



# SERVICE CHARTER

**5TH  
EDITION,  
2024**

## FORWARD BY THE DIRECTOR GENERAL

With great pleasure, I present the fifth edition of the Service Charter for the National Information Technology Development Agency (NITDA). This public policy document furnishes an aperture that categorically outlines our core services, management of customer service standards, and mediums of communication with our external customers. It attests to our unwavering commitment to excellence, transparency, and accountability.

We are deeply committed to fostering innovation, promoting digital transformation, and ensuring the ethical and responsible use of technology in Nigeria. With a firm belief in the transformative power of technology to drive socio-economic development, we pledge to uphold the highest standards of regulatory oversight, stakeholder engagement, and service delivery, striving tirelessly to empower and support the Nigerian IT ecosystem. We are steadfast in our mission to position Nigeria as a global leader in the digital age, where technology catalyzes progress and prosperity for all.

I sincerely appreciate everyone who imparted to the success and assessment of this Service Charter. I await with pleasure to work with staff, customers, and stakeholders for its attainment.



**KASHIFU INUWA ABDULLAHI, CCIE**

Director-General/CEO

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## 1. INTRODUCTION

The National Information Technology Development Agency (NITDA) is committed to providing excellent service. Our customer centric culture is coded as iServe, and our service slogan is "we exist to serve". This service charter highlights the specific services available to our external customers through different service windows with set standards for the services. It provides guidance to our customers on how to lodge complaints in the event of dissatisfaction thereby fostering continuous service improvement.

### 1.1 SERVICOM

SERVICOM, an acronym for Service Compact, was launched by the Federal Government of Nigeria in March 2004, as an agreement between the people and the government to promote effective service delivery across Ministries, Departments, and Agencies (MDAs) and ensure customer satisfaction.

## 2. BRIEF HISTORY OF NITDA

The National Information Technology Development Agency (NITDA) has been pivotal in spearheading Nigeria's digital transformation journey since its inception in April 2001. It was created to implement the National ICT Policy under the supervision of the Federal Ministry of Communications, Innovation and Digital Economy of Nigeria and is empowered by the enabling Act No. 28, which was passed on April 2007. NITDA remains committed to upholding its mandate of advancing digital economy in Nigeria while promoting digital inclusivity, innovation, and sustainable economic growth.

## 2.1. Vision Statement

To make Nigeria a digitally empowered nation, fostering inclusive economic growth through technological innovation.

## 2.2. Mission Statement

We drive digital transformation to empower Nigerians through digital innovation, accessibility and enabling regulation.

## 2.3. Core Values

- i. People First
- ii. Innovation
- iii. Professionalism

## 3. SERVICE WINDOWS

Our services are freely offered to our external customers, and these services are:

- i. Domain Name Services (.gov.ng and .mil.gov)
- ii. IT Project Clearance (ITPC)
- iii. Issuance of Letter of No Objection for CAC registration
- iv. Registration of Indigenous IT Company and Service Providers (IICP)

## 4. OUR CUSTOMERS

Our services are designed to support the following:

- i. Federal and State Government Ministries, Departments and Agencies (MDAs)
- ii. Federal Public Institutions (FPIs)
- iii. Indigenous ICT Companies and Service Providers (IICP)

## **5. SERVICE PROVISION AND DELIVERY**

### **5.1 Domain Name Services (.gov.ng and .mil.gov)**

NITDA is mandated by NITDA-ACT 2007 to ensure Internet governance and supervision of the management of the country code top-level domain (cctld.ng) to protect our national data, ensure website credibility and trust as well as enhance visibility and compliance.

#### **5.1.1 Customer's Expectation:**

A request from any federal, state, local government or specialized government project that would last for 18 months or more for these services would be approved within 24 hours after submission of complete requirements.

#### **5.1.2 Service Processes:**

The.gov.ng and .mil.gov domain name registration is accessible either by sending a written application to the Director General, National Information Technology Development Agency (NITDA) or the Chief Operating Officer (COO), Nigeria Internet Registration Association (NIRA), through any of the accredited registrars. The electronic copy of the application to NITDA should be sent via [domains@nitda.gov.ng](mailto:domains@nitda.gov.ng) as an advance copy.

Interested MDAs can get more information from the agency's website <https://nitda.gov.ng/gov-ng-domain-registration/> or on Web-WhatsApp: +2348140504418

## **5.2. IT Project Clearance (ITPC)**

### **5.2.1. Customer's Expectation:**

In compliance with the National IT Project Clearance Guidelines, a clearance certificate or appropriate response would be issued to the FPI within 21 working days of application. The IT project clearance process safeguards public resources and fosters a robust and locally supported IT ecosystem within Nigeria.

### **5.2.2. Service Process**

- i. A FPI that needs ITPC certificate will first contact NITDA by post. A response with login access to the ITPC portal will be provided within 48 hours.
- ii. The FPI will register on the ITPC portal using the provided login access and then submit their projects for evaluation.
- iii. Submitted IT projects will be reviewed, and certificate issued within 21 working days upon validation of requirements submitted.
- iv. FPIs may be contacted to further clarify their submissions which may extend the 21 working days initially set in 'iii.' above.

