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FORWARD FROM THE DIRECTOR-GENERAL

I am pleased to present the maiden edition of the Service Charter for the National Information Technology Development Agency (NITDA). This document serves as a foundation upon which subsequent service delivery plans will be developed and built. Service has become very important, especially in this era of “change” of the Federal Government in which effective service delivery is of paramount importance.

Our commitment as a world-class IT Agency saddled with the responsibility of fostering the development and growth of information technology in Nigeria, has prompted us to produce this document, which shows our desire to promote good governance through effective service delivery.

In addition, NITDA is developing a comprehensive Strategic Master Plan for an effective and efficient implementation of NITDA’s mandate as contained in its ACT of 2007. The expected outcomes of the implementation of our plan include the following among others:

- A smart NITDA,
- Empowered Citizens,
- Accessible Public Services,
- Connected Nigeria,
- Improved Quality of life and
- Sustainable National Development

The Charter clearly specifies our mandate, services rendered by all departments and our grievance redress mechanism among other things. The main desire of the Agency is to become one of the leading IT Agencies in Africa with respect to effective service delivery.

We will continue to train and retrain our personnel in order to enhance their performance and keep them up-to-date with the evolving trend in the IT industry.

I will like to thank those who contributed to the development of this Service Charter and look forward to working with staff, customers and stakeholders for its implementation.

Vincent O. Olatunji, Ph.D.
Ag. Director-General, NITDA

1.0 INTRODUCTION

The charter for the National Information Technology Development Agency stipulates the services provided by the primary service windows in the Agency and the standards to which these services are performed within the specific time frame. It also informs the staff, stakeholders and customers of the procedure for registering complaints in the event of a service failure.

The contents of the charter are subject to timely review in line with structural, administrative or policy changes that may be deemed necessary for the improvement of service delivery and the attainment of organizational mandates and strategic goals.

2.0 SERVICOM

SERVICOM is an acronym derived from the words SERVICE COMPACT. COMPACT is a formal agreement between two or more people.

SERVICOM is primarily about **“Service”**. Public service is the only contact that most people have with Government; **hence it** focuses on the quality of that contact or the lack of it. It is a social contract between the Federal Government of Nigeria and its people **and** gives Nigerians the right to demand quality service. The SERVICOM golden rule is to **“serve others as you would like to be served”**.

