



# NIGERIAN INVESTMENT PROMOTION COMMISSION

## Service Charter

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## A. SERVICE OVERVIEW

Nigerian Investment Promotion Commission (NIPC) is a Federal Government agency established by Nigerian Investment Promotion Act Chapter N117 Law of the Federation of Nigeria 2004 to encourage, promote and co-ordinate investments in the Nigerian economy.

NIPC is empowered by the Act to:

- i. co-ordinate and monitor all investment promotion activities;
- ii. initiate and support measures to enhance the investment climate in Nigeria;
- iii. promote investments in and outside Nigeria through effective promotional means;
- iv. analyse and disseminate information about investment opportunities and sources of investment capital;
- v. register and keeping records of enterprises to which the Act applies;
- vi. identify specific projects and invite interested investors to participate in these projects;
- vii. participate in promotional activities for the stimulation of investments;
- viii. maintain liaison between investors and government agencies;
- ix. provide and disseminate up-to-date information on incentives available to investors;
- x. assist incoming and existing investors by providing support services;
- xi. evaluate the impact of investments in Nigeria and make appropriate recommendations;
- xii. advise the Federal Government on policy matters designed to promote economic development.

### A1. Goals & Objectives

The goals and objectives of NIPC are clearly defined in its mission and vision statements.

#### Vision Statement

‘To be the pre-eminent Investment Promotion Agency in the emerging markets’

#### Mission Statement

‘To proactively position and promote Nigeria as the preferred investment haven’

### A2. Commitment to Service

NIPC’s services are open to all persons who require the services mandated by the enabling Act.

This Charter outlines the values and standards that users of NIPC’s services can expect when dealing with NIPC. It is our commitment to ensuring that the services rendered are of high quality, delivered with courtesy, and reflective of the depth of knowledge that NIPC’s access to multiple stakeholders offers.

The information shall be provided through publications, digital platforms and direct engagements.

We pledge to treat information provided to us with utmost sensitivity and confidentiality; observing the rules guiding third-party usage of information and the obligations in applicable laws.

### A3. NIPC Values

Our core values, which are in tandem with detailed standards required of public servants in the performance of their official duties in the Nigerian Public Service, are set below:

- **Accountability**  
At NIPC, we strive to be transparent and accountable. We hold ourselves, individually and collectively answerable for our actions and maintain zero tolerance for corruption.
- **Discipline**  
The Commission does not condone misconduct and has in place a system to discipline erring staff. We are courteous and well-disciplined, abiding with rules and regulations and acting based on the interests of the Commission, clients and the country at large.
- **Impartiality**  
We advise and implement government policy impartially and conscious of the need to promote fairness and equity. Our actions are based on the merit of each case.
- **Integrity**  
We fulfil our duties and obligations responsibly and refrain from such acts as favouritism, nepotism, discrimination, influence-peddling or administrative indiscretion and misappropriation of public funds that are inconsistent with moral rectitude. We do not solicit, accept, demand or receive, directly or indirectly, any payment, gift or other advantages in kind, in return for performing or refraining from performing our functions or obligations.  
  
Members of staff shall not, under any circumstance, mismanagement public property or prevail upon subordinates to perform activities other than those falling within the scope of their functions or mandate. Our words are our bonds.
- **Meritocracy**  
NIPC encourages a system where ability and achievement is the basis for advancement, rather than patronages, connections, status or power. We maintain a workplace culture where everyone has the right to express his or her opinions and are encouraged to share them openly and frequently. Those opinions are listened to and decisions are then made based on those that are deemed the best. We promote merit amongst members of staff to foster confidence in service delivery and engagement with clients.
- **Openness**  
NIPC Management and staff ensure that they deal with queries from members of the public in an open and supportive approach. Members of the public enjoy a legal right of access to information held by Government Ministries, Departments & Agencies (MDAs); therefore, proactive disclosure of information is prioritized as required under the Freedom of Information Acts 2011(FOIA) and the Official Secret Act (LFN) 2004.
- **Patriotism**  
NIPC is committed to protecting and preserving the image and integrity of Nigeria and the investment community. Members of staff are loyal to the Government, which has given them the opportunity to serve it.
- **Political Neutrality**

NIPPC and its staff are apolitical; we do not use our positions, functions or responsibilities for political or partisan purposes, which may be detrimental to the interests and goals of the Commission. We respect the confidentiality of official information to which we are privy by virtue of our engagements, even after leaving office, except where the law, the legitimate authority or the interest of justice requires otherwise.

