



# NIGERIAN INVESTMENT PROMOTION COMMISSION



## SERVICE CHARTER

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## FOREWORD

On assumption of office as the Executive Secretary/CEO of Nigerian Investment Promotion Commission (NIPC) on 8 November 2016, I made commitment to sustain all past achievements and take NIPC to the next level, particularly through efficient service delivery to stakeholders and the general public.

**SERVICOM**, which stands for “**Service Compact with all Nigerians**”, is an initiative which represents commitment to the service of the people. The existence of the SERVICOM Unit makes conclusive, amongst other responsibilities, the management of customer relations policy, including opportunities for customer feedback for services, complaint procedures, grievance redress mechanisms and timeline for such redress and performance of roles. The Unit is also mandated to serve as a secretariat to NIPC Service Delivery and a link between the Agency, the Ministerial SERVICOM Unit (MSU) at the parent Ministry (i.e. Federal Ministry of Industry, Trade & Investment) and the SERVICOM Office in The Presidency.

Moreover, the Unit is charged with the responsibility of organizing regular sensitization workshops for staff and customers of the Commission on good service delivery, facilitation of a safe and conducive working environment for staff at all levels of service delivery, issuance of circulars and notices on SERVICOM within the Agency, conducting random trips to the Commission’s offices throughout the Country to ensure strict compliance with the Service Charter, as well as the NIPC Act and Conditions of Service.

The Service Charter is an ease of reference document for the people to know their rights, obligations, expectations, structure of the Commission, officers to contact in event of any distress, complaint mechanisms and achievement of efficient service delivery from the Commission.

I urge all members of staff, stakeholders, customers and the general public to avail themselves copies of this document to study and assist the Commission improves its service delivery performance.

***Ms Yewande Sadiku***  
Executive Secretary/CEO

## **ACKNOWLEDGEMENT**

We wish to thank the Management of NIPC under the able leadership of the Executive Secretary, Ms Yewande Sadiku who, through whose visionary leadership revitalized and reinvigorated the SERVICOM Unit without which this Service Charter will not have been reviewed, produced and published.

We are immensely grateful to Ahmad Manzo, Deputy Director, Human Resources Department for providing the SERVICOM Unit and the Parastatal SERVICOM Committee with dedicated crop of staff that put together this Charter.

Our deep appreciation also goes to Mr. Isiaku Sabo, Head, Corporate Services Division, who is passionately supportive of the SERVICOM Unit in all its work in order to give it a strong footing and position it better to effectively and efficiently discharge its functions.

Last but not the least are the hardworking members of staff of the SERVICOM Unit and the Parastatal SERVICOM Committee who toiled diligently collecting and collating materials that yielded this informative and educative Service Charter. that will serve as veritable guide to clients and guide operation of the Staff in carrying out official duties efficiently and effectively.

Ahon, Alfred Utere  
Head, SERVICOM Unit

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## 1. **INTRODUCTION:**

- The NIPC Service Charter is evolved as an expression of commitment by the Management and Staff of NIPC to position the organization for excellent service delivery in carrying out its mandate. Accordingly, we (the Management and Staff of NIPC) do hereby set for ourselves and the Commission the following service targets and standards to which we can be held accountable.
- The Management and Staff of NIPC adopted this corporate governance Charter specifically tailored towards the mandate of the Commission. This Charter also reflects the Commission's commitment to be customer focused with a view to enhancing stakeholders' value and to portray excellent corporate service delivery. This Charter is a set of corporate governance principles, subject to alteration as circumstances warrant and, based on changing needs of investors/clients.

## 2. **OUR MISSION:**

- To Proactively Position and Promote Nigeria as the Preferred Investment Haven.

## 3. **OUR VISION:**

- To be the Pre-eminent Investment Promotion Agency in the Emerging Markets

## 4. **OUR MANDATE:**

- The Commission is mandated to encourage, promote and co-ordinate investment in the Nigerian Economy. The enabling law empowers the Commission to facilitate the grant of approvals of fiscal concessions on Industry-related Incentives such as:
  - (i) Pioneer Industries;
  - (ii) Local raw material utilization;
  - (iii) Export oriented industry;
  - (iv) Implant training;
  - (v) Investment on infrastructural facilities;
  - (vi) Research and development;

(vii) Investment in economically disadvantaged areas; provided that the fiscal incentives for which approvals are given shall be for tax concessions.