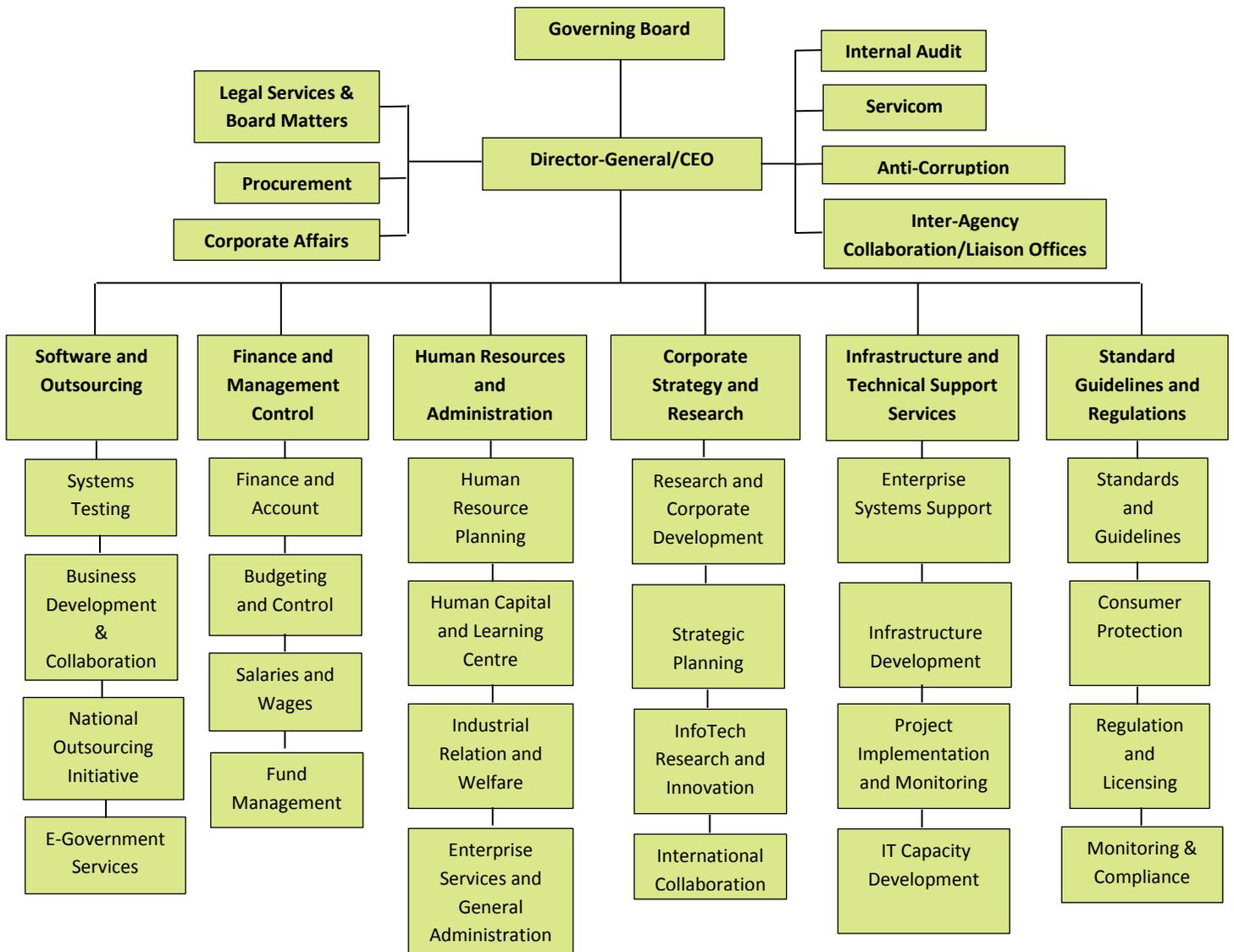
During the address at the inaugural session of the national assembly, the former President Chief Olusegun Obasanjo GCFR declared:

“Public Offices are the shopping floor for Government business. Regrettably, Nigerians have for long been feeling short-changed by the quality of public service delivery by which decision are not made without undue outside influence, and files do not move without being pushed with inducement. Our public offices have for too long been show-cased for the combine evils of inefficiency and corruption, whilst being impediment to effective implementation of government policies. Nigerians deserved better. And we will ensure they get what is better.”

The present administration underscores the administration’s commitment to improving service delivery as a priority. SERVICOM is therefore a public service reform conceived to be the engineer for service delivery programs.

3.0 NITDA ORGANISATIONAL STRUCTURE

The current NITDA structure is as depicted in the organisational chart below:



Owing to the operational nature of the Agency’s functions, the Agency operates a Regional/Zonal structure to facilitate effective coordination of its activities in all the geo-political zones of the country.

4.0 BRIEF HISTORY OF NITDA

The dire need to bridge the digital divide and for Nigeria to effectively join the emerging global economy driven by information and communication technologies, necessitated the development of a national IT policy and subsequent establishment of the “**National Information Technology Development Agency (NITDA)**”. The National Information Technology Policy was approved by the Federal Executive Council (FEC) in March 2001 and NITDA took-off in April 2001 while the enabling ACT NO. 28 was passed into law on April 24th, 2007.

4.1 The Mission

To develop and regulate IT for sustainable national development.

4.2 Vision Statement

To be the prime catalyst for transforming Nigeria into an IT driven economy.

4.3 Core Values

The National Information Technology Development Agency (NITDA) shall endeavor to uphold the following key values in the delivery of services to all customers and stakeholders.

1. Discipline

The principles of conduct, with specific laid-down rules and regulations stand as the watch-word to discharge functions/responsibilities in the Agency with a high level of discipline.

