

**FEDERAL MINISTRY OF POWER, WORKS & HOUSING
(POWER SECTOR)**

SERVICE CHARTER

REVIEWED 2016

**POWER HOUSE,
14, ZAMBEZI CRESCENT,
MAITAMA,
FCT, ABUJA**

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FOREWORD

This Service Charter in its simplest form sets out our service commitment of the Federal Ministry of Power, Works & Housing (Power Sector) as it relates to the provision of safer, accessible and reliable electricity in the Country.

It is also our own statement of how impactful of what we do or fail to do can be. It equally reinforces our understanding of the nobility of public service and the responsibility of how our work impacts on millions of Nigerian citizens who we are unlikely to ever meet. By this Charter, we sign up to the expressed commitment of our President, Muhammadu Buhari GCFR, to provide a new brand of leadership and service to Nigerians, this will make them to be proud citizens of the Country.

Our Citizen Service Charter has been developed in consultation with all critical stakeholders in the industry, as well as regulatory agency for effective service delivery. It contains the service standards we aim to provide to citizens all the time including working with the private sector. It demonstrates our determined efforts to continuously improve the way we are rated and the way we serve our esteemed clients. The service standards contained in this Charter outline the level of services you should constantly expect from us as of RIGHT. Be assured that as a Nigerian citizen, you can expect to be treated with respect, fairly and equally all the time. In addition, we have also developed strategic framework for monitoring and managing our compliance with the standards.

We pledge to stay close to the citizens by making ourselves accessible and attentive as practicable as is humanly possible. Going forward, we are committed to promote a culture in which employees serve with

empowerment and gratification as well as create an atmosphere where citizens are encouraged to appreciate excellent service.

Finally, because we are poised to excel, we would appreciate your constructive feedback to assist us serve you better than before. We therefore implore you not to hesitate to bring it to our attention whenever we fall short of meeting the standards set out in this Service Charter.

It is with pleasure that I present the revised *Service Charter* as a tool to consolidate the renewed determination of improving the quality of service delivery culture within the Ministry.

Signed

Babatunde Raji Fashola (SAN)
Honourable Minister
Dec.2016

1.0 INTRODUCTION:

A service charter is an operational tool to guide service providers on their responsibilities and service takers (customers) on their expectations. It is a set of promises upon which Citizens can expect and demand quality service as a right; and of which they can have recourse when service fails. The service charter therefore is crucial to the management and staff of the Ministry to continuously improve service delivery.

This Charter establishes the high standards of service that you, our clients, can expect from us. It provides information about how you can comment on our service, including how to lodge complaints, give compliments or make suggestions. We welcome your feedback to ensure we meet our standards and continuously improve our service delivery.

The Power Sector of the Federal Ministry of Power, Works & Housing exists to monitor and superintend the generation, distribution and transmission of electricity from the national grid to the customers as contained in our mission statement. This responsibility is enshrined in the concurrent legislative list of the 1999 Constitution of the Federal Republic of Nigeria particularly on item 13. The Ministry of Power and Steel, changed to Federal Ministry of Energy and later Federal Ministry of Power, and in November, 2015 renamed as Federal Ministry of Power, Works and Housing.

The Power Sector of the Ministry formulates policies for the Federal Government on matters dealing with the provision of

electricity. The Ministry is mandated to develop and facilitate the implementation of policies for the provision of adequate and reliable power supply to drive the socio-economic development of the nation. In discharging the mandate, the Ministry is guided by the provisions of National Electric Power Policy (NEPP) of 2001, the Electric Power Sector Reform (EPSR) Act of 2005 and the Roadmap for Power Sector Reforms of August, 2010. The recently approved Rural Electrification Implementation Strategy and Plan, and the Investment Guidelines among others.

2.0 PURPOSE OF SERVICE CHARTER

- (i) This Charter provides information for the general public on the functions and services rendered by the Ministry, its agencies and private companies whose activities it monitors and superintends;
- (ii) It aligns the Ministry's services with customers' expectations and perception,
- (iii) It states the performance indices for measuring the Ministry's performance.

3.0 MANDATE

"Initiate and coordinate policies and strategies for the sustainable development of reliable power supply; robust federal road network and adequate and affordable housing"

4.0 VISION

"To be a key enabler of community and economic growth by facilitating delivery of functional, affordable and reliable power, road and housing infrastructure assets and associated services"

5.0 MISSION

“Expedite national development by providing policies, functional and cost effective power, roads and housing infrastructure assets and services that meet the needs of all”

6.0 CORE VALUES

Our Core Values are;

- Stewardship
- Integrity
- Accountability
- Transparency and
- Mutual Trust

7.0 VISITING DAYS/HOURS

Tuesdays and Thursdays are designated as visiting days in the Ministry of Power, Works and Housing between 11.00am to 3.00pm.

8.0 SERVICE PROVISION AND DELIVERY

- ✓ To formulate impactful policies and Monitor their full implementation for sustainable power development in the nation.
- ✓ To regularly seek meaningful consultations and collaborations with all relevant stakeholders on power and clean energy options.
- ✓ To ensure that a balanced regulatory service for reliable supply of electricity for the public is sustained
- ✓ Through the National Rural Electrification programme, we target to increase access to electricity to all nooks and crannies of Nigeria to 50% by 2019.