We do not seek to influence or change the policies, decisions or actions that the administration has decided to define, adopt or implement, based on political affiliation or ideological beliefs. NIPPC is not affiliated with any political party.

- **Professionalism**

The work environment at NIPPC is strategically designed to promote the culture of effectiveness, efficiency and excellence in service delivery. We deal with issues professionally with consistent drive to reinforce, improve and update knowledge with a view to enhancing output and productivity.

## B. OPERATIONAL ADDRESSES AND HOURS

NIPPC operates through a Headquarters in Abuja and 5 Zonal Offices across the country.

### Headquarters

Plot 1181 Aguiyi Ironsi Street  
Maitama District  
P. M. B. 381, Garki  
Abuja  
Federal Capital Territory  
Tel: +234 (09) 290 0059, +234 (09) 290 0061  
Email: [osicinfodesk@nipc.gov.ng](mailto:osicinfodesk@nipc.gov.ng)  
Website: [www.nipc.gov.ng](http://www.nipc.gov.ng)

### Zonal Offices

#### North Central Zonal Office

4, Wamba Road  
Tudun Wada GRA  
Jos  
Plateau State

#### North East Zonal Office

10, Sir Kashim Ibrahim Way  
West End  
Maiduguri  
Borno State

#### North West Zonal Office

158, Lamido Crescent  
Nassarawa GRA  
Kano  
Kano State

#### South East Zonal Office

28, Okpara Avenue  
Old CCB Building  
Enugu  
Enugu State

#### South West Zonal Office

1, Leaf Road  
NTC Compound  
Ibadan  
Oyo State



The operational hours of the Commission are Mondays to Fridays, from 8:00am to 5:00pm daily. Break time is between 1:00pm and 2:00pm.

The Commission observes all public holidays declared by the Federal Government.

## **C. SERVICE SCOPE**

The following services are covered by this Charter.

### **C1. Enquiry**

Enquires can be made either in writing or electronically. They should be addressed to:

Executive Secretary/CEO  
Attention: Head, Corporate Services  
Nigerian Investment Promotion Commission  
Plot 1181, Aguiyi Ironsi Street  
Maitama District, Abuja  
Email: [osicinfodesk@nipc.gov.ng](mailto:osicinfodesk@nipc.gov.ng)  
Website: [www.nipc.gov.ng](http://www.nipc.gov.ng)

Enquires received by surface mail will be acknowledged within 5 working days of receipt while enquiries received electronically will be acknowledged within 2 working days of receipt.

#### **Client's Responsibilities**

Ensure all enquiries made in writing or electronically, are presented in simple and clear language (English), with a clearly written return address, dated and signed by a named person.

### **C2. Business Registration Application**

The NIPC Act requires all enterprises to which the Act applies to register with NIPC. Applications for the NIPC Business Registration Certificate shall be processed within 1 working day of receipt of complete application.

#### **Client's Responsibilities**

- i. Obtain (or download) and submit a completed NIPC Form 01
- ii. Submit the Form along with the following documents
  - a. Certificate of Incorporation by CAC
  - b. Corporate Affairs Commission (CAC) Form 1.1 (or CAC Forms CO2 and CO7 for old companies)
  - c. Memorandum & Articles of Association
  - d. Power of Attorney/Letter of Authority (where applicable)
  - e. Evidence of payment of Processing fee
- iii. Collect signed certificate after the payment of a fee of ₦15,000

### **C3. Services at One Stop Investment Centre (OSIC)**

The One Stop Investment Centre (OSIC) is a special division of NIPC, which provides a platform for other government agencies to provide their services conveniently to investors, without compromising the policy objectives of the participating agencies. OSIC currently has 27 participating agencies.