2. Competence

The core competencies in the Agency are not intended to be exhaustive but rather to play a vital role in all activities, as highly talented and experienced staff complement each other by combining backgrounds of diverse disciplines.

3. Fairness

Shall display fairness in the performance of functions/responsibilities to customers/stakeholders at all times.

4. Professionalism

Shall demonstrate expertise and efficacy in the performance of duties to customers/stakeholders.

5. Efficiency

Efficiency is the hallmark in the Agency, as services are rendered to customers/stakeholders at minimal cost for optimal values.

4.4 The Mandate

The following are the mandate(s) of NITDA;

- i. Operate and implement the National IT Policy and give effect to provisions of the National Information Technology Development Agency Acts of 2007.
- ii. Ensure that the entire citizenry is empowered with information technology through the development of a critical mass IT proficient and globally competitive manpower.
- iii. Develop and regulate the information Technology Sector in Nigeria.
- iv. Create IT awareness and ensure universal access in order to promote IT diffusion in all sectors of our national life.
- v. Ensure Simple, moral, Accountable, Responsive and Transparent (SMART) governance, using the instrument of Information Technology.
- vi. Eliminate waste and ensure that governance and businesses are done in the global standard of using IT for easier, faster and cheaper delivery of services.
- vii. The transformation of the Nigerian economy from a natural resources-based economy to a knowledge-driven one.
- viii. Improve food production and security.
- ix. Render advisory services to the public sector on IT programs and projects.
- x. Ensure that Information Technology resources are readily available to promote National Development.
- xi. Ensure that Nigeria would benefit maximally and also contribute meaningfully, to the global solutions and to the challenges of the Information Age.

- xii. Empower Nigerians to participate in software and IT systems development.
- xiii. Improve access to public information for all citizens, bringing transparency to government processes.
- xiv. Establish and develop IT infrastructure and maximize its use nationwide.
- xv. Stimulate the private sector to become the driving force for IT creativity, productivity and competitiveness.
- xvi. Enhance national security and law enforcement.

4.5 Stakeholders

The major stakeholders are:

- i. Federal Government
- ii. State Governments
- iii. Local Governments
- iv. NITDA's Board
- v. Staff of the Agency
- vi. Ministries, Departments and Agencies
- vii. Universities, Polytechnics and Colleges of Education
- viii. Secondary and Primary Schools
- ix. Armed Forces (Nigeria Army, Navy and Air Force)
- x. Nigerian Police Force (NPF)
- xi. Nigerian Custom Service
- xii. Nigerian Immigration Service
- xiii. Nigerian Prison Service
- xiv. Nigeria Security and Civil Defense Corps (NSCDC)
- xv. Federal Road Safety Commission (FRSC)
- xvi. Media
- xvii. Association of Telecom Companies of Nigeria (ATCON)
- xviii. Nigerian Computer Society (NCS)
- xix. Institute of Software Practitioners of Nigeria (ISPON)
- xx. Nigeria Internet Registration Association (NIRA)
- xxi. National Association of Computer Science Students (NACOSS)
- xxii. Information Technology Association of Nigeria (ITAN)

- xxiii. Internet Service Providers Association of Nigeria (ISPAN)
- xxiv. Young innovators of Nigeria
- xxv. Nigerian Society of Engineers (NSE)
- xxvi. Artisans (Mobile Phone Association)
- xxvii. Council for the Regulation of Engineering in Nigeria (COREN)
- xxviii. Computer and Allied Products Developers Association of Nigeria (CAPDAN)
- xxix. Computer Professional (Registration Council) of Nigeria (CPN)
- xxx. National Association of Software and Service Companies (NASSCOM)
- xxxi. High Tech Centre for Nigeria Women & Youth
- xxxii. Civil Society Organizations
- xxxiii. Non-Governmental Organizations
- xxxiv. Economic Community of West African State (ECOWAS)
- xxxv. Federal Inland Revenue Service (FIRS)
- xxxvi. Nigeria Communication Commission (NCC)
- xxxvii. Nigerian National Petroleum Corporation (NNPC)
- xxxviii. National Youth Service Corp (NYSC)
- xxxix. Nigerian Universities Commission (NUC)
 - xl. West African Examination Council (WAEC)
 - xli. National Examinations Council (NECO)
 - xlii. Joint Admission and Matriculation Board (JAMB)
 - xliii. Idea Hub Lagos (IHL)
 - xliv. Financial Institutions
 - xlv. Library and Information Technology Today (LITT)
 - xlvi. All other IT Users

5.0 SERVICE STANDARDS/PROVISION

- i. Publish, not later than Dec 31 of every year, a national ICT agenda to be the focus and guide for the development of ICT in Nigeria for the upcoming year.