- ✓ To issue Licenses through its regulator (NERC) to all applicants for power operations within 3 months of receipt of applications.
- ✓ Guarantee prompt and timely implementation of approved policies and projects in the Power Sector.
- ✓ Guarantee the provision of an accurate billing system through provision of meters to every consumer of electricity in Nigeria.
- ✓ In view of challenges associated with vandalism of gas pipeline and other power facilities, which often warrant rationing of power from the National Grid, customers may randomly enjoy between 6-7 hours of power supply in a day and 3-4 days of power supply within a week.
- ✓ Upon making payment for purchase of meters, customers should be able to have their meters within two (2) months, depending on availability of meters.
- ✓ For further enquiries on cost of various meters, procedures for making payments, repair works etc., you may wish to contact the Ministry's website: www.pwh.gov.ng.

9.0 STAKEHOLDERS' PARTICIPATION

- The Ministry holds meetings and consultation with the agencies and private companies whose activities it monitors and superintend on monthly basis i.e management of the Federal Ministry of Power, Works and Housing (Power Sector) Nigeria Electricity Regulatory Commission (NERC), National Power Training Institute of Nigeria (NAPTIN), Nigeria Electricity Liability Management Company (NELMCO), Rural Electricity Agency (REA), Transmission Company of Nigeria (TCN), Nigeria Electricity Management Services Agency (NEMSA), the Generation Companies (GenCos) and the Distribution Companies (DisCos) and relevant stakeholders.

- National Council on Power (NACOP) is the highest decision making body in the power sector. It's a yearly forum where the Ministry engages stakeholders from 36 states of the Federation to discuss progress, challenges and way forward in the power sector.
- Other Meetings are held with Electricity Companies; Distribution Companies (DisCos), Generation Companies, (GenCos) and others on how to improve power generation and distribution in Nigeria on monthly basis or as the case may be .

10.0 PERFORMANCE MONITORING

The Ministry has a Strategic Policy Framework in place with Key Performance Indicators (KPIs) to drive the Road Map on Power Sector Reforms.

The projects/activities of the Ministry through the KPIs are monitored on regular basis.

11.0 LIST OF CUSTOMERS/STAKEHOLDERS

- Members of Staff of the Federal Ministry of Power, Works & Housing
- Nigeria Electricity Regulatory Commission (NERC)
- National Power Training Institute of Nigeria (NAPTIN)
- Nigeria Electricity Liability Management Company (NELMCO)
- Rural Electricity Agency (REA).
- Transmission Company of Nigeria (TCN)
- Nigeria Electricity Management Services Agency (NEMSA)
- Companies involved in Electrical Installations
- Small and Medium scale Industrialists
- Individual Citizens i.e. consumers of electricity and related services.

- Electricity Consumers
- Contractors.
- Generation Companies (GenCos)
- Distribution Companies (DisCos)
- Niger Delta Power Holding Company Limited (NDPHC)
- National Assembly

12.0 OBLIGATIONS AND RIGHTS OF THE PUBLIC/ STAKEHOLDERS

In order to assist the Ministry deliver efficient services to the nation, the public is expected to fulfill the following obligations as a matter of civic duty:

- (i) Ensuring prompt payment of appropriate electricity bills, fees and taxes.
- (ii) Not entering into any arrangement that is unethical with either staff of the Ministry, electricity companies or any other person for the purpose of obtaining normal and official services.
- (iii) Understanding that some grievances require investigation and exercise of patience to obtain redress.
- (iv) Ensuring proper use of facilities.
- (v) Non-vandalism of power facilities etc.
- (vi) All Stakeholders are expected to fully meet their part of the agreement and attend meetings for all relevant negotiations.

13.0 SPECIAL NEEDS PROVISION

Provision is made for the physically challenged to gain access by using the elevator.

The Ministry can be reached through e-mail: info@power.gov.ng, or website: www.pwh.gov.ng or call Toll Free lines : 07058890058, 08039780337.

14.0 LIMITATIONS

The Power Sector of the Federal Ministry of Power, Works & Housing is facing challenges in terms of:

- * Vandalism of Power infrastructure,
- * Non-payment of bills/Affordability,
- * Illegal bye-passing and manipulation of installed Meters/Meter theft.
- * Indiscipline/impatience on the part of customers while improvement on investment in power is taking place.
- * Due to the privatization in the Power Sector, most of the core functions of the Ministry now lie with the GenCos and DisCos, therefore, the Ministry only carries out supervisory role.
- * Lack of adequate investment in the Power Sector

15.0 GRIEVANCE REDRESS MECHANISM (GRM)

We value and appreciate your feedback, this will help to improve our performance and would be well appreciated.