- Attract investments in and outside Nigeria through promotional means.
- Register and keep records of all enterprises as applicable.
- Advise the Federal Government on policy matters including fiscal measures designed to promote the industrialization of Nigeria.
- Serve as a coordinating and approval centre at the Federal level, for all governmental approvals with respect to the establishment and operation of industries or business undertakings, and with respect to the operation of governmental measures and schemes aimed at promoting industrialization of the Country.

5. **WHAT WE ARE:**

- The NIPC is the only legally empowered Federal Government Agency in Nigeria established by an Act of Parliament (i.e. NIPC Act No. 16 of 1995) to encourage, promote and co-ordinate investment in Nigeria.
- We are a One-Stop-Shop Agency for investment promotion and facilitation in Nigeria.
- We provide and facilitate business entry approvals and authorizations in our One-Stop Investment Centre (OSIC).
- We report to and are supervised by the Federal Ministry of Industry, Trade and Investment.
- We maintain vertical and horizontal relationships with other Agencies of Government and the Private Sector for the purpose of investment facilitation in Nigeria.
- We provide a range of investment related services that span through Investment Promotion, Investors Relation, Investment friendly Policy Advocacy and Post Investment after-care services.

- We engage in team building across international, multilateral institutions such as United Nations Industrial Development Organization (UNIDO), Multilateral Investment Guarantee Agency (MIGA), and Foreign Investment Advisory Service (FIAS), to facilitate the implementation of new Institutional Strategy for investment promotion.
- The Commission is organized into five Operational Departments; Investment Promotion, Investor Relations, Policy Advocacy, States Coordination, and Strategic Communications. With two service Departments; Finance & Administration, Human Resources and Divisions/Units in the Office of the Executive Secretary.
- The One Stop Investment Centre (OSIC) was established in NIPC to coordinate, streamline and fast-track business entry processes and procedures.
- We are equipped with staffs that have requisite competencies and skills in the art of best practices on investment promotion.

## 6. **OUR CORE VALUES:**

- As a service organization, the NIPC continually strive to reach the highest levels of quality in its programmes and services through continual analysis of investment climate, assessment of the macro-economic development as it affects investment and improvement of customers/stakeholders' relations.
- The following are our non-negotiable beliefs and guiding principles:

### (i) ***Excellence:***

As an investment facilitating agency, we seek to build a caring culture of excellence that fosters confidence, integrity and helpfulness to our customers from diverse and complex investment environments. Excellence in service characterizes our mission.

### (ii) ***Client and Customer Focus:***

We endeavor to deliver service of exceptional quality to our clients/customers tailored to their unique needs.

(iii) ***Access:***

NIPC serves stakeholders with a broad range of knowledge, skills and experience through open access to investment programmes and services. We nurture new and expansive patterns of thinking and provide barrier-free services; because we are open to all investors. Transparency and accountability are our watch word.

(iv) ***Learning:***

All members of the Commission are willing learners, resourceful and hardworking. We strive to make learning relevant and connected to the process of investment. Learning is transformative, personal and tailored to the needs and goals of the investment community.

(v) ***Innovation:***

As a service organization, NIPC values creative pathways to fulfill the Commission's vision and mission, consistently encouraging collaborative and strategic investment promotion. We continually expand our capacity to create high standards of performance through the vertical and horizontal relationship with the public and private sector for facilitating investment in Nigeria.

(vi) ***Teamwork:***

We believe that more can be achieved through working in teams than as individuals. We communicate and work across organizational and geographic boundaries to meet the ever-changing needs of our clients. Our teams have commitment to a common goal, clearly defined roles, complementary skills, flexibility, and trust.