- ii. Maintain an Agency (with headquarters and Regional/Zonal offices) which is open and available to all Nigerians from 8:30am – 4:30pm (Monday - Friday).
- iii. Execute our mandate through a virile public-private partnership where public services of commercial nature or magnitude are provided through credible private sector companies under our supervision.
- iv. Respond to all enquiries and acknowledge all correspondence within 48hours but enquiries involving several departments may take-up-to a week for full processing.
- v. Requests for registration and update of **gov.ng** domain names are effected within 24hours.
- vi. Routinely publish all guidelines and regulatory information on our website, office notice boards, journals, national newspapers and in other public places accessible to the generality of Nigerians.
- vii. Provide equal opportunity employment through an open and competitive staff selection process.
- viii. Enter into strategic alliance with the private sector as well as international organizations for the actualization of the IT vision.
- ix. Facilitate private sector and Foreign Direct Investment (FDI) in the IT sector in Nigeria.
- x. Develop and review IT legislation for the regulation of the sector yearly.
- xi. Serve as a clearing house for all IT procurement and services in the public sector.
- xii. Establish and develop IT infrastructure and maximize its use nationwide.
- xiii. Develop human capital through effective training with emphasis on creating and supporting a knowledge-based society on a yearly basis.

6.0 DEPARTMENTAL/UNIT SERVICE CHARTERS

6.1.0 THE DIRECTOR- GENERAL'S OFFICE

The Director-General supervises the entire operations of the Agency and ensures the attainment of its corporate objectives through effective and efficient management and co-ordination of the operations.

6.1.1 Internal Audit

- i. Provide reliable financial information that will promote operational efficiency and effectiveness, on a daily basis.
- ii. Safeguard assets and records.
- iii. Encourage adherence to prescribed policies, on a daily basis.
- iv. Comply with regulatory instruments such as Financial Regulations, Audit Act 1958, Financial Warrants, Circulars, NITDA Act 2007 and others daily.
- v. Examination of financial transaction, on a daily basis.
- vi. Fair view of financial compliance with the legal guide to government operation.
- vii. Monitoring of management roles and their limits of financial authority, on a daily basis.
- viii. Monitor and ensure the effectiveness of internal control system, on a daily basis.
- ix. Quarterly submission of audit report to the Director-General and Office of the Accountant General of the Federation.
- x. Advise the Director-General as at when due on financial matters and others.

6.1.2 Legal Unit

- i. Advising the Agency on the creation, maintenance and determination of relationships entered in to by the Agency in its corporate capacity; with staff, contractors, government agencies or private sector bodies by way of Agreements and Memoranda of Understanding.
- ii. Advising the Agency in the area of compliance with internal and external laws and regulations as regards the activities of the Agency.

- iii. Collaborating with the Standards, Guidelines and Regulations Department by making inputs into the core functions of the Agency, which is the creation, and enforcement of Standards, Guidelines and Regulations.
- iv. Advising the Agency on the implementation of the legal aspects of the Information Technology Policy and the NITDA Act 2007.
- v. Providing Draft Legislation in the areas of Information Technology in order to create and enable the environment in Nigeria for development of Information Technology.
- vi. To serve as the Secretariat to the Governing Board of the Agency.
- vii. To provide any other legal and advisory services that may be required of the Unit by the Agency from time to time.