NIPC coordinates operations at OSIC, but the services are provided directly by the participating agencies.

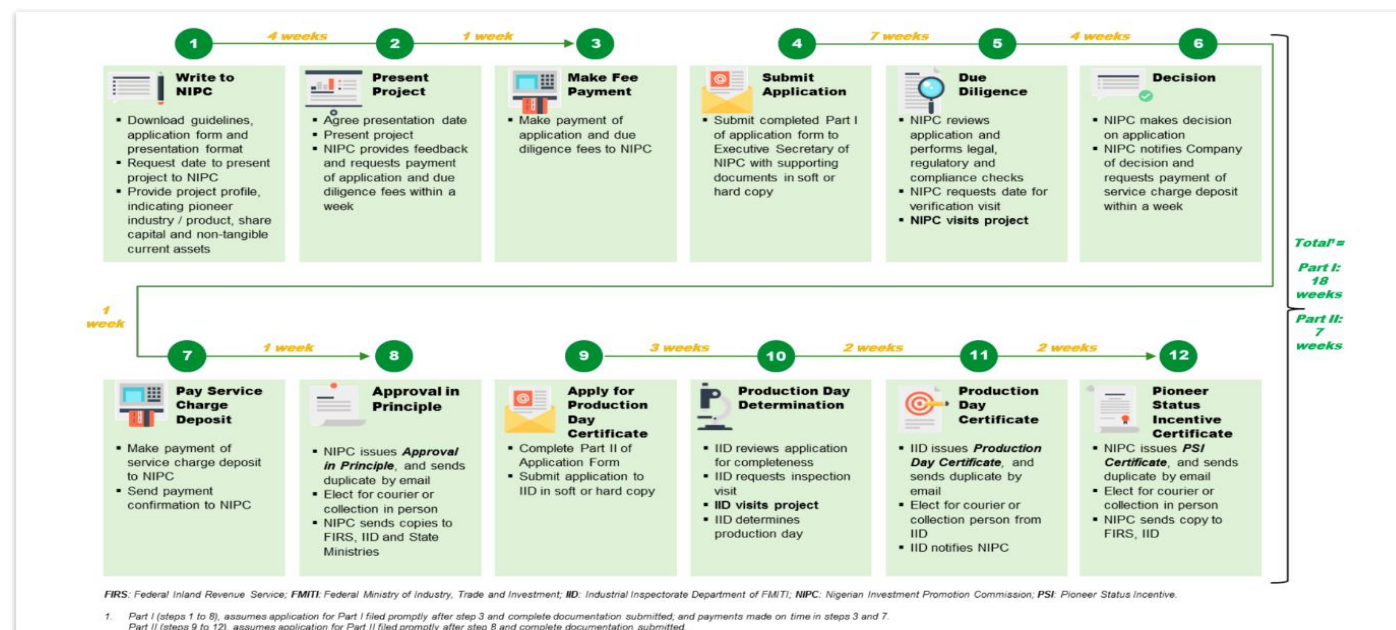
| Service                                                                       | Responsible Agency                                       | Web Address                                                                                | Contact email                                                        |
|-------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Business Incorporation                                                        | Corporate Affairs Commission                             | <a href="http://www.new.cac.gov.ng">www.new.cac.gov.ng</a>                                 | <a href="mailto:cac.osic@nipc.gov.ng">cac.osic@nipc.gov.ng</a>       |
| Facilitation of Investments into the Oil & Gas Industry                       | Department of Petroleum Resources                        | <a href="http://www.dpr.gov.ng">www.dpr.gov.ng</a>                                         | <a href="mailto:dpr.osic@nipc.gov.ng">dpr.osic@nipc.gov.ng</a>       |
| Facilitation of Investments into Federal Capital Territory                    | Federal Capital Territory Authority                      | <a href="http://www.fcda.gov.ng">www.fcda.gov.ng</a>                                       | <a href="mailto:fcta.osic@nipc.gov.ng">fcta.osic@nipc.gov.ng</a>     |
| Tax Registration                                                              | Federal Inland Revenue Service                           | <a href="http://www.firs.gov.ng">www.firs.gov.ng</a>                                       | <a href="mailto:firs.osic@nipc.gov.ng">firs.osic@nipc.gov.ng</a>     |
| National economic policy formulation and monitoring                           | Federal Ministry of Budget and National Planning         | <a href="http://www.nationalplanning.gov.ng">www.nationalplanning.gov.ng</a>               | <a href="mailto:fmbnp.osic@nipc.gov.ng">fmbnp.osic@nipc.gov.ng</a>   |
| Information on national fiscal policy and monitoring                          | Federal Ministry of Finance                              | <a href="http://www.finance.gov.ng">www.finance.gov.ng</a>                                 | <a href="mailto:fmf.osic@nipc.gov.ng">fmf.osic@nipc.gov.ng</a>       |
| Business Permit & Expatriate Quota Positions                                  | Federal Ministry of Interior                             | <a href="http://www.interior.gov.ng">www.interior.gov.ng</a>                               | <a href="mailto:fmi.osic@nipc.gov.ng">fmi.osic@nipc.gov.ng</a>       |
| Facilitation of Investments in the Solid Minerals Industry                    | Federal Ministry of Mines and Steel Development          | <a href="http://www.minesandsteel.gov.ng">www.minesandsteel.gov.ng</a>                     | <a href="mailto:mmsd.osic@nipc.gov.ng">mmsd.osic@nipc.gov.ng</a>     |
| Facilitation of Public Private Partnership Projects of the Federal Government | Infrastructure Concession Regulatory Commission          | <a href="http://www.icrc.gov.ng">www.icrc.gov.ng</a>                                       | <a href="mailto:icrc.osic@nipc.gov.ng">icrc.osic@nipc.gov.ng</a>     |
