FEDERAL MINISTRY OF AVIATION AND AEROSPACE DEVELOPMENT

REVIEWED SERVICE CHARTER

2024

SERVICOM PRINCIPLES

CONVICTION

That Nigeria can only realize its full potentials if citizens receive prompt and efficient services from the State

RENEWAL

Of Commitment to the service of Nigerian Nation

CONSIDERATION

For the needs and rights of all Nigerians to enjoy social and economic advancement

AVOWAL

To deliver quality services based upon the needs of citizens

DEDICATION

To provide basic services to which all citizens are entitled to in a timely, fair, honest, effective and transparent manner

HIS EXCELLENCY
BOLA AHMED TINUBU GCFR
PRESIDENT, COMMANDER-IN-CHIEF OF THE ARMED FORCES
FEDERAL REPUBLIC OF NIGERIA

SEN. KASHIM SHETTIMA GCON
VICE PRESIDENT, FEDERAL REPUBLIC OF NIGERIA

FESTUS KEYAMO SAN, CON, FCIArb(UK)
HON. MINISTER OF AVIATION AND AEROSPACE DEVELOPMENT
FEDERAL REPUBLIC OF NIGERIA

DR. EMMANUEL C. MERIBOLE

Permanent Secretary

Ministry of Aviation and Aerospace Development

FOREWORD

The Federal Ministry of Aviation and Aerospace Development is highly delighted to present this Service Charter as a testimony to its unwavering commitment to delivering exceptional customer services to the Nigerian citizens and other critical stakeholders. Service Compact("SERVICOM") is a service agreement between the Federal Government of Nigeria and all Nigerians. It is an initiative of the Federal Government of Nigeria to promote effective and efficient service delivery in all the Ministries, Departments and Agencies (MDAs) with a view to ensuring customer satisfactions on service delivery.

The Ministry is very critical to the nation's economy with its Vision "to be the best aviation industry in Africa and one of the best in the World". It is responsible for the formulation and management of Government's aviation policies in Nigeria, overseeing air transportation, airport development and maintenance, provision of aviation infrastructural services and other needs of the aviation industry. It also ensures that the Nigerian aviation sector conforms with the requirements of the International Civil Aviation Organisation (ICAO), the global body for setting international standards for the aviation industry.

It is within the context of the crucial nature of the services of the Ministry that the core principles of SERVICOM: affirmation, conviction, consideration and dedication are sacrosanct as basis for operations and provisions of efficient and effective service delivery to the Nigerian Citizens.

Our Integrated Service Charter is developed in consultation with the relevant stakeholders and contains various services available, procedures of receiving them and channels of complains in cases of observed service failures. Fundamentally, it reflects our determination to continuous improvement on the level of the services rendered to satisfy the needs of our customers. In carrying out our services, we assure all customers of our responsiveness, transparency and accountability while also treating them with utmost respect, fairness and equity always.

From the process of accessing our services to the resolution of complaints, fostering strong relationship with our customers. As part of this commitment, we have established multiple channels for customers to engage with us, seek assistance and provide feedback. We value your opinions, suggestions and concerns, as they help to guide our continuous improvement efforts.

I therefore present with pleasure, the Federal Ministry of Aviation and Aerospace Development Integrated Service Charter which will serve as a tool to solidify our commitment and determination to improve our services and always provide customers with quality and improved services.

Festus Keyamo, SAN, CON, FCIarb (UK)
Honorable Minister,
Federal Ministry of Aviation and Aerospace Development

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1.0. INTRODUCTION/BACKGROUND

1.1 The Federal Ministry of Aviation and Aerospace Development is charged with the responsibility of formulation and management of Government policies and programmes in the Aviation Sector. The Ministry is directly responsible for overseeing air transportation, airport development and management, provision of aviation infrastructural services, provision of aviation security, training of aviation professionals, improvement of airspace management and other needs for the overall development of the Aviation Sector in the country.

1.2. The Ministry ensures that safety and security measures in the Sector are in line with the International Civil Aviation Organization (ICAO) standards, the World Meteorological Organi zation (WMO) requirements and recommended best practices for the enhancement of safety oversights.