## **5.3. Letter of No Objection**

### **5.3.1 Customer's Expectation**

In compliance with Corporate Affairs Commission (CAC) guidelines in the registration of a company that incorporates Information Technology related activities, NITDA issues Letter of No Objection to public and private applicants within 3 working days (72 hours).

### **5.3.2 Service Process**

- i. Receive request letters either by post or email to [info@nitda.gov.ng](mailto:info@nitda.gov.ng).
- ii. Review applicant's documents (aims and objectives of company in regard to IT activities).
- iii. If there is no issue with the applicant's documents, a letter of no-objection is drafted, endorsed, and issued.
- iv. If there is an issue, the applicant is contacted to modify the aims and objectives or any outstanding and the letter is granted afterwards.

## **5.4. Indigenous IT Company and Service Provider (IICP) Registration.**

### **5.4.1 Customer's Expectation:**

Issuance of one-year valid IICP electronic certificate to applicants within three working days that is renewable after one year.

### **5.4.2. Service Process**

Access to this service is through the dedicated portal [www.iicppportal.nitda.gov.ng](http://www.iicppportal.nitda.gov.ng). This registration is only for IT service providers registered in Nigeria, who would offer their services to any Federal Government Ministry, Department and Agency (MDA), either through standard procurement procedures or via Public Private Partnerships (PPP). Upon submission of complete requirements, all requests are promptly acknowledged, processed, and certificate approved.

## **6. SPECIAL NEEDS PROVISION**

- I. Staff are always ready to aid customers who require special assistance to access the services they desire.
- ii. Designated walkway and elevator are available to people with special needs.
- iii. Helplines and online service portals are also accessible for individuals in this category.

## **7. COMPLAINTS/GRIEVANCE REDRESS MECHANISM (GRM)**

### **7.1. Complaint/Grievance**

Issues can be reported to the frontline officers via calls and emails using the contact information provided in items 12 and 13.

### **7.2. Time Limit for Resolution**

All complaints are resolved within 3 working days or 21 working days for complaints that require an investigation.

### **7.3 List of Redress Available**

Based on the nature of the complaint, the following actions will be taken:

- I. Apologies will be offered.
- ii. The service will be repeated if needed.
- iii. Sanctions will be applied if necessary.

## **8. OBLIGATIONS**

### **8.1 Staff Obligations**

Frontline Officers are expected to:

- i. Send acknowledgement of receipt of request.
- ii. Verify required documents submitted if they meet the needed requirement.
- iii. Contact customers for more information where requirements submitted are not satisfactory.
- iv. Communicate the approved service request to the customer within the expected timeframe.
- v. Administer customer feedback.

### **8.2 Customer's Obligations**

It is the customer's responsibility to:

- i. Read the service guidelines accessible on the NITDA website ([www.nitda.gov.ng](http://www.nitda.gov.ng)) before proceeding to access the service.
- ii. Request for a service through the service portal, email, or post as the case may be.
- iii. Resubmit any required documents if contacted to do so within agreed timeline.
- iv. Acknowledge service delivery either by email or post.
- v. Fill customer feedback form.

### **8.3 Management's Obligation**

Timely directives to process requests by post and endorsement of certificates.

## **9. STAKEHOLDERS' ENGAGEMENT.**

Every year, the agency compiles and acts upon customer feedback gathered from various forums focused on customer participation and service enhancement across our zonal offices. These include our annual stakeholders' forums with indigenous IT companies, forums in the six geo-political zones and our service exhibition stand during the annual Digital Nigeria Conference.

## **10. EXISTING LIMITATIONS**

We can only offer our services within the expected delivery timeframe if we have all the necessary valid information from customers and our systems. Otherwise, the service will be provided after the specified delivery time. Our services can be accessed through the service portals and in-person visits, between 9am and 4pm from Mondays to Fridays, excluding public holidays.

## **11. REVIEW OF CHARTER**

The service charter is reviewed once every two years. Hence, the next date for review will be in 2026. However, the review is subject to changes that could necessitate an earlier update for the improvement of service delivery.

## 12. SERVICE CONTACTS

Our service window contacts are:

- i. Domain Name Service: Email: domains@nitda.gov.ng,  
Phone: +2348140504418
- ii. IT Project Clearance: Phone: +2348187869972
- iii. Letter of No Objection: Email: info@nitda.gov.ng,  
Phone: +23408168401851
- iv. Indigenous IT Company and Service Providers:  
Email: iicp@nitda.gov.ng, Phone: +2348131976463

## 13. OFFICE CONTACTS

Corporate Headquarters

National Information Technology Development Agency (NITDA)

Plot 28, Port Harcourt Crescent, Off Gimbiya Street, Area 11, Garki, Abuja.

Phone: 08168401851

Email: info@nitda.gov.ng

Website: www.nitda.gov.ng

## ZONAL OFFICES

### South-West:

9 Kofo Abayomi Street

Victoria Island

Lagos State

### South-South:

No 3 Mission Avenue

Opposite Trans-Amadi Garden,

Peter Odili Road, Port Harcourt, River State.

### North-West:

Plot No 168 Sheik Nasiru

Kabara Housing Estate

Along Zaria Kano

Kano State

### North-East:

Plot No BA/15917 Ashaka Road

Opposite Federal Teaching Hospital

Gombe State





 **NITDA**