(vii) ***Patriotism:***

NIPC is committed to protect and preserve the image and integrity of Nigeria and the investment community. We develop the best international relations with investors and embrace internationally sustainable best practices.

## **7. SERVICES RENDERED:**

- NIPC offers support services such as facilitation of registration of companies, liaison services between investors and Ministries, Departments

and Agencies (MDAs), and other authorities concerned with investment and investment-related issues.

- NIPC through OSIC incorporates companies, grant business entry permits, tax clearance certification and business authorization.
- We facilitate and fast-track approvals for the establishment and operation of any business or industry in Nigeria.
- We advise on request, sources of investment capital and its availability.
- We maintain a website ([www.nipc.gov.ng](http://www.nipc.gov.ng)) that offers the following online services:
  - (i) *Enquiry response*
  - (ii) *E-mailing service*
  - (iii) *Information on investment opportunities and Government incentives*
  - (iv) *Business Registration forms*
  - (v) *Links to websites of organizations dealing with investment related activities in Nigeria*
  - (vi) *One-Stop Shop and e-Payment platform*
- We grant Pioneer Status incentives to enable companies enjoy tax holidays.
- We have offices in five geo-political zones of the Country that offer support services on sectoral and zonal priority areas of investment.
- We engage in match-making credible local business partners with foreign investors on request.
- The NIPC identifies difficulties and problems encountered by investors and renders assistance to them. We also serve as the link for Government to gauge the impact of its policies as it concerns the investment climate in Nigeria.
- We are building a reliable databank of credible local businesses.
- We maintain Post-Investment aftercare services and ensure that the Nigeria's Investment Climate remains favorable and investor-friendly.

- We trust and maintain up-to-date data on Foreign Direct Investment (FDI) in Nigeria.
- We collect, collate, analyze and disseminate authentic and accurate information; about investment opportunities, policies, sectoral incentives, for investment in Nigeria. We also provide information on request, on sources of investment capital, the availability, choice and suitability of partners in joint-venture projects.

#### 8. **OUR CLIENTS:**

- Investors: Potential, new and existing local and foreign Investors.
- Private and public corporations both local and foreign.
- International Agencies
- Government Ministries, Departments and Agencies (MDAs)
- Foreign Missions in Nigeria and Nigerian Missions abroad
- Multilateral organizations
- Non-Governmental Organizations (NGOs)
- Research institutions, Consultancy and Law Firms
- Academia and Individuals

#### 9. **HOW TO ACCESS OUR SERVICES:**

- NIPC Website at [www.nipc.gov.ng](http://www.nipc.gov.ng), e-mail :- [infodesk@nipc.gov.ng](mailto:infodesk@nipc.gov.ng) , [osicinfodesk@nipc.gov.ng](mailto:osicinfodesk@nipc.gov.ng).
- Print Publications (Investors Guide to Nigeria, Investment Incentives in Nigeria, OSIC at a Glance and other publications).
- Our services can also be accessed at the Zonal Offices of the Commission located at Enugu, Ibadan, Jos, Kano and Maiduguri.

#### 10. **WHAT YOU CAN EXPECT FROM US:**

- Registration of Companies with foreign participation within 24 hours on meeting the following requirements:
  - **Business Registration:**
    - a) Duly completed NIPC Form I (collected at the OSIC Centre)

- b) Memorandum & Articles of Association
- c) Evidence of Incorporation
- d) Corporate Affairs Commission (CAC) Form 1.1 (or CAC Forms CO2 and CO7 for old companies)
- e) Power of Attorney/ Letter of Authority (where applicable)
- f) Evidence of Payment of Processing fee