6.1.3 Anti-Corruption Unit

- i. Shall operate as an autonomous outfit with functional linkage with the office of the Chief Executive.
- ii. Shall report directly to the Independent Corrupt Practices Commission and not to the unit in the supervising ministry quarterly.
- iii. Shall report all cases objectively to the Independent Corrupt Practices Commission with copies sent to the Minister or Permanent Secretary involved.
- iv. Shall develop a code of ethic for staff of the agency and ensure strict compliance and sanction for breach, without prejudice to extant regulation particularly public service rules and financial regulations.

6.1.4 Procurement Unit

- i. Develop yearly procurement plan driven by objective and transparent needs assessment by the last quarter of each preceding year.
- ii. Advertise projects at least six weeks before the submission of tenders.
- iii. Ensure transparent pre-qualification.
- iv. Co-ordinate bid submission, opening and evaluation (Technical and Financial) transparently.
- v. Co-ordinate the Procurement Planning Committee and Tenders Board Meetings.

- vi. Ensure proper execution of projects and effective monitoring quarterly.
- vii. Advertise and solicit for bids in compliance with guidelines issued by the bureau from time to time.
- viii. Receive and maintain appropriate documentation for bids received, examine bids received, obtain a “Certificate of ‘No objection’ to contractor Award” from the Bureau of Public Procurement, and make submissions to the entity’s Tenders’ Board.
- ix. Debrief the bid losers on request.
- x. Resolve complaints and disputes, if any.
- xi. Obtain and confirm the validity of any performance guarantee.
- xii. Announce and publicize contract Awards.
- xiii. Execute all Contract Agreement.

6.1.5 Servicom Unit

- i. Spearhead the Agency Service Delivery Initiative through SERVICOM compliance.
- ii. Monitor performance of Charter yearly
- iii. Review and produce Charter biannually
- iv. Manage the Agency’s Customer Relation Policy including providing opportunities for customer feedback on services
- v. Institute a compliant procedure including Grievance Redress Mechanism for the Agency.
- vi. Institute appropriate market research techniques for identifying Customer needs and expectations, and report to management.
- vii. Promotion of quality assurance and best practices in the Agency’s performance of its functions.
- viii. Provide a comprehensive and effective training policy for frontline staff on Customer Relation and related matters and ensure implementation.
- ix. Disseminate best practices and other tips on service delivery improvement periodically.
- x. Serve as a link between the Agency and the SERVICOM Office
- xi. Serve as the Secretariat of the Agency’s Service Delivery Committee, which meet quarterly.

- xii. Manage links with strategic partners and other stakeholders on Service Delivery, Market Research, Customer Care/Relations, etc.
- xiii. Facilitate a safe and conducive working environment for staff at all levels of service delivery, and ensure compliance with health and safety policies
- xiv. Organize Service Delivery meetings/workshops seminars and conferences.
- xv. Report to the Director General on performance against agreed objectives, timescales and budgets quarterly.
- xvi. Coordinating and monitoring the activities of all Liaison offices of the Agency quarterly.
- xvii. Establish project and departmental Key Performance Indicators (KPIs); including the establishment and maintenance of a fully functional and efficient service/help desk.

6.1.6 Inter-Agency Collaboration and Liaison Office

- i. Liaise with MDA's, SME's, and educational institutions to identify their ICT needs/projects for collaborations.
- ii. Liaise with Development Partners for both solicited and unsolicited proposals and seek partnership funding for acceptable ICT projects.
- iii. Assist in developing linkages between NITDA and private companies /CSOs for Partnerships.
- iv. Identify external training opportunities and funding in collaboration with relevant departments.
- v. Assist the DG in policy formulation and strategy planning as it relates multi-stakeholders partnership.
- vi. Prepare periodic report on the performance of each donor for NITDA management and Board.
- vii. Monitor implementation of projects based on partnerships.

- viii. In liaison with zonal directorate, liaise with state and local governments for multi-stakeholder relations.
- ix. Coordinate all activities of the agency within the geo-political zones in which they are located.
- x. Effective collaboration with other MDAs in area of ICT.