1.3. The Ministry is headed by a Minister appointed by the President, assisted by a Permanent Secretary, who is a career civil servant. The current Minister of the Ministry is Festus Keyamo, SAN, CON, FCLArb (UK).

2.0. VISION STATEMENT

2.1 "To be the best aviation industry in Africa and one of the best in the world".

3.0 MISSION STATEMENT

"to build a safe, secured and efficient Aviation industry focused on making Nigeria a hub that meets international standards and best practices for the African Continent**"**.

4.0 MANDATE OF THE MINISTRY

4.1 The mandate of the Ministry is outlined below**:**

I. To formulate, implement and update a National Aviation Master; Plan for the overall development of Aviation industry in the country;

ii. To collect, store, analyze and disseminate meteorological data to end users;
iii. To install, maintain and upgrade equipment, infrastructure and facilities in a timely manner at all the airports;
iv. To set and implement safety and security requirements in line with ICAO standards, WMO requirements and recommended practices for enhancement of safety oversight;
v. To develop airports and aviation security management; and
vi. To develop and improve airspace management.

5.0 AVIATION ROAD MAP

5.1. The Aviation Sector Road Map which is aimed at creating enabling environment for the industry to thrive comprises the following closely related components:

I. Concession of Airports;
ii. Establishment of a National Carrier;
iii. Development of Agro-Allied /Cargo Terminals;
iv. Establishment of Maintenance, Repair 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 upgrade and Modernization of Aviation Infrastructure and Facilities;
ix. Upgrade of Nigeria College of Aviation Technology (NCAT) into an ICAO Regional Training Centre of Excellence;
x. Introduction of Policies on Remotely Piloted Aircraft;
xi. Adherence to Employment Policies on the Enforcement of Expatriate Quota;
xii. Upgrade of Nigeria Safety Investigation Bureau(NSIB) to a Multi-modal Accident Investigation Agency
xiii. National Transport Accident Investigation Board **(NTAIB);** and
xiv. Establishment of a Search and Rescue System.

6.0. MINISTERIAL 5-POINT AGENDA

I. Ensure strict compliance with safety regulations and continuous upward movement of Nigeria's rating by ICAO.

ii. Support for the growth and sustenance of local airline business whilst holding them to the highest international standards in the aviation industry.
iii. Improvement of the infrastructures in the aviation industry.
iv. Development of human capacity within the industry.
v. Optimizing revenue generation for the Federal Government.

7.0. DETAILS OF SERVICE PROVISIONS/CITIZENS CHARTER

i. Formulating and implementing policies and programmes in accordance with international conventions, standards and practices for the provision of a conducive aviation environment;
ii. Providing meteorological, navigational and infrastructural facilities for the aviation industry;
iii. Encouraging and participating in bilateral and multilateral relations between Nigeria and other countries;
iv. Issuing airline permits, personnel licenses, etc to operators with maximum time scales for processing of six (6) months.
v. Enforcing and enhancing safety, security and reliability of air transportation services in Nigeria;
vi. Training and re-training of aviation personnel, yearly;
vii. Negotiating all Bilateral Air Services Agreements (BASA) between Nigeria and other countries;
viii. Cooperating with other countries within the framework of multilateral arrangements in implementing agreements;
ix. Investigating immediate and remote causes of accident/incidents and recommending measures to prevent re-occurrence;
x. Developing and managing Federal Government's owned airports and airstrips; and
xi. Offering technical assistance to States and private organisations on construction of airports, airstrips, heliports, helidecks and helipads.

8.0 OFFICE LOCATION

Federal Ministry of Aviation and Aerospace Development
Federal Secretariat phase 1,
Shehu Shagari Way, Abuja.
Website: www.aviation.gov.ng

9.0 PURPOSE OF THE SERVICE CHARTER

This Service Charter is to enable our target beneficiaries know the range of services provided by the Ministry.