- **Pioneer Status Incentive:**

- a) Formal covering letter to the Executive Secretary of NIPC
- b) A copy of Certificate of Incorporation
- c) Certified True Copy of form CAC 1.1 (or CAC2 and CAC7)
- d) Current Tax Clearance Certificate
- e) Certified True Copy of Memorandum and Articles of Association
- f) A copy of National Pension Commission (PENCOM) Compliance Certificate
- g) Nigerian Social Insurance Trust Fund (NSITF) compliance Certificate
- h) A copy of Industrial Training Fund Compliance Certificate
- i) A copy of the Regulatory License(s) to operate in the sector or business activity (where applicable)
- j) A copy of the approval letter received for any incentives /waivers /concessions/ grants from other Government Agencies (where applicable)
- k) Company Organogram and Management Profile
- l) A copy of the business plan of the project for which the pioneer status incentive is being sought including a 5 year financial projections and a demonstration of how the product/service will

create economic linkages and boost the growth of the industry. The business plan should clearly specify:

- (i) *the company's qualifying capital expenditure plan*
- (ii) *the company's employment plan*
- (iii) *the company's employment by emolument plan*
- (iv) *the company's raw material sourcing plan*
- (v) *the company's training plan*
- (vi) *the company's plan for technology transfer*

m) A copy of the company's sustainability policy.

- **BUSINESS REGISTRATION**

- 1. Registration fee: ₦15,000<sup>b</sup>

- **PIONEER STATUS INCENTIVE - NEW APPLICATION**

- 1. Application fee: ₦200,000<sup>c</sup>
  - 2. Due diligence fee: ₦500,000<sup>d,h</sup>
  - 3. Service charge deposit: ₦2,500,000<sup>e,f,h</sup>
  - 4. Annual service charge: 1% of actual pioneer profits<sup>g</sup>

- **PIONEER STATUS INCENTIVE - EXTENSION APPLICATION<sup>j</sup>**

- 1. Application fee: ₦100,000<sup>i</sup>
  - 2. Annual service charge: 1% of actual pioneer profits<sup>g</sup>

## **NOTES**

a) Pursuant to Section 12 (2b) of the Nigerian Investment Promotion Commission Act, No 16 of 1995, NIPC is empowered to charge fees for services rendered by the Commission.

b) Section 20 of the NIPC Act requires all enterprises in which foreign participation is permitted to apply to the Commission for business registration. All foreigners may invest and participate in the operations of any enterprise in Nigeria, except for enterprises engaged in activities on the negative list defined by section 31 of the NIPC Act. As such, all enterprises are required to register their businesses with NIPC unless engaged in

*activity on the negative list. The payment for business registration is made via remita and non-refundable.*

- c) Application fee is payable prior to submission of Part I of pioneer status incentive application form. The application fee is non-refundable.*
- d) Due diligence fee is payable together with the application fee for new applications prior to submission of Part I of pioneer status incentive application form. Fee covers flights, accommodation and subsistence for three NIPC staff to visit an applicants' project. The applicant is responsible for transporting all NIPC staff between the airport or bus station, the project location, and their accommodation.*
- e) Service charge deposit is payable upon notification to applicant of an approval in principle.*
- f) NIPC shall cover the cost of Industrial Inspectorate Department's (IID) due diligence fee from the service charge deposit received. However, the applicant is responsible for transporting all IID staff between the airport or bus station, the project location and their accommodation.*
- g) A service charge of 1% of pioneer profits is payable to NIPC annually, no later than 30 June.*
- h) The due diligence fee and service charge deposit are deductible from the total service charge, over the pioneer period. If no profit is made during the pioneer period, all fees are non-refundable.*
- i) Application fee is payable prior to submission of pioneer status incentive extension application form. The application fee is non-refundable.*
- j) NIPC shall make a monitoring and evaluation visit to the applicants' project. The PSI extension applicant is only responsible for transporting three NIPC staff between the airport or bus station, the project location and their accommodation. No fee is payable to NIPC for the monitoring and evaluation visit.*
- *Once the company has been duly incorporated and the initial permits acquired, the investor can now proceed to enjoy other services offered by*

NIPC and other participating agencies at OSIC, such as the Nigeria Immigration Services (NIS).

