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SIRIKA TASKS ON SERVICE DELIVERY



■ Minister of Aviation, Sen Hadi Sirika addresses participants at 2022 Customer Service Week organized by the Ministry of Aviation in Abuja

The Hon. Minister of Aviation Senator Hadi Sirika has tasked the workers in the Aviation sector to meet up with the requisite quality and standard in the Aviation industry, as to meet citizens' high expectations for excellent service delivery in the sector.

The Minister stated this at the 2022 Customer Service Week organized by the Ministry of Aviation in Abuja. He said that the theme for this year's event "Celebrate Service" is most apt because

the aviation sector is service-driven touching the lives of millions of passengers every year.

Sirika noted that the Aviation sector in 2021 has facilitated the movement of over 15, 225,627 passengers not to mention Cargo volume into account. "A fully functional system of air transportation is an essential requirement for the successful development of the other sector in the economy including, but not limited to manufacturing, international

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NiMet REVIEWS "AEROMET" OPERATIONAL MANUALS TO ENHANCE AVIATION SAFETY



■ Experts during reviews of "aeromet" operational manuals

In a move to enhance aviation safety and strengthen flight operations, the Nigerian Meteorological Agency, NiMet has begun a comprehensive review and update of its Aeronautical Meteorological Operational Manuals.

This follows the introduction of new standards and recommended practices for aeronautical meteorological practice by ICAO whose implementation is mandatory in order to contribute to the safety, efficiency and regularity of flight operations.

The goal of the review exercise is to amend sections of the operational manuals; (Manual of Operation, Manual for Forecast Offices and Synoptic stations

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...SIRIKA TASKS ON SERVICE DELIVERY *contd. from pg 1*

commerce, Agriculture and tourism,” he said.

The Minister said “This event should serve as an opportunity to remind us of our responsibilities and to encourage us that as much as we have done so much in the past, we need to do more in order to trigger the growth we desire in the sector.

Sirika expressed satisfaction with the level of implementation of the Aviation roadmap which was developed at the inception of the Buhari administration and attributed the successes recorded so far to the commitment and efforts of workers in the sector, especially the Ministry.

He noted that the delivery of the respective components of the roadmap will establish Nigeria as a major air transportation hub, especially the national carrier, Nigeria Air which is expected to come on stream soon.

In his remarks, the Permanent Secretary of Aviation, Dr Emmanuel Meribole said that Customer Service Week is a forum created for Service Providers to closely interact with customers to enable the service providers to understand their service performance and customer grievance in order to proffer solutions to the identified grievances and

challenges.

He said, “It is important to note that the purpose of this event is to appreciate every one of you for the contribution to service delivery in the Ministry and the Aviation agencies”.

The Director of Reform Coordination and Service Improvement in the Ministry, Mrs Chima Evelyn charged the Ministry, FAAN, NAMA, NCAA, AIB, NIMET and NCAT to formulate strategic research on the primary needs and aspirations of the esteemed customers, saying that can enable them to prove to enhance and improve service delivery.



...NiMet REVIEWS “AEROMET” OPERATIONAL MANUALS TO ENHANCE AVIATION SAFETY *contd. from pg 1*

and Local Standard Operating Procedure of over 20 Aeronautical Meteorological offices and stations across Nigeria) with a view to expunge obsolete items from the manuals and replace them with new standards.

This became necessary because of

the evolving regulatory frameworks of ICAO and the World Meteorological Organisation, WMO, that are required to be reflected in all AeroMet's operational guidance manuals and documents.

The exercise which involves 15 persons is being coordinated by the

AeroMet Unit of the Directorate of Weather Forecasting Services.

The week-long review exercise was held at the Conference hall of the NiMet North West zonal office, Mallam Aminu Kano International Airport, MAKIA, Kano.

MINISTRY OF AVIATION TRAINS STAFF ON PERFORMANCE MANAGEMENT SYSTEM



In pursuit of having an effective, productive, incorruptible and citizen-centred Civil Service that is world-class and merit base, the Ministry of Aviation has trained and sensitised all its categories of staff on the Performance Management System (PMS)

The training which was handled by a consultant firm DIADEM, aimed at familiarising staff with the objectives, performance appraisal and knowledge of the PMS process and procedure.

The Permanent Secretary, Dr Emmanuel Meribole urged the staff to take the performance Management System PMS very seriously as it will help to improve productivity, increase knowledge, accountability, and make the work more result oriented.