10.0 DETAILS OF CUSTOMERS:

10.1. External Customers

i. Domestic and Foreign Airline Operators and Investors:
   a. Airlines, passengers and institutions with grievances against the Federal Ministry of Aviation, its Parastatals and Civil Aviation Operators;

ii. Federal Ministry of Aviation's Parastatals:
   a. Federal Airports Authority of Nigeria (FAAN);
   b. Nigeria Civil Aviation Authority (NCAA);
   c. Nigerian Airspace Management Agency (NAMA);
   d. Nigerian Meteorological Agency (NiMet);
   e. Nigerian College of Aviation Technology (NCAT); and
   f. Nigerian Safety Investigation Bureau (NSIB);
   g. Africa Aviation and Aerospace University;

iii. Federal Government Agencies:
   a. Nigeria Customs Service;
   b. Nigeria Immigration Service;
   c. State Security Service;
   d. National Drug Law Enforcement Agency (NDLEA);
   e. Office of the Special Assistant to the President on Aviation;
   f. National Assembly;
   g. Nigeria Police Force; and
   h. National Emergency Management Agency (NEMA);

iv. Foreign Missions and Multinational Agencies:
   a. Embassies;
   b. Foreign Ministries of Aviation/Transport and institutions;
   c. International Civil Aviation Organization (ICAO); and
   d. International Air Transport Association (IATA) etc; and

v. Owners of Private Aerodromes:
   a. Contractors

10.2. **Internal Customers**

i. All staff of the Federal Ministry of Aviation and Aerospace Development.

11.0. DEPARTMENTS IN THE MINISTRY AND THEIR SERVICES

11.1 Department of Reform Coordination and Service Improvement

11.1.1. The Department of Reform Coordination & Service Improvement is one of the Common Services Departments, established in 2014 by the Office of the Head of the Civil Service of the Federation through an Establishment Circular. The Department has the mandate to initiate, coordinate, monitor and ensure full implementation of Government Reform Policies and Programmes, promote excellent service delivery and innovation in the Aviation Sector.

11.1.2. The Department carries out its functions through three (3) Divisions – Reform Coordination, Service Improvement (SERVICOM) and Service Innovation Divisions.

11.1.3. Statement of Standards of Service delivery to be expected

i. Correspondences are acknowledged within 48 hours of receipt by the Department.

ii. Complaints are acknowledged and disposed of within 15 working days (5 working days to acknowledge and 10 working days to dispose of the complaints) depending on the nature of complaint.

11.1.4. Details of Complaints/Grievances Redress Mechanism

Written and verbal complaints through the Director, Reform Coordination & Service Improvement or the Nodal Officer.

a) Deputy Director (RC&SI)	b) Asst. Director (RC&SI)	c) Charter Desk Officer (RC&SI)
Dada Balikisu Garba (Mrs)	Chima N.Evelyn (Mrs)	Mary Ugbah (Mrs)
dd.reform@aviation.gov.ng	ad.reform@aviation.gov.ng	08023737490
08036842122	08033746607	

11.2. Department of Planning, Research and Statistics

11.2.1 The Planning, Research and Statistics Department serves as the coordination hub for the general and strategic planning of the aviation sector's programmes, plans, projects, policy initiatives, research, data collection and management as well as inter-agency linkages. The Department also carries out its mandate of monitoring and evaluation of the Ministry's activities and projects. The Department operates a two Divisional Structure. These are Planning Division and Research & Statistics Division.

11.2.2. **Statement of Standards of Service Delivery to be Expected**

i. Production of Aviation Statistical / Progress Reports will be done within two weeks of the process including data collection, analysing and report writing which eventually produces Aviation Statistics/ Progress Report.
ii. Ensure organizing statistical surveys/ programmes. For Statistical Survey Exercise that lasts up to weeks, the Statistic Unit has to dispatch its Statistician to the Survey Areas (Airports) across the Nation for on-the- spot assessments and finally produces the reports.
iii. Timely Monitoring and Evaluation of Capital Projects of the Ministry and its Agencies are monitored quarterly.
iv. Regular updates the stakeholders in the sector of the Ministry's activities are done bi- annually.