6.1.7 Corporate Affairs

- i. Disseminate information to the media on the activities of the Agency as they occur, to ensure transparency and accountability almost daily.
- ii. Co-ordinate, collate and document the Agency's activities to conform to set standards and reflect organizational goals quarterly.
- iii. Ensure that media relations are favorable, productive and sustained on a daily basis.
- iv. Maintain a functional, intra-departmental communication system whereby information is effectively communicated in a uniform manner on a daily basis.
- v. Develop and deploy systems, structures and procedures of internal and external information control as warranted.
- vi. Analyze trends, predict consequences, counsel organization's leaders and implement programs on a quarterly basis.
- vii. Ensure that organizational goals are met in order to sustain a positive and progressive outflow of report weekly.

6.2 SOFTWARE AND OUTSOURCING

- i. Render advisory services in all software matters to the public and private sectors as requests are received.
- ii. Accelerate human resource and ICT infrastructure development to support growth in the outsourcing sector

- iii. Facilitate rapid development of ICT and enabling physical infrastructure yearly.
- iv. Develop a globally competitive Information Technology enable services sector in Nigeria, towards making Nigeria a regional ICT outsourcing Hub in West Africa.
- v. Promote local and foreign direct investment in outsourcing infrastructure development yearly.
- vi. Identification of potential government outsourcing businesses to jump start the growth in the sector through onshore outsourcing
- vii. Develop an export oriented ICT products and service delivery industry
- viii. Integrate coherent efforts and coordination between the local, state and federal government in the growth and development of the outsourcing sector.

- ix. Articulate programs for the development of call-centers nationwide in collaboration with private sectors.
- x. Coordination of response to incident reported within 6 hours of receipt within official working hours and render support services to incident reported within 12 hours
- xi. Daily upload of new alerts and warnings on the certr.gov.ng website
- xii. Organise information security awareness programs 3 times a year
- xiii. Conduct IT security trainings for all MDAs(constituency) quarterly
- xiv. Consultative assistance to our constituency to boost security of assets on request.
- xv. Organise cyber drills yearly for MDAs(constituency)

6.3 FINANCE AND MANAGEMENT CONTROL

- i. Shall ensure transparency in sourcing for revenue, disbursement and accounting for public funds with which government executes its programs.

- ii. Responsible for all matters relating to finance and management control functions of the Agency.
- iii. Advise the Chief Accounting Officer on major finance in-flows and expenditure(s) as per warrant, mandates and expenditure authorizations monthly.
- iv. Responsible for safe keep of all security documents, payment instruments and inventory accounting.
- v. Pay-rolling and payment of Salaries/Allowances by the 25th of every month.
- vi. Ensuring appropriate expenditure controls in conformity to vote book balance.
- vii. Processing and payment of all approved expenses in conformity with AIEs/Warrants and Mandates on First Come First Serve basis.
- viii. Processing and retirement of all approved advances within seven (7) days of completion.
- ix. Rendition of monthly accounting returns of revenue (if any) and expenditure including transcript to Office of the Accountant General of the Federation (OAGF).
- x. Monthly reconciliation of all the Agency's Accounts
- xi. Budget preparation and administration yearly.
- xii. Remittance of revenue generated (VAT, WHT, PAYE) and other miscellaneous to FIRS and The Sub Treasury of the Federation monthly.

6.4 HUMAN RESOURCE/ADMINISTRATION

- i. Co-ordinate the recruitment, induction, confirmations, training, needs assessment, performance appraisals, leave, promotions, discipline, retirement and welfare of staff in an orderly, fair and transparent manner.
- ii. Safeguard and Distribute all necessary goods and services in a transparent manner, and ensure their maintenance and cost effective usage at all times.
- iii. Implement policies governing Human Resource and Administrative functions.