He stated that "firstly, the objective of the new PMS is to ensure that it links organizational performance with employees' performance. Secondly,

■ A group picture of participants during training of staff on performance management system in Abuja

is to ensure we have our job descriptions. Thirdly is to improve overall productivity and also to know the aviation roadmap which the Ministry implementing".

He also hinted that the Federal Government decided amongst stakeholders that the best thing to do is to introduce the appraisal method which is known as PMS to replace the APER method which is used to measure staff after three years.

He said "PMS is not new, it has been in existence since 2012, it was decided at the Federal Executive Council meeting (FEC) that Ministers must be appraised and they started having Performance contracts to Mr President.



■ A resource person explaining some points to the participants



■ Participants at the training



PHOTO NEWS

The Permanent Secretary, Federal Ministry of Aviation, Dr Emmanuel Meribole; Managing Director FAAN, Capt. Rabi Hamisu Yadudu; Director of Air Safety Administration, Capt. T. Alkali; Director Airport Security Services; Rtd Grp Capt. USA Sadiq, Ag. Regional General Manager MMIA, Mr Sadiq Mamman during a familiarization tour of the facilities at Murtala Muhammed International Airport, Lagos





FEDERAL MINISTRY OF AVIATION

The Ministry under the leadership of Hon. Minister of Aviation Sen. Hadi Sirika is committed to delivering the key components of the Aviation sector Roadmap which is aimed at creating enabling environment for the industry to thrive. The roadmap comprises the following:

- i. Concession of four Airports
- ii. Establishment of a National Carrier (Nigeria Air)
- iii. Development of Agro-Allied /Cargo Terminals
- iv. Establishment of Maintenance, Repairs and Overhaul (MRO) Centre
- v. Establishment of an Aviation Leasing Company (ALC)
- vi. Development of Aerotropolis (Airport Cities)
- vii. Establishment of an Aerospace University.
- viii. Improvement in Aviation Safety and Security through upgrades and Modernization of Aviation Infrastructure and facilities.

Ministry of Aviation, Federal Secretariat Phase I, Shehu Shagari Way, Central Business District, FCT - Abuja

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FAAN CELEBRATES 40 YEARS OF NNAMDI AZIKIWE INTERNATIONAL AIRPORT ABUJA

MD applauds the yearly increase in passengers' traffic at the airport

The Federal Airports Authority of Nigeria (FAAN) has marked the 40th anniversary of Nnamdi Azikiwe International Airport Abuja, as the Managing Director, Capt. Rabiul Yadudu applauded the yearly increase in passengers' traffic at the Airport.

Yadudu, represented by the FAAN Director of Airport Operation, Capt. Muktar Muye said in his goodwill message, "as of August 2022, NAIA has processed 3,247,484 domestic and 638,502 international passengers, adding that Abuja airport had eight domestic airlines operating with a daily average of 65 flights and 11,774 passengers and 12 international carriers with an average of 10 flights and 3,034 passengers daily".

"NAIA is not just one of Nigeria's most important airports in terms of positioning, capacity and revenue generation; it is also the airport that serves Nigeria's FCT, the seat of national governance, so it is both strategic and highly significant.

"Just like the stages in the product life cycle, a concept in marketing; which are introduction, growth, maturity and decline, the Nnamdi Azikiwe International Airport, Abuja came into being 40 years ago.

"I am glad that the airport has continued to grow in leaps and bounds since then," he said

According to him, in the year 2021 for example, a total of 5,323,905 passengers were processed through the airport, which was a whopping 37.23 per cent increase on the year 2020 figures.

On facility upgrade, Yadudu said the airport had been quite progressive notwithstanding that the airport was closed to flight operations for comprehensive runway rehabilitation in 2017.

He said that President Muhammadu Buhari-led Federal Government completed and commissioned a world-class, brand-new international terminal with a passenger processing capacity of 15 million per annum at NAIA in 2018.



■ MD FAAN, Capt Rabiul Yadudu

"Terminal D of the airport was also completed and commissioned, while the airport has been linked to the railway line in Abuja, making for seamless movement of passengers to and from the airport.

"Additionally, the International Civil Aviation Organization (ICAO) audited the airport and certified it safe and secure for flight operations, with a 96 per cent score in 2018.

"The process of recertification has commenced and it's currently ongoing. The Federal Government has also approved the construction of the second runway for the NAIA. The trajectory of progress has been upward ever since.