11.2.3. Details of Complaints/Grievances Mechanism

i. The Department is open to all stakeholders in the sector for complaints.
ii. Customer complaints and grievances are handled by the Department to their Satisfaction.
iii. All complaints are usually acknowledged within 5 working days
iv. Every complaints/grievances are resolved through meetings and discussions with the aggrieved parties.
v. Written and verbal complaints should be forwarded to the following officers:

a) Director PRS
Mr. Ibrahim Lawan
director.prs@aviation.gov.ng
08035879097

b) Deputy Director R&S
Mr. Lambert Asotibe
dd.rs@aviation.gov.ng
08069819737

c) Deputy Director Planning
Mr. Ahmed .A. Garba
dd.planning@aviation.gov.ng
08037961051

11.3. Department of Human Resource Management

11.3.1. Human Resource Management Department is one of the seven common services Departments of the Ministry. Its core responsibilities include the provision of personnel and support services to other Departments as well as enhancing the welfare and professional development of staff. Human Resource Management Department has two Divisions namely, the Appointment, Promotion and Discipline (APD) Division and Training and Staff Welfare Division. The Department is also seen as the life wire of the Ministry, which recognizes the facts that human capital is the most valuable factor of production and therefore, carries out its duties in the most efficient, timely and transparent manner. The Department initiates, implements and co-ordinates policies that will ensure adequate and appropriate manpower, on sustainable basis that will facilitate the realization of the Ministry's mandate.

11.3.2. **Statement of Standards of Service Delivery to be Expected**

i. Implementation of approved annual training programmes.
ii. Administration of Group Life Assurance Scheme.
iii. Any other duties that may be assigned to the Director Human Resource Management.

11.3.3. **Statement of Performance Monitoring and Publishing Arrangements**

i. Ensure that all issues affecting the Ministry are timely attended to.
ii. Follow up all the pending issues for quick resolutions.

11.3.4. **Details of Complaints/Grievances Redress Mechanism**

i. We set 15 working days time limit to respond to all complaints, i.e. 5 working days to acknowledge and 10 working days to dispose of the complaint.
ii. Any of our clients who is aggrieved or has any complaint against the Performance of the Human Resource Management Department should channel them to the following Officers:

a) Director (HRM)
director.hrm@aviation.gov.ng

b)DeputyDirector (SWT)
Agu, Jachinma N.E
dd.swt@aviation.gov.ng
08173476854

c)Deputy Director (APD)
dd.apd@aviation.gov.ng

11.4. Department of Finance and Accounts

11.4.1. The Department of Finance & Accounts is established to manage the finances of the Ministry's long-term and day to day monetary operations and strategies.The Department oversees inflow and outflow payments, budget creation, cash management (Treasury), revenue, accounting, financial reporting and many other tasks related to the finances of the Ministry and its Agencies.

11.4.2. Statement of the Standards of Service Delivery to be Expected

i. Payroll administration
ii. Financial control services
iii. Purchasing assistance
iv. Accounts receivable and accounts payable
v. Budget preparations
vi. Budget monitoring
vii. All services are delivered within 48 hours as required by relevant Circulars.

11.4.3. Statement of Performance Monitoring and Publishing Arrangement:

The internal control mechanism in operations in the Department stipulates that files should not stay beyond 48 hours on a particular table; moreso, there is an Internal Checking Section in the Department that ensures all transactions are in accordance with extant rules and provisions.

11.4.4. Details of Complaints/Grievances Redress Mechanism

i. Every user of Finance and Accounts services has the right to be heard regarding his/her complaints/grievances against any of our services.
ii. All complaints/grievances are to be acknowledged and disposed off within 15 working days (i.e 5 working days to acknowledge and 10 working days to dispose of the complaint).
iii. All complaints/grievances are routed through the following Officers:

i. Director of Finance and Accounts
Mr. Osakwe Udechukwu Obi
director.fa@aviation.gov.ng
08037867719

ii. Asst. Director (Budget)
Ndulaka Chinedum Joseph
dd.budget1@aviation.gov.ng
08035041431

iii. **Deputy Director (RA&R)**
Ajagbe Josiah Kayode
dd.ra&r@aviation.gov.ng

11.5. **Department of Internal Audit**

11.5.1. Internal Audit Department is a managerial control tool established for measuring and evaluating the adequacy, effectiveness and efficiency of Internal Control mechanism for the Ministry's finances and assets.