If you are happy with our services or you feel we are not meeting our service commitments to you, and/or you have ideas on how we can improve our services to you, Please contact any of the followings:

15.1 CONTACTS

- i. Honourable Minister,**
Federal Ministry of Power, Works and Housing
Power House,
14, Zambezi Crescent
P.M.B 278, Maitama, Abuja.
www.fmp.gov.ng
- ii. Honourable Minister of State,**
Federal Ministry of Power, Works and Housing
Power House,
14, Zambezi Crescent
P.M.B 278, Maitama, Abuja.
www.fmp.gov.ng
- iii. Permanent Secretary (Power)**
Louis.edozien@power.gov.ng
- iv. Director Reform Coordination & Service Improvement**
babajide.oyelayo@fedcs.gov.ng
- v. Director Human Resources Management**
chubado.jada.fedcs.gov.ng
- vi. Director Energy Resources**
olatunji.ajayi@fedcs.gov.ng
- vii. Director Finance & Account**
oladipo.adebowale@pwh.gov.ng
- viii. Director Transmission Services**
afolabi.john@fedcs.gov.ng
- ix. Director, Planning, Research and Statistics Department**
Annatta@fedcs.gov.ng
- x. Director Legal Services,**
shoetan.adesola@fedcs.gov.ng
- xi. Director Distribution Systems**

Briskila sapke@fedcs.gov.ng

xii. Ag. Director Procurement
jkayrhoma777kk@yahoo.com

xiii. Ag. Director Renewable & Rural Access
fyyabo@yahoo.com

xiv. Ag. Director Investment & Sector Development
mmgurara@yahoo.com

xv. Ag. Director General Services
shedrach.magaji@power.gov.ng

xvi. Ag. Director/Head of Press & Public Relations Unit
eetore@yahoo.com

xvii. Head ,Internal Audit Unit
kjolukenny@yahoo.com

xviii Head, Public Private Partnership (PPP)
markinmuko@yahoo.com

We will investigate your complaints and acknowledge within 7 working days of receiving it and inform you of the progress in resolving it if it is complex. If we are at fault, we will provide a solution to prevent it from happening again in the future. If you are not satisfied with the outcome of your complaint you can contact the SERVICOM Office, Presidency.

Complaints or grievances shall be processed as outlined below:

- * Issuance of acknowledgement Letter within Seven (7) days;
- * Disposal of written grievances within Twenty One (21) days from the date of receipt;
- * Appeal/Reaction from petitioner within Two weeks from when the grievance was disposed of; and
- * Final disposal and closure of a case within sixty (60) days from the date the appeal was received.

16.0 REVIEW AND MONITORING

The Ministry shall regularly monitor the performance of the standards contained herein to ensure continuous improvement.

This Service Charter will be reviewed and updated every 2 years.

17.0 ACRONYMS AND MEANINGS

ACTU	Anti-Corruption and Transparency Unit
AIT	Africa Independent Television
APD	Appointment, Promotion and Discipline
BBC	British Broadcasting Corporation
BPSR	Bureau for Public Service Reforms
BPP	Bureau of Public Procurement
CNN	Cable Network News
CSO	Civil Society Organization
DisCos	Distribution Companies
EOI	Expression of Interest
EPSR	Electric Power Sector Reform
FCSC	Federal Civil Service Commission
FEC	Federal Executive Council
FRCN	Federal Radio Corporation of Nigeria
GenCos	Generation Companies
GRM	Grievance Redress Mechanism
GIZ	German International Cooperation
ICPC	Independence Corrupt Practices and other related offences Commission
ICRC	Infrastructure Concession Regulatory Commission
ISD	Investment and Sector Development
IPP	Independent Power Project
JICA	Japan International Cooperation Agency
MDA	Ministry, Department and Agency
MO	Market Operator
M & E	Monitoring and Evaluation
KPI	Key Performance Indicator
MTB	Ministerial Tenders Board
NDPHC	Niger Delta Power Holding Company of Nigeria
NASS	National Assembly

NAPTIN	National Power Training Institute of Nigeria
NBET	Nigeria Bulk Electricity Trading PLC
NEEDS	National Economic Empowerment and Development Strategy
MBNP	Ministry of Budget National Planning
NELMCO	Nigeria Electricity Liability Management Company
NEMSA	Nigeria Electricity Management Services Agency
NESP	Nigeria Energy Support Programme
NEPP	National Electric Power Policy
NERC	Nigeria Electricity Regulatory Commission
NIPP	National Integrated Power Project
NTA	Nigeria Television Authority
OHCSF	Office of the Head of the Civil Service of the Federation
OSGF	Office of the Secretary to the Government of the Federation
PHCN	Power Holding Company of Nigeria
PPC	Procurement Planning Committee
PPA	Public Procurement Act
PSR	Public Service Reform
PRS	Planning, Research and Statistics
PSU	Parastatal SERVICOM Unit
REA	Rural Electrification Agency
RFP	Request for Proposal
RRD	Renewable and Rural Power Access
SERVICOM	Service Compact with all Nigerians
SO	System Operator
SON	Standard Organization of Nigeria
SWT	Staff Welfare and Training
TCN	Transmission Company of Nigeria
VOA	Voice of America
VON	Voice of Nigeria
WAPP	West Africa Power Pool