- iv. Develop systems, procedures and structures of internal control.
- v. Provide personnel and administrative support services to the agency including reports and feedback to the management quarterly.
- vi. Define the strategic direction for HR & Admin function and develop strategies aligned to the overall strategic direction of the agency.
- vii. Manage the administrative functions pertaining to proper running of the agency
- viii. Drive workforce planning processes to ensure all resource requirements are based on periodic operational plans and are justified.
- ix. Lead performance management activities (i.e. performance planning/target setting, performance monitoring and periodic performance appraisals); ensure employee performance results adequately reflect corporate and departmental performance levels.
- x. Develop and implement compensation strategies and processes that will attract, motivate and retain the right talent required.
- xi. Ensure the maintenance of payroll data by the administrators.
- xii. Manage overall culture of the organization, initiate programs to ensure alignment of culture to agency vision, mission and values.
- xiii. Supervise Employee Benefits programme.
- xiv. Implement safety, Security, Wellness/Health and Staff Welfare Scheme.
- xv. Monitor the facility to ensure that it remains safe. Secure, and well-maintained.
- xvi. Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- xvii. Acquire, distribute and store supplies.
- xviii. Plan, administer and control budgets for contracts, equipment and supplies.
- xix. Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- xx. Manage disciplinary and grievance processes within the agency.

- xxi. Collect ongoing information regarding satisfaction of employees on salary packages, wages and working conditions, etc.
- xxii. Support executive management to manage all change initiatives impacting staff within the Agency.
- xxiii. Other roles as may be assigned by the Director General.

6.5 CORPORATE STRATEGY AND RESEARCH

- i. Preparation of Rolling Strategic Plan for the Agency every three years.
- ii. Periodic Monitoring and Evaluation of NITDA Projects.
- iii. Research in relevant areas of ICT to enhance national development.
- iv. Research into relevant areas of operational modalities, jurisdiction and mandate of NITDA.
- v. Collection, Collation and processing of Information to aid in Strategic Planning and Research annually.
- vi. Management of Records and information references (Data bank, Registry, Library etc.).
- vii. Liaison with relevant International & Local organizations outside the Ministry/ Parastatal.
- viii. Annual organization of Conferences/Workshops/Seminars for the Agency.
- ix. Planning and Hosting of NITDA's Retreat for Management staff and Board members biannually.
- x. Promotion of IT innovations for best practice.
- xi. Collaboration with Key R&D Institutions to produce Research and Development Framework.
- xii. Collaborate with the Finance and Management Control to ensure that the budget for the next fiscal year is completed by the third month of the last quarter of the year.

6.6 INFRASTRUCTURE AND TECHNICAL SUPPORT SERVICES

- i. Set up technical specification for all hardware and software materials for NITDA project (RFP).

- ii. Deploy and maintain all IT infrastructure and services of the agency.
- iii. Monitoring and supervision of the agency projects awarded to private contractors for proper implementation.
- iv. Conduct training on IT knowledge and practice for manpower development for MDAs quarterly.
- v. Run and maintain NITDA's Cisco Regional Academy.
- vi. Supervise and maintain the country's Top Level Domain (TLD) registry.
- vii. Register and manage **.gov.ng** domain registry for MDAs.
- viii. Coordinate and supervise the activities of the country's domain registrars through Nigeria Internet Registration Association (NiRA).
- ix. Coordinate the meetings of Head of IT in MDAs
- x. Contribute to inter-departmental policy/strategy development and implementation.
- xi. Coordinate the implementation of cobit5 in the Agency and MDAs

6.7 STANDARD GUIDELINES AND REGULATIONS

- i. To develop framework for IT governance (monitoring, evaluation, coordination and regulation of the IT industry).
- ii. Initiate the process of determining and developing standards for Information Technology in Nigeria (including e – government and the process for domesticating global standards).
- iii. Annual development of guidelines for IT services and practices.
- iv. Develop regulatory policies and regulations governing IT practice in Nigeria
- v. Process accreditations and licensing of service providers within one month of receipt of application.
- vi. Undertake IT products type-approvals and certifications (including the issuance of holograms for certified products).
- vii. Registration and authentication (such as authentication of Nigerian website, etc.).
- viii. Monitor implementation of regulatory policies, guidelines and standards on a quarterly basis.

- ix. Draft compliance framework for set standards, guidelines and regulations.