| Food & Drugs Administration & Control                                         | National Agency for Food, Drugs Administration & Control | <a href="http://www.nafdac.gov.ng">www.nafdac.gov.ng</a>                                   | <a href="mailto:nafdac.osic@nipc.gov.ng">nafdac.osic@nipc.gov.ng</a> |
| Facilitation of engagement with the public sector (manufacturing enterprises) | Manufacturers Association of Nigeria                     | <a href="http://www.manufacturersnigeria.org">www.manufacturersnigeria.org</a>             | <a href="mailto:man.osic@nipc.gov.ng">man.osic@nipc.gov.ng</a>       |
| Facilitation on international relations                                       | Ministry of Foreign Affairs                              | <a href="http://www.foreignaffairs.gov.ng">www.foreignaffairs.gov.ng</a>                   | <a href="mailto:mfa.osic@osic.gov.ng">mfa.osic@osic.gov.ng</a>       |
| Provision of national socio-economic statistics                               | National Bureau of Statistics                            | <a href="http://www.nigerianstat.gov.ng">www.nigerianstat.gov.ng</a>                       | <a href="mailto:nbs.osic@nipc.gov.ng">nbs.osic@nipc.gov.ng</a>       |
| Provision of Guidance on Copyright Issues                                     | Nigerian Copyright Commission                            | <a href="http://www.eregistration.copyright.gov.ng">www.eregistration.copyright.gov.ng</a> | <a href="mailto:ncc.osic@nipc.gov.ng">ncc.osic@nipc.gov.ng</a>       |
| Facilitation of Import/Export of Goods                                        | Nigeria Customs Service                                  | <a href="http://www.customs.gov.ng">www.customs.gov.ng</a>                                 | <a href="mailto:ncs.osic@nipc.gov.ng">ncs.osic@nipc.gov.ng</a>       |
| Facilitation of Export Trade                                                  | Nigerian Export Promotion Council                        | <a href="http://www.nepc.gov.ng">www.nepc.gov.ng</a>                                       | <a href="mailto:nepc.osic@nipc.gov.ng">nepc.osic@nipc.gov.ng</a>     |
| Facilitation of Investments into the Electricity Industry                     | Nigerian Electricity Regulatory Commission               | <a href="http://www.nerc.gov.ng">www.nerc.gov.ng</a>                                       | <a href="mailto:nerc.osic@nipc.gov.ng">nerc.osic@nipc.gov.ng</a>     |
| Immigration Services                                                          | Nigerian Immigration Services                            | <a href="http://www.immigration.gov.ng">www.immigration.gov.ng</a>                         | <a href="mailto:nis.osic@nipc.gov.ng">nis.osic@nipc.gov.ng</a>       |
| Facilitation of Investments into the Maritime Industry                        | Nigerian Maritime Administration and Safety Agency       | <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a>                                   | <a href="mailto:nimasa.osic@nipc.gov.ng">nimasa.osic@nipc.gov.ng</a> |
| Facilitation of investments into the Northern region of                       | New Nigeria Development                                  | <a href="http://www.nndcgroup.com.ng">www.nndcgroup.com.ng</a>                             | <a href="mailto:nndc.osic@nipc.gov.ng">nndc.osic@nipc.gov.ng</a>     |