- Facilitate the grant of Business Permit and Expatriate Quota by the Ministry of Interior in OSIC within 21 working days if the following requirements are met:

The under-listed are requirements for the application of expatriate quota positions:

- The investor should provide evidence of imported machinery, such as Form M, Proforma Invoice, Shipping Documents and Clean Certificate of Inspection issued by Government appointed Pre-shipment Inspection Agents.
- Licence/Permit/Certificate from relevant Government Agencies/Department/ Ministries for the operation or execution of project if company is engaged in Oil Services, Healthcare Services, Fishing, Mining, Constructions, etc. (original to be presented for sighting).
- Processed annual salaries to be paid to the expatriates to be recruited indicating designation, names, job description and qualifications (CV and copies of credentials of expatriates to be attached).

**a. Requirements:**

- (i) *Formal application letter to the Honourable Minister, Ministry of Interior*
- (ii) *Minimum share capital requirement of N10million*
- (iii) *Duly completed Immigration Form T1*
- (iv) *Certificate of incorporation*
- (v) *CAC forms C02 and CO7*
- (vi) *Memorandum and Articles of Association*
- (vii) *Tax Clearance Certificate*
- (viii) *Certificate of Capital Importation*
- (ix) *Evidence of acquisition of business premises*
- (x) *Tenancy or Lease Agreement (to be registered with Federal Inland Revenue)*
- (xi) *Feasibility Report or Business Plan*
- (xii) *Training Programme for Nigerians*
- (xiii) *Schedule of names, addresses, qualifications and positions to be occupied by expatriates*
- (xiv) *Evidence of machinery acquisition (where necessary)*
- (xv) *Bank reference*

- **STATUTORY FEES:**

**a) NIPC Business Registration**

| S/N | SERVICES                                             | FEES    |
|-----|------------------------------------------------------|---------|
| 1   | Registration of foreign investment                   | Free    |
| 2   | Business Registration application form (NIPC Form 1) | Free    |
| 3   | Processing of Business Registration certificate      | N15,000 |

**b) Grant of Pioneer Status Incentive**

| S/N | SERVICES              | FEES                    |
|-----|-----------------------|-------------------------|
| 1   | Application Fee       | <del>N</del> 200,000.00 |
| 2   | Extension Application | <del>N</del> 100,000.00 |

**# Formal application letter**

**c) Company Incorporation**

| S/N | SERVICES                                                                                      | FEES                                                                    |
|-----|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 1   | A set of company incorporation forms                                                          | =N=500                                                                  |
| 2   | Availability form                                                                             | =N=500                                                                  |
| 3   | Registration of private Company/Increase in Share Capital                                     | The sum of =N=10,000 for the first =N=1m share capital or part thereof. |
| 4   | Registration of private company/Increase in Share Capital above =N=1million and up to =N=500m | The sum of =N=7,500 for every =N=1m share capital or part thereof.      |

|   |                                                                                        |                                                                         |
|---|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 5 | Registration of Public Company in Share Capital                                        | The sum of =N=20,000 for the first =N=1m share capital or part thereof. |
| 6 | Registration of Public Company/Increase in Share Capital above =N=1m and up to =N=500m | The sum of =N=10,000 for every =N=1m share capital or part thereof.     |
| 7 | Registration of Public Company/Increase in Share Capital above =N=500m                 | The sum of =N=15,000 for every =N= share capital or part thereof.       |
| 8 | Certified True Copy of Memorandum and Articles of Association                          | ₦3,000.00                                                               |
| 9 | Certified True Copy of CO2, CO7, and CO6                                               | ₦2,000.00 each                                                          |

**d) Stamp Duty**

N1.50 is charged for every N200.00 worth of Share Capital. A sum of N100.00 is also charged on each Memorandum and Articles of Association submitted for stamping. (N75, 000.00 for company with 10 Million Naira Shares)