7.0 OBLIGATION TO CUSTOMERS/STAKEHOLDER

We are committed to providing our customer/stakeholders with efficient, reliable, affordable, safe competitive market environment at each point of service delivery. We therefore in this respect commit ourselves to the following:

- i. Provide a telephone enquiry service during regular office hours of 8:30am and 4:30pm (Monday to Friday) and our office will also be open during these hours.
- ii. Will not compete with the private sector in the provision of IT services.
- iii. Will not practice any form of discrimination against stakeholders.
- iv. Will not abuse the privileges of our office, position, power and authority.
- v. Be polite, helpful and demonstrate technical/professional competence at all times.
- vi. Take all opportunities available to provide information about current and upcoming services and programmes.
- vii. Anticipate customers/stakeholders demands and create new opportunities for the delivery of our services.
- viii. Advocate and practice a culture of continuous improvement of systems and processes.
- ix. Ensure all customers/stakeholders are treated fairly and with utmost respect.
- x. Showcase thorough knowledge and expertise of all our functions through data collections and research.
- xi. Ensure the website is available 24 hours a day, seven days a week, except during maintenance.

8.0 EXPECTATIONS FROM THE BOARD

The Board of the Agency is expected to:

- i. Formulate overall policies for the management of the affairs of the Agency;
- ii. Manage the National Information Technology Development Trust Fund established under the NITDA Act;
- iii. Appoint, promote, terminate, dismiss and exercise disciplinary control over the principal officers and senior staff of the Agency;
- iv. Structure the Agency into departments in a manner necessary for the effective discharge of the functions of the Agency.

9.0 OBLIGATIONS FROM EXTERNAL CUSTOMERS/STAKEHOLDERS

In order to serve you better, you can help us improve performance by:

- i. Treating NITDA staff with courtesy and respect.
- ii. Abiding by the regulations governing the operations of NITDA.
- iii. Providing accurate information and complete documentation where applicable to ensure efficient and fast service.
- iv. Suggesting ways to improve our services at NITDA.
- v. Providing NITDA with adequate feedback on service delivery through various channels e.g. Agency website, suggestion boxes, email, etc.

10.0 EXPECTATION FROM STAFF

NITDA's Staff are expected to:

- i. Welcome customers/stakeholders, listen to them and also serve them promptly and courteously.
- ii. Treat files and memos promptly within 48hours.
- iii. Attend to customers/stakeholders on "first come, first serve" basis.
- iv. Not collect tips from customers/stakeholders before or after service is rendered.
- v. Be punctual and observe official working hour between 8:30am and 4:30pm.

- vi. Display identity cards while on duty for ease of identification.
- vii. Not be absent without approval from the appropriate authority.
- viii. Process and pay contractors bills within as at when due.

In addition to the above, **Management is expected to:**

- ix. Promote staff as at when due.
- x. Provide working tools to staff for quality service delivery.
- xi. Organize capacity building programs for staff on monthly and quarterly basis.
- xii. Follow due process in the appointment and termination of employment of staff.
- xiii. Hold periodic interaction with stakeholders.
- xiv. Set-out clear operational guidelines.
- xv. Follow due process in the award of contracts.

11.0 SPECIAL NEEDS PROVISION

SERVICOM Officers are always at hand to assist Customers with special needs to access services of the Agency, and provide translators where necessary.

12.0 FEEDBACK AND REDRESS MECHANISM

We encourage all our customers and stakeholders to forward feedback in form of complaints, suggestions or compliments to enable us sustain provision of quality services. Complaints and suggestions will be treated within ten (10) working days from the date of receipt, and we shall keep you informed of the progress made.

Complaints, enquiries, comments and suggestions should be channeled through the medium stated below:

Head Servicom Unit,
Block A, 2nd Floor, East Wing,

National Information Technology Development Agency (NITDA),
Plot 28, Port Harcourt Crescent, Off Gimbiya Street, Area 11,
Garki, Abuja.

Phone: 09051412240

Email: servicom@nitda.gov.ng

13.0 NITDA CONTACT

National Information Technology Development Agency (NITDA),
Plot 28, Port Harcourt Crescent, Off Gimbiya Street, Area 11,
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