| Service                                                              | Responsible Agency                                     | Web Address               | Contact email          |
|----------------------------------------------------------------------|--------------------------------------------------------|---------------------------|------------------------|
| the country                                                          | Company                                                |                           |                        |
| Technology Transfer Administration                                   | National Office for Technology Acquisition & Promotion | www.notap.gov.ng          | notap.osic@nipc.gov.ng |
| Facilitation of investments into the Southwest region of the country | Odu'a Investment Company Limited                       | www.oduainvestment.com.ng | odua.osic@nipc.gov.ng  |
| Facilitation of investments into the oil & gas free zone             | Oil & Gas Free Trade Zones Authority                   | www.ogfza.gov.ng          | ogfza.osic@nipc.gov.ng |
| Support pharmaceutical practices and investments                     | Pharmacists Council of Nigeria                         | www.pcn.gov.ng            | pcn.osic@nipc.gov.ng   |
| Provision of information on national standards                       | Standards Organisation of Nigeria                      | www.son.gov.ng            | son.osic@nipc.gov.ng   |

## C4. Pioneer Status Incentive Application

NIPC administers the Pioneer Status Incentive on the delegated authority of the Minister of Industry, Trade and Investment.

- New Application:** PSI is processed by 2 parties: Part 1 is processed at NIPC and takes 18 weeks, while Part 2 is processed by the Industrial Inspectorate Department of the Federal Ministry of Industry, Trade and Investment and NIPC, and takes 7 weeks.