**e) Business Permit & Expatriate Quota Positions**

| S/N | SERVICES                                       | FEES        |
|-----|------------------------------------------------|-------------|
| 1.  | Business Permit & Expatriate Quota: Processing | ₦30,000.00  |
| 2.  | Automation Fee                                 | ₦51,000.00  |
| 3.  | Grant of Business Permit                       | ₦100,000.00 |
| 4.  | Grant of Establishment Quota (per slot)        | ₦30,000.00  |
| 5.  | Renewal of Quota Position (per slot)           | ₦20,000.00  |
| 6.  | Additional Quota (per slot)                    | ₦30,000.00  |

|     |                                                           |             |
|-----|-----------------------------------------------------------|-------------|
| 7.  | Stay of Action                                            | ₦10,000.00  |
| 8.  | Regarding of Quota (per slot)                             | ₦10,000.00  |
| 9.  | Appeal Processing Fee                                     | ₦20,000.00  |
| 10. | Restoration of Lapsed Quota                               | ₦65,000.00  |
| 11. | Upgrading of Quota P.U.R (per slot)                       | \$10,300,00 |
| 12. | Re-designation of P.U.R. slot (GM to MD or MD to GM etc.) | \$10,300,00 |
| 13. | De-tagging /Extension of Quota (per slot)                 | ₦30,000.00  |
| 14. | Revalidation of Lapsed Quota (per slot)                   | ₦10,000.00  |
| 15  | Penalty for late submission of renewal of private license | ₦150,000.00 |

**f) Immigration Services**

| S/N | CATEGORY                     | FORM ISSUED | CERPAC 1 YEAR | CERPAC 2 YEARS |
|-----|------------------------------|-------------|---------------|----------------|
| 1.  | Missionary                   | CR          | \$200         | \$400          |
| 2.  | Students                     | CR          | \$200         | \$400          |
| 3.  | Non-ECOWAS African Nationals | CR          | \$200         | \$400          |
| 4.  | Cameroonians                 | CR          | \$240         | \$480          |
| 5.  | Others                       | AO          | \$350         | \$700          |

For further information please contact the Commission's help desk on [osicinfodesk@nipc.gov.ng](mailto:osicinfodesk@nipc.gov.ng)

## 11. WHAT WE DO:

- NIPC maintains a ***zero tolerance on corruption*** in our transaction with clients.
- Treat clients with respect, courtesy and maintain confidentiality at all times.
- Be helpful and resourceful in our dealings.
- Show concern for investors and ensure that contacts with them are friendly and geared towards mechanisms that will assist in sustaining profitable investments.
- Refer enquiries to an appropriate section and obtain suitable response on clients' behalf.
- Avail to investors, current Government policies on investment, especially in the area of incentives and other related matters.
- Present our information clearly, using simple language, graphics or other means relevant to your needs.
- Ensure that our publications and online services are kept up-to-date with the latest information.
- Work with investors to develop an incentive package tailored towards the requirements of a particular investment.
- Visit your Company to identify problems in the industry you are operating.
- Intervene on your behalf to make Nigeria's business environment investment friendly.
- Be available 8.00 am to 5.00 pm (Monday – Friday) at our Head Office in Abuja and the Zonal Offices. **Break time is between 1.00pm to 2.00pm.**
- Our website services ([www.nipc.gov.ng](http://www.nipc.gov.ng)) will be available 24 hours every day.

- Deal with clients' enquiries and complaints speedily and efficiently.
- Respond to phone calls promptly and ensure that unattended phone in operational service areas are redirected to an answering service.
- Reply to clients' letters and e-mails within 72 working hours. On more complex issues, our initial reply will give you the estimated time within which a full response will be taken.

## **12.FUTURE SERVICE IMPROVEMENT:**

- We aim at achieving \$10.0 billion FDI in the country by 2018.
- We will ensure that our services undergo continuous improvement and innovation.
- We will upgrade the way we deliver our web services in line with the improvements in technology and the changing needs of investors.
- We continuously work closely with investors to develop an incentive tailored toward the requirements of a particular investment.
- Solve investor's problems even at the highest political level, if need be.
- We aim at communicating with investors in other international languages (e.g. French, Chinese).
- We shall submit ourselves to Peer Review.

## **13.HOW WE SHALL BE ACCOUNTABLE:**

- Monitor our performance against the standard set in this Charter and provide explanation when any of the services rendered by the NIPC does not meet acceptable standards of quality, timeliness or accuracy. We are empowered to admit our mistakes and to accept responsibility for correcting them. We consider our clients to be the only reliable judge of our performance.