11.5.2. The Department also provides a complete and continuous audit of accounts and records of revenue and expenditure, assets, allocated and unallocated stores where applicable.

11.5.3. Statement of the Standards of Service Delivery to Be Expected

i. All services are delivered within 48 hours as required by relevant Circulars.

11.5.4. Details of Complaints/Grievances Redress Mechanism

i. All complaints/grievances are to be routed through the Permanent Secretary, attention Director (Internal Audit) Department.

ii. Every user of Internal Audit Services who has complaints should use the following channels to report the grievances:

a) **Director (Int. Audit)**
Ayanwole Bode Omolosho
08036926557
director.iaudit@aviation.gov.ng

b) **Asst. Director (Int. Audit)**
Afolabi Yemi (Mrs)
ad.audit1@aviation.gov.ng
08160599363

c) Fed. Ministry of Aviation web-site.
www.aviation.gov.ng

11.6. Department of General Services

11.6.1. The General Services Department is a Service Department which was created by the Office of the Head of the Civil Service of the Federation (OHCSF) in the year 2014, vide Circular Ref. No: HCSF/CMO/EM/243/17, dated 11th March, 2014.

11.6.2. The General Services Department is saddled with the responsibilities of:

i. Coordinating the maintenance of all assets in the Ministry; and
ii. Providing a suitable and secured working environment for the staff of the Ministry.

11.6.3. **Statement of Standards of Service Delivery to be Expected**

i. Correspondences are acknowledged within 24 hours of receipt by the Department.
ii. Complaints are disposed of immediately in the case of emergency, while others are disposed of within 72 hours, based on availability of funds.

11.6.4. Details of Complaints/ Grievances Redress Mechanism

i. Maintenance Request Form designed by the General Services Department is given to the complainant to fill and thereafter return to enable the Department attend to any issues raised;
ii. Verbal request in some cases is entertained; and;
iii. File application request addressed to the Director, General Services Department.
iv. All maintenance complaints are submitted to the following:

a. **Director, General Services** (DGS).
Dr. Nonye .M. Nwachukwu
director.gs@aviation.gov.ng
08036794599

b. **Principal Technical Officer**
Nwankwo A. Grace
08032390879

11.7. Department of Procurement

11.7.1. The Procurement Department in the Ministry was created in 2010 following a Federal Government's Circular directing all Ministries, Departments and Agencies (MDAs) to implement the take-off of Procurement Department/Unit and establish procurement cadre in accordance with the Public Procurement Act, 2007. However, it became a full-fledged Department on 15th July 2014, following the Restructuring of the Ministries by the Head of the Civil Service of the Federation.

11.7.2. The Department is made up of two Divisions namely Capital Procurement Division, Recurrent Procurement Division, and Ministerial Tenders Board and Procurement Process Unit. The core mandate is to ensure transparency, efficiency and effectiveness in public procurement in consonance with the Public Procurement Act 2007.

11.7.1. **Statement of Standards of Service Delivery to be Expected**

i. To inform and educate Stakeholders towards enhancing and sustaining a positive image for the Ministry and its Agencies.

ii. To enlighten relevant stakeholders on the activities of the Ministry.

iii. To ensure prompt and timely update of information on the Ministry's website and the BPP website www.bpp.gov.ng.

iv. To ensure that procurement activities are carried out in line with the Public Procurement Act, 2007.

v. To produce Procurement Records for Federal Ministry of Aviation's Procurement activities i.e Efficient Procurement Plan driven by Needs Assessment, Adequate Appropriation, Advertisement, Transparent Pre-qualification/Tendering, Bid Submission, Bid Opening, Bid Evaluation- Technical and Financial, Tenders Board/FEC, Approvals and Contract Award/Execution.

vi Correspondences are acknowledged within 48 hours of receipt by the Department. Complaints are acknowledged and disposed of within 15 days (5 working days to acknowledge and 10 working days to dispose of the complaints) depending on the nature.

