withdrawals	Closed	13
PSPF Public Service Pensions Fund	Kujitoka kwenye Mafao/ Withdrawals	Pending	3
PSPF Public Service Pensions Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Closed	36
PSPF Public Service Pensions Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Open	2
PSPF Public Service Pensions Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Pending	2
PSPF Public Service Pensions Fund	Kutolipwa Mafao/ Non-payment of Benefits	Closed	18
PSPF Public Service Pensions Fund	Kutolipwa Mafao/ Non-payment of Benefits	Open	3
PSPF Public Service Pensions Fund	Kutolipwa Mafao/ Non-payment of Benefits	Pending	1
PSPF Public Service Pensions Fund	Mafao ya Warithi/ Survivors Benefits	Closed	8

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PSPF Public Service Pensions Fund	Mafao ya Warithi/ Survivors Benefits	Open	1
PSPF Public Service Pensions Fund	Mengine/Others	Closed	25
PSPF Public Service Pensions Fund	Mengine/Others	Open	5
PSPF Public Service Pensions Fund	Mengine/Others	Pending	4
PSPF Public Service Pensions Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Closed	24
PSPF Public Service Pensions Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Open	1
PSPF Public Service Pensions Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Pending	1
PSPF Public Service Pensions Fund	Pensheni ya Kila Mwezi/ Monthly Pensions	Closed	9
PSPF Public Service Pensions Fund	Pensheni ya Kila Mwezi/ Monthly Pensions	Open	4
PSPF Public Service Pensions Fund	Pensheni ya Kila Mwezi/ Monthly Pensions	Pending	1
PSPF Public Service Pensions Fund	Uhuru wa Kuchagua Mfuko/ Freedom to Choose a Scheme	Closed	3
PSPF Public Service Pensions Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Closed	38
PSPF Public Service Pensions Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Open	2
PSPF Public Service Pensions Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Pending	1
WCF Workers Compersation Fund	null	Closed	27
WCF Workers Compersation Fund	Huduma kwa Mwanachama/ Customer Service	Closed	5
WCF Workers Compersation Fund	Kanuni za Ukokotozi wa Mafao/ Benefits Formula	Closed	1
WCF Workers Compersation Fund	Kuandikishwa Zaidi ya Mara Moja/ Double Registration	Closed	6
WCF Workers Compersation Fund	Kuchelewa Kulipwa Mafao/ Delay in Benefits Payment	Closed	3
WCF Workers Compersation Fund	Kujitoa kwenye Mafao/ Withdrawals	Closed	28
WCF Workers Compersation Fund	Kujitoa kwenye Mafao/ Withdrawals	Pending	2



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WCF Workers Compersation Fund	Kupunjwa Mafao ya Uzeeni/ Underpayment of Retirement	Closed	9
WCF Workers Compersation Fund	Kutolipwa Mafao/ Non-payment of Benefits	Closed	8
WCF Workers Compersation Fund	Mafao ya Warithi/ Survivors Benefits	Closed	4
WCF Workers Compersation Fund	Mengine/Others	Closed	91
WCF Workers Compersation Fund	Mengine/Others	Open	3
WCF Workers Compersation Fund	Mengine/Others	Pending	9
WCF Workers Compersation Fund	Michango kutowasilishwa na Mwajiri/ Unremitted contributions by	Closed	15
WCF Workers Compersation Fund	Uhuru wa Kuchagua Mfuko/ Freedom to Choose a Scheme	Closed	2
WCF Workers Compersation Fund	Ujumlishaji wa Vipindi vya Uchangiaji/ Totalization of	Closed	1