- Publish our performance in our Annual Report and other publications, which are available on request at the NIPC Head Office and the Zonal Offices. The publications will also be available on the NIPC website.
- The content of this Charter shall be published and made available to potential, new and existing clients of the Commission.

#### **14. EXPECTATIONS FROM CLIENTS/CUSTOMERS:**

- We welcome your views and comments, which can be forwarded through any of the accessible options identified in this Charter.
- We may occasionally seek your input through random surveys of how the existing investors perceive our services and what services you need.
- Tell us about the challenges you are experiencing in your line of business so that we may be of assistance.
- Always give the correct and complete information.
- It would help, if you can say what you think has gone wrong and what you think should be done to put it right.
- All your suggestions and comments about our services are welcome, so we can move forward and improve.

#### **15. GRIEVANCE & REDRESS MECHANISM:**

- In all cases, we want you to be provided with a high standard of service. Your dealings with our staff should cause you no difficulties or inconveniences.
- However, if you feel unhappy or dissatisfied about the standard of service provided, due to actions or lack of actions by any of our service windows, whether your complaint concerns an unreasonable delay, a mistake you feel could have been avoided or how you have been dealt with, you have the right to make complaint, have it considered and receive a response. The sooner you let us know the quickly we can put things right.

- We will provide response to your complain within 7 working days.
- Our complaints procedures that are easy to use are outlined below:
  - i) Be sure to take the name of the service provider or service window.
  - ii) Any complaints about the quality of service you received from us or about any failure on our part, to provide such services (or any demand for bribe) should be addressed to the Customer Relations/Complaints Desk Officer at the Front Office. Some complaints can be sorted out on the spot, but if this is not possible, your complaints will be acknowledged by the Officer. You may wish to fill the SERVICOM Customer Relation Activities Register at the Front Office.
  - iii) You may also use the Suggestions/Complaint Box displayed prominently at the Reception/Front Office.

**iv) You can also contact SERVICOM Nodal Officer:**

*Mr Alfred Ahon*  
**NIPC Corporate Headquarter, Abuja;**  
**e-mail: [servicom@nipc.gov.ng](mailto:servicom@nipc.gov.ng); [Alfred@nipc.gov.ng](mailto:Alfred@nipc.gov.ng)**  
**Tel: +234 809 456 3351**

- v) If you are complaining in Writing, please provide:
  - a) Your full name.
  - b) Name of the service window (Department) at which you were aggrieved or where the fault occurred and the time.
  - c) Name of the Service Provider at fault.
  - d) Reference number given to you by the Nodal Officer (if applicable)
  - e) Your Contact telephone number or Email Address.
  - f) A summary of what you think has gone wrong

#### **16. WHAT TO EXPECT WHEN YOU COMPLAIN:**

- (i) Your complaint will be treated promptly and confidentially.
  - (ii) You will be listened to attentively and appreciated.
  - (iii) You will not be treated differently just because you have made a complaint.
  - (iv) You will not be discriminated against for any reason.
- NIPC will learn from the experience because we belief in continuous improvements.

#### **17. OUR LIMITATIONS:**

- Some approvals, licensing requirements, tariff, fiscal and other concessions may involve going to the agencies concerned on behalf of the investor/Client and their processes are external to the operations of NIPC. Also, the mandates/policy objectives of some agencies are sometimes at variance with the core mission of NIPC.

#### **18. STAKEHOLDERS PARTICIPATION:**

- To minimize frustration and carry the investing public along. Stakeholders' participation was conceived between Management and the Governing Council of NIPC that consists of accomplished private sector operators that make up about 50% of the Council. Therefore, aggregate views of stakeholders were taken into consideration in coming up with the Charter.

#### **19. SPECIAL NEEDS:**

- Special needs of investors will be treated specially, even if it requires interventions on behalf of the investor at the highest level of Government.

#### **20. REVIEW:**

- This document (Charter) will be reviewed every three (3) years.