11.7.2. **Details of Complaints/Grievances Redress Mechanism**

I. Submission of complaints by any aggrieved person/entity/ contractors bidders in writing to the Permanent Secretary/Accounting Officer not later than 15 working days.

ii. If the bidder is dissatisfied with the decision of the Accounting Officer, then the complainant or any aggrieved person/entity/body should submit an appeal in writing to the Bureau of Public Procurement (BPP) within 10 working days.

iii. If the aggrieved person/entity/bidders consultants Intra- complain grievances within the Department still considers that his/her right has been compromised, he may appeal to the Federal High Court for adjudication within 30 days after receipt from BPP decision.

iv. Written and verbal complaints should be forwarded to the following officer:

a) Director of Procurement
Mohammed Omar Abubakar
director.pro@aviation.gov.ng
08033119573

b) Deputy Director (procurement)
Etokhana, Cecilia Hadizat
dd.pro@aviation.gov.ng
08038023473

11.8. Department of Special Duties

11.8.1. The Department of Special Duties was established to assist the Office of the Permanent Secretary to provide line supervision and general management of all staff. Execute assigned projects for the Permanent Secretary and articulate his leadership agenda for the Ministry. In addition, assist his schedule and ensure that the activities follow espoused priorities. Under the Special Duties are direct reporting Units to the Permanent Secretary such as Anti Corruption and Transparency Unit (ACTU), Stock Verification Unit (SVU) and Protocol Unit (PU).

11.8.2. Statement of the Standards of Service Delivery to be Expected.

i. The Department treats memos within 24 hours.
ii. Corruption cases are treated with due investigation within 3 months.
iii. Visa Processes are treated between 15 to 90 working days.

11.8.2. Details of Complaints/Grievances Redress Mechanism.

i. Everyone who interacts with the Ministry has the right to be heard. All complaints shall be acknowledged and disposed of within 15 working days.
ii. All complaints/grievances are to be routed through the Head of Department of Special Duties,

a. **Director, Special Duties**
director.sp@aviation.gov.ng

b. **Deputy Director, Special Duties**
Ahmed Ibrahim Isa
dd.sp@aviation.gov.ng
07030487337

c. **Stock Verification Unit**
Lawanson Tolani Adeola
09099045279

d. **Protocol Unit**
Abdulfatah Adamu Kankara
08037142838

11.9. Legal Unit

11.9.1. The Legal Unit is one of the Units established to provide an effective legal reference point for all clients of the Ministry.

Its core mandate is to ensure that all transactions pertaining to the Ministry are carried out in accordance with the due process and the rule of law.

11.9.1. Statement of the Standards of Service Delivery to be Expected.

i. Case files are treated within reasonable time of their assignment to lawyers' depending on the parties affected by the case and briefing on what transpired in the case to the lawyer handling the matter;

ii. Filling the right Court processes within time limit specified by rules of the Court and appearing before the Court any time the case comes up for Mention, Hearing, Adoption of Processes, Ruling or Judgement.

iii. There are time lines within which a contract agreement are vetted. This must not exceed Four (4) days of its assignment. Except agreements that need to be vetted by the Federal Ministry of Justice;

iv. Regular meetings where our challenges are discussed and how best to resolve the challenges; and

v. Notification to contractors of contract files which are ready for the signature of the contractors.

11.9.2. Details of Complaints/Grievances Mechanism

i. All Complaints/Grievances are channeled to the Unit through the Honourable Minister's Office who minutes to the Director, via the Permanent Secretary for necessary attention.

ii. Complain directly to the Unit SERVICOM Desk Officer in writing or through her telephone or email .

a. **Director of Legal**
Sarah Okunade
legal.adviser@aviation.gov.ng
08055438978

b. **Assistant Legal Adviser**
Christy Onazi
08036370440

11.10. Department of Air Transport Management

11.10.1. The Department of Air Transport Management is charged with the responsibility of formulating Government policies and programmes in the area of air transportation, both within and outside the country as stated in the 1995 Civil Aviation Reforms. The Department negotiates Bilateral Air Services Agreements (BASA) on behalf of the Government of the Federal Republic of Nigeria. It also processes air licenses /permits, grant approval for the importation of aircrafts. Furthermore, it organizes meetings with relevant stakeholders in the Aviation industry. The Department of Air

Transport Management carries out its functions through the Director, and is assisted by two Deputy Directors heading the two Divisions namely International Relations (IR) and Economic Policy (EP).

11.10.2. Statement of the Standards of Service Delivery to be Expected
Entitlements of customers and sanctions in the event of service failure shall be published with clear procedure for recourse through a named accountability Officer within three (3) months. The Ministry shall publish for the information and benefits of applicants the procedure and conditions for grant of license(s) and permits(s) with maximum time scales within six (6) months of processing.

11.10.3. **Details of Complainants/Grievances Redress Mechanism**

i. Every user of Civil Aviation Services shall have a right to be heard regarding his/her complaint/grievance. All such complaints shall be acknowledged and disposed of within 15 working days (5 working days to acknowledge and 10 working days to dispose of the complaints)

ii. Written and verbal complaints should be forwarded to the following officers :

a. **Director(ATM)**
Hassan Tai Ejibunu
Director.atm@aviation.gov.ng
08036267415

b. **CAO/SERVICOM Desk officer for ATM**
Mammam Rakiya Ladidi
08035922259, 07085526134

E mail addresses with response facilities are available on the SERVICOM website-www.servenigeria.com for instant public complaints.

11.11 Department of Air Safety Administration

11.11.1. Safety and Technical Policy Department is a Technical and specialized one charged with the responsibilities for the coordination, formulation and review of technical policies on the promotion of safety, technical matters and security of Civil Aviation in Nigeria.

The Department has three Divisions namely; Safety Policy Division, Technical Policy Division and Strategic Rapid Airport Development Division (STRAD).

11.11.2. Complaints/Grievances Redress Mechanism

i. Every user of Civil Aviation Services has a right to be heard regarding his/her compliant/grievance. All such complaints shall be acknowledged and disposed of within 15 working days (i.e 5 working days to acknowledge and 10 working days to dispose of the complaints).

ii. All complaints/grievances are to be routed through the Head of Department who sends them down to the desk officers for processing after which it may be forwarded to the Honourable Minister for consideration of recommendation made on them. Written and verbal complaints through the following Officers:

Director, Air Safety Administration
Engr. Micheal Chukwu
director.asa@aviation.gov.ng
08037305134

Chief Meteorologist
Monday Ambrose
09029479583

11.12 Department of Aerodrome Development

11.12.1 The Aerodrome Department is an Engineering/Technical and specialized Department charged with the responsibility of designing/reviewing of Aerodrome drawings, implementation, supervision and development of Aerodrome infrastructure/systems to meet regulatory requirements/standards and promote safety reliability of civil aviation in Nigeria.

11.12.2 **Statement of the Standards of Service Delivery to be Expected**

Clients intending to develop new aerodromes, aerodrome operators or customers using exiting aerodrome facilities are expected to meet quality services and infrastructure.

11.12.3 **Complaints/Grievances Redress Mechanism**

i. Every user of civil aviation service has a right to be heard regarding his/her compliant/grievance. All such complaints shall be acknowledged and disposed of within 15 working days (i.e 5 working days to acknowledge and 10 working days to dispose of the complaints).

ii. The Ministry shall publish for the information and benefits of applicants the procedure and conditions for grant of license(s) permits with maximum timescales for processing.

iii. All operators shall be informed in advance of conditions for the withdrawal/suspension of License/Permits(s) and the associated sanctions within three (3) months.

iv. Conditions and levels of technical assistance available to States and Private Organizations for the construction of aerodromes shall be published with processing timescale.

v. All complaints/grievances are to be routed through the Head of Department who sends them down to the desk officers for processing after which they may be forwarded to the Honourable Minister for consideration of recommendation made on them. Written and verbal complaints should pass through:

a) Deputy Director, Aerodrome Development
Engr. Akinola Bello
dd.aerodrome@aviation.gov.ng
+234 8037142838

b) Asst. Director, Aerodrome Development
Engr. Philip Ayakