

NMB wins global award for digital insurance innovation

By The Citizen Reporter
@TheCitizenTz
news@tz.nationmedia.com

Dar es Salaam. NMB Bank Plc has won the Best Bancassurance Innovation and Partner of the Year – Tanzania 2026 award from World Economic Magazine, recognising its use of technology and partnerships to expand access to insurance services.

The award, announced in May 2026 by the Delaware, United States-based organisation, comes as Tanzania seeks to increase insurance uptake through more accessible distribution channels. Data from the Tanzania Insurance Reg-

ulatory Authority show that insurance penetration rose to 2.08 percent of gross domestic product (GDP) in 2024 from 2.01 percent in 2023, reflecting market growth while highlighting further opportunities for expansion. One of the innovations recognised is JIRANI, a chatbot that allows customers to access motor and group-life insurance through WhatsApp. The platform enables users to complete enrolment, submit documents, generate payment references and initiate claims. NMB has also integrated insurance services into its digital banking ecosystem through the Ume-Bima Mini App, available on the NMB

Mkononi Super App. NMB Chief Retail Banking Officer Filbert Mponzi said the award recognised efforts by the bank and its partners to make insurance services simpler and more accessible.

“This award recognises the work being done by our team and partners to ensure insurance services are simpler, more accessible and able to reach more Tanzanians,” he said.

NMB Head of Bancassurance Martine Massawe said JIRANI and Ume-Bima had reduced traditional barriers, including time, distance and lengthy procedures, that often discourage people from obtaining insurance.



NMB Bank Plc Head of Bancassurance Martine Massawe presents the Best Bancassurance Innovation and Partner of the Year – Tanzania 2026 award to the bank's Chief Retail Banking Officer, Filbert Mponzi. The award, issued by the World Economic Magazine, was announced in May 2026 by the Delaware, United States-based organisation. PHOTO | COURTESY

FINANCING The programme's official close

Stakeholders called upon to sustain WASH policy reforms

The initiative strengthened planning, management, and service delivery by building the capacity of local institutions to manage water systems after construction

By The Citizen Reporter
@TheCitizenTz
news@tz.nationmedia.com

Morogoro. The government has urged development partners, local government authorities (LGAs) and the private sector to sustain reforms introduced under the WASH Systems for Health (WS4H) Programme, saying long-term access to water, sanitation, and hygiene services depends on strong institutions, effective coordination and reliable financing rather than infrastructure alone.

The call was made in Morogoro yesterday during the programme's official close, where more than 80 representatives from government institutions, development partners, and civil society organisations reviewed its achievements and lessons.

Speaking on behalf of the Permanent Secretary in the Ministry of Water, the ministry's senior statistician in the Department of Policy and Planning, Ms Diana Kimario, said the programme's conclusion marked a transition from donor support to national ownership.

"The real measure of success will be how well we sustain and scale the pilots, systems, partnerships, and innovations established by this programme," she said, adding that the government would integrate the lessons into national planning and

budgeting.

Implemented by SNV Netherlands Development Organisation with support from the UK's Foreign, Commonwealth and Development Office (FCDO), the programme operated in Dodoma, Arusha, and Simiyu regions through partnerships with the Ministry of Water, the Ministry of Health, and the Rural Water Supply and Sanitation Agency (Ruwasa).

Rather than focusing solely on infrastructure, the initiative strengthened planning, management, and service delivery by building the capacity of local institutions to manage water systems after construction.

Ms Kimario said the programme supported eight priority areas, including professionalising rural water supply through asset mapping and service clustering, strengthening the capacity of Ruwasa and the Ministry of Health, improving electronic data systems for evidence-based decision-making, and developing phased rural service regulation plans.

"It also promoted district-wide safety-managed sanitation planning, integrated climate resilience and gender equality and social inclusion into service delivery, strengthened sector monitoring, and reviewed reporting and service delivery monitoring systems," she said.



VACANCIES

GRIEVANCES RESOLUTION SPECIALIST-KABANGA SITE

Position Summary:

Tembo Nickel is seeking to recruit a Grievances Resolution Specialist to join Tembo Nickel Project Team. Reporting to the Social Performance Manager, the Community and Resettlement Grievance Specialist manages the end-to-end grievance process for all community and resettlement related grievances. The role ensures grievances are recorded, assessed, resolved, and closed in a timely, transparent, and culturally appropriate manner, in line with IFC PS5 and Company Standards.

Duty Station: Kabanga Site (6/3 Roster)

Duties and Responsibilities

1. Grievance Intake and Management

- Receive, register, and categorise grievances from affected households, community members, and stakeholders.
- Conduct field verification and investigations to understand grievance context and validity.
- Coordinate with internal teams to develop resolution options and ensure timely closure.

2. Stakeholder Engagement

- Engage directly with complainants to explain processes, provide updates, and confirm satisfaction with outcomes.
- Coordinate meetings between communities and project teams where required.

3. Reporting and Analysis

- Maintain an up-to-date grievance database with accurate records of actions, decisions, and closure status.
- Analyse grievance trends and provide insights to the MEL Manager and Social Performance team.
- Develop monthly and quarterly grievance reports.

4. Compliance and Continuous Improvement

- Ensure grievance handling aligns with IFC PS5, Company Standards, and community expectations.
- Identify systemic issues and recommend improvements to the Grievance Mechanism process and accessibility of the mechanism by stakeholders.

Qualifications and Competencies

- Bachelor's degree in social sciences, Community Development, Law, or related field. Computer literate and fully conversant with basic computer applications
- Minimum 5 years' experience in grievance management, community relations, or resettlement programs.
- Experience working in the mining industry is an added advantage
- Proven ability to work in remote settings with multicultural teams and local workforce

ENTERPRISE DEVELOPMENT SPECIALIST

Position Summary:

Tembo Nickel is seeking to recruit the Enterprise Development Specialist to join Tembo Nickel Project Team. Under the supervision of the Social Performance Manager, the Enterprise Development Specialist will ensure effective project management and coordination of the entrepreneurship development programme. He/she is expected to contribute to Tembo Nickel Local Enterprise Development strategy in a conceptually innovative manner and will identify key priorities, and opportunities to strengthen economic development in the region, aligned to recommendations from the Project-Induced Migration (PIIM) study.

The successful candidate will report to the Social Performance Manager

Duty Station: Tembo Nickel Project Site- Ngara (6/3 Roster)

Duties and Responsibilities

- Lead the development and implementation of the enterprise development project.
- Manage project related risks identified in the PIIM.
- Provide advice to the Local Employment team on engaging local community members to work on the Project and assist with the day-to-day management of the Local Employment Program.
- Take a lead in identifying, cultivating, and developing new funding partnerships, alliances, and opportunities.
- With support from Community Relations Team, manage all aspects of new proposal development and submission including budget review and how projects will be implemented
- Serve as the focal point for market development, enterprise development, and access to funding sources and social investment.
- Remain well-informed about emerging best practices, current issues, and trends in assigned program and regional areas.
- Establish collegial, mutually beneficial relationships and share knowledge and expertise within the Tembo Nickel network as appropriate.
- Work closely with Procurement, Resettlement, Human Resources and Community and Government Relations Teams to ensure local enterprise and skills development plans and activities are aligned and achieving mutually beneficial outcomes for TNCL and local communities.

Qualifications and Competencies

- Bachelor's degree in social science, Business Administration, or related discipline
- Minimum of 5 years' experience in the same or related role
- Computer literate and fully conversant with basic computer applications
- Experience in resettlement projects and the mining industry will be an added advantage

How to Apply

Applicants are invited to send their resumes indicating the role title in the subject via email
jobs@tembonickel.com

Application closing date is **25th July, 2026**

Note: We are committed to provide equal employment opportunities based on merits, and we do not charge candidates any fees in the whole recruitment process. Women are strongly encouraged to apply.