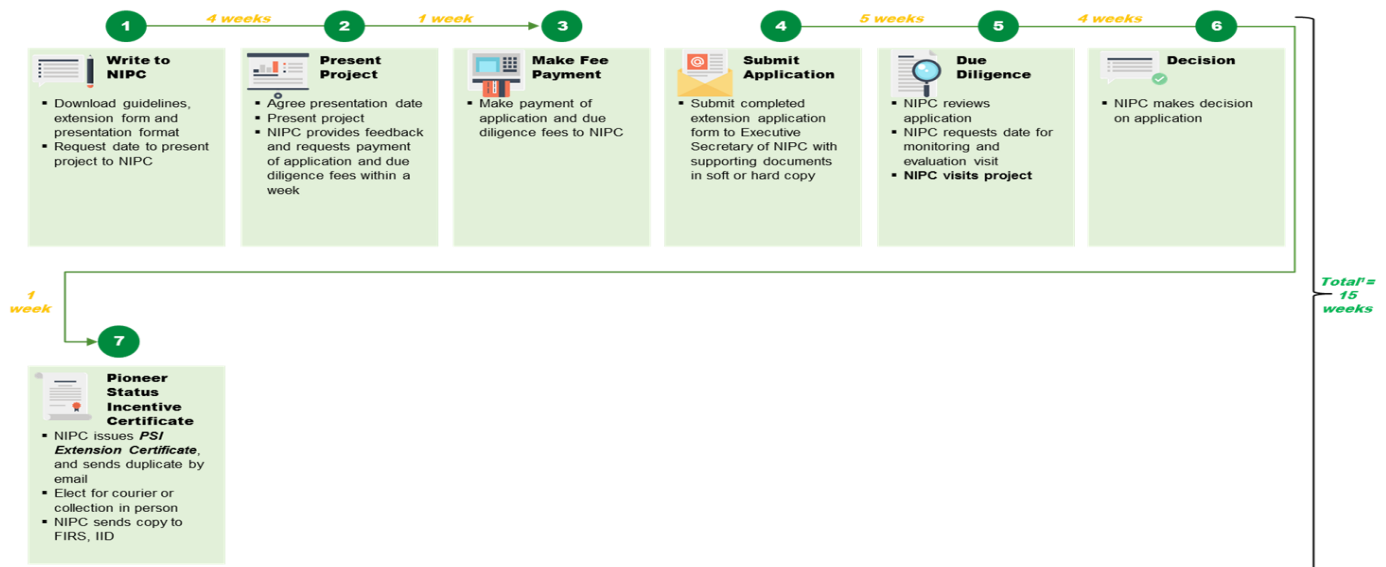


### Payments to NIPC

- Processing fees ₦200,000
- Due diligence fee ₦500,000
- Service charge deposit ₦2,500,000

- d. Annual Service charge 1% of actual pioneer profits, paid annually

iii. **Extension Application:** The process leading to the award of PSI Extension takes a total of 15 weeks.



FIRS: Federal Inland Revenue Service; FMITI: Federal Ministry of Industry, Trade and Investment; NIPC: Nigerian Investment Promotion Commission; PSI: Pioneer Status Incentive  
 1. Assumes application for extension filed promptly after step 3 and complete documentation submitted.

#### Payments to NIPC

- |                          |                                            |
|--------------------------|--------------------------------------------|
| a. Processing Fees       | ₦100,000                                   |
| b. Annual Service charge | 1% of actual pioneer profits paid annually |

For more information on PSI application process, please visit <https://nipc.gov.ng/pioneer-status-incentive/>

## D. GRIEVANCE & REDRESS MECHANISM

Formal notification of unmet expectations or poor service delivery should be made within 2 working days of the incident to:

The SERVICOM Nodal Officer  
 Nigerian Investment Promotion Commission  
 Plot 1181, Aguiyi Ironsi Street  
 Maitama District, Abuja  
 Email: [servicom@nipc.gov.ng](mailto:servicom@nipc.gov.ng)

### D1. Submission of the Notification

The notification can be dropped in the Suggestions/Complaint Box displayed prominently at the Reception/Front Office or electronically to [servicom@nipc.gov.ng](mailto:servicom@nipc.gov.ng). The complaints submitted in the Suggestions/Complaint Box must be in an envelope clearly marked as COMPLAINT. The complaint must be written in clear language (English), with a traceable return address, dated and signed by a named person.

All notifications received shall be given due attention, and the complainant will be contacted within 2 working days of receipt of such notification. Appropriate remedy shall be rendered (where found necessary) within 7 working days.

## **E. PERIODIC REVIEW**

This Charter is produced in line with the SERVICOM rules and regulations. It is valid from August 2019, until a revision is published. It is expected that the Charter will be reviewed every 3 years.

For comments and observations, kindly contact:

Head, Corporate Services  
Nigerian Investment Promotion Commission  
Plot 1181, Aguiyi Ironsi Street  
Maitama District, Abuja  
Tel: +234 (09) 290 0059, +234 (09) 290 0061  
Email: [corporate.services@nipc.gov.ng](mailto:corporate.services@nipc.gov.ng)  
Website: [www.nipc.gov.ng](http://www.nipc.gov.ng)