"Passengers and stakeholders have commended the level of facilities and service delivery at the airport. NAIA was adjudged the 'Best Airport in Safety for the year 2018 by Airport Council International, Africa Region," he said.

He added that the airport also received ACI's Airport Service Quality Award in the year 2020, amongst several others.

He affirmed that NAIA would continue

to wax stronger and stronger as it was celebrating its 40th anniversary.

Yadudu also commended the invaluable contributions of partners and stakeholders, the past and present FAAN staff in the last 40 years.

"The milestone being celebrated today could not have been achievable without your hard work and cooperation. A line in the first stanza of Nigeria's National Anthem states 'Labour of our Heroes Past, Shall Never Be in Vain'.

"So, as we continue to celebrate this notable feat, I want to charge you all to continue to strive harder to deliver the best possible service to our highly esteemed passengers at this airport.

"I urge you all the stakeholders to progressively consolidate on the labour of our heroes past in this airport.

"We must continue to improve our service delivery. I am confident that the NAIA and other airports in Nigeria will be ranked amongst the best airports in the world, in no distant time," he added.

FG GRANTS LAGOS STATE APPROVAL DOCUMENT FOR PROPOSED LEKKI-EPE INTERNATIONAL AIRPORT

The federal government has officially granted approval authorising Lagos State to embark on the development of a passenger and cargo airport on the Lekki-Epe axis of the State.

The Minister for Aviation, Sen. Hadi Sirika, presented the document to the Governor on behalf of President Muhammadu Buhari during the Lagos Economic Summit (Ehingbeti) 2022 that took place at Eko Hotels and Suites, Victoria Island.

Lagos Government initiated the aviation project, through a Public Private Partnership (PPP), in response to the pace of development on Lekki-Epe axis, which is now a fast-growing hub of commerce and industrial activities. The entire airport infrastructure will be sited on 3,500 hectares, with the first phase of the project estimated to cost \$900 million.

Governor Babajide Sanwo-Olu who received the federal government's instrument authorising the state to commence the airport project yesterday described the approval as another, "successful step forward" towards delivering his administration's agenda of Greater Lagos and keeping the State on the path of irreversible economic prosperity.

He said: "Granting the licence for the airport project is a right step in the right direction. For us, it is all about partnership for the greater good of our State. The real beneficiaries are the citizens and the businesses that will be using the infrastructure to



■ Minister of Aviation Sen. Hadi Sirika presents the approval document to Governor of Lagos state, HE, Babajide Sanwo-Olu during the Lagos Economic Summit 2022

activate more economic prosperity.

"We are bringing the government to tap business opportunities, while also providing platforms for businesses to flourish. That is how great economies are developed.

"The foundation of growth is building requisite infrastructure and creating platforms for businesses to thrive. This aviation infrastructure will reduce journey time and make commercial hubs in Lagos easily accessible. It would help investors to make the best local and international business decisions, given all the investments that have been brought to the Lekki Free Trade Zone."

Sirika said the federal mandate to Lagos Government on the airport project enjoyed accelerated

approval, because of the growing need to further link Lagos and the southwest to international markets and regional trade. The project, the Aviation minister said, would transform the GDP of Lagos and create jobs for the national economy. He said the airport would complement the existing Murtala Muhammed International Airport whose operation is overstretched.

"There has been an expansion in Lagos, from Eko Atlantic City to Lekki Free Trade Zones. This growth necessitated the need for another airport in Lagos. We will deploy our statutory agencies to ensure the project is done in compliance with international standards," Sirika said.

NAMA SAYS FREE ROUTING AIRSPACE HAS AIDED THE AGENCY'S REVENUE BOOST

Nigeria Airspace Management Agency (NAMA) says its recently implemented free routine airspace has helped it improve on its Internally Generated Revenue despite introducing a reduction in flight time of aircraft using the country's airspace to as much as 10 minutes.

The Acting Managing Director of the agency, Mr. Mathew Lawrence Pwajok who disclosed this at a recent

chat with newsmen in Lagos said that because of the reduction in time within the Nigeria airspace as much as 10 minutes, more airlines are now practically flying in the airspace allaying fears of revenue shortage.

The free routing airspace has similar benefits but is different in ways from the Performance Based Navigation (PBN) as the FRA means aircraft can route freely in any direction that is shorter taking advantage of wind direction and speed while the PBN

routes are direct point to point but fixed routes.

Explaining the concept, Pwajok said, "Recently, we implemented what is called the free routing airspace in Nigeria (FRA), it's the first time in the whole of continental Africa that this concept is implemented. This is a new concept and the benefits it gives to airspace users is that pilots or aircraft or airlines are able to fly shorter routes, shorter flight times, reducing fuel consumption,

...NAMA SAYS FREE ROUTING AIRSPACE HAS AIDED THE AGENCY'S REVENUE BOOST

reducing Co2 emissions and reducing pilot and ATC workload.

"This has put Nigeria as one of the few countries that has been able to do this, aircraft take advantage of wind direction, and wind speed to fly shorter distances within our airspace following the FRA implementation, this move was aimed at assisting airlines during the Covid-19 recovery period to enhance operational efficiency. We have also done some flight routes, some regional routes to enhance connectivity within the African region."

On how the FRA has helped improve on the agency's IGR, Pwajok said volume above increment of charges was the major focus and that is how NAMA went about the concept which is now yielding some benefits.

He explained, "When we deploy systems, the primary objective is safety, efficiency and the economy of flight operations, first. Secondly, the revenue aspect of it comes in. we implemented free routine airspace in Nigeria and the commercial people were apprehensive.

"They said we were reducing the flight distance flown by aircraft and that is a factor of revenue because airlines pay by the calculation of the weight of the aircraft, distance flown over our airspace and we are cutting the distance, making it shorter. They were apprehensive that revenue would drop and we are telling them it is not a decision of revenue.

"We went ahead despite the fear and the apprehension and what we saved in some routes is as much as 10



Ag. MD NAMA Matthew Lawrence Pwajok

minutes of flying time for airlines on some of our routes. In some routes, we saved five, seven minutes and so on. It increased efficiency and short and direct routes within our airspace.

FG ANNOUNCES PREFERRED AND RESERVED BIDDERS FOR AIRPORTS CONCESSION PROGRAMME

The Federal Government has announced the preferred and reserved bidders for three out of four Nigerian Airports to be concessioned. The Minister of Aviation, Hadi Sirika announced this at a press conference in Abuja.

Sirika said "in line with the Infrastructure Concession Regulatory Commission (Establishment, etc.) Act, 2005, and global best practice, hereby informs all stakeholders, local and international, development partners, and members of the media, that the Request for Proposals (RFP) phase of the Nigeria Airports Concession Programme (NACP), which came to a close on the 19th of September 2022 has seen the emergence of preferred and reserve bidders for three (3) out of four (4) Airports and Cargo Terminals as approved for concession under the programme"

According to him, the preferred bidder for the Nnamdi Azikiwe International Airport (NAIA), Abuja, is Corporacion America Airports Consortium. ENL Consortium has also been selected as the reserve bidder for NAIA.

The preferred bidder for Murtala Mohammed International Airport



Minister of Aviation Sen. Hadi Sirika with Permanent Secretary at a press conference to announce preferred and reserved bidders for airports concession programme in Abuja

(MMIA), Lagos, is TAV/NAHCO/PROJECT PLANET LIMITED (PPL) Consortium. Sifax/Changi Consortium has also been selected as the reserved bidder for MMIA.

Mallam Aminu Kano International Airport (MAKIA), Kano, has Corporation America Airports Consortium as the preferred bidder. He said, however, there are no reserved bidders for MAKIA as of the time of the announcement.

He further said that Port Harcourt International Airport (PHIA), Port Harcourt, did not receive any proposals as of the RFP deadline close and as such has not had

preferred and reserve bidders attached to it.

He said the next stage of the programme is the negotiations and due diligence stage, during which the Federal Government will invite preferred bidders to enter detailed negotiations with its representatives, to develop a Full Business Case (FBC) before onward transmission to ICRC for review and approval.

Sirika said after the successful conclusion of the negotiation and due diligence stage, the FBC and all other approvals will be presented before the Federal Executive Council for final approval by the Federal Government of Nigeria.


MINISTRY OF AVIATION



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All correspondence should be addressed to:

Public Affairs Division,
Ministry of Aviation,
Federal Secretariat Phase I,
Shehu Shagari Way,
Central Business District,
FCT - Abuja

 @FMAVIATIONNG
 FMAVIATIONNG
 FMAVIATIONNG
 info@aviation.gov.ng
 www.aviation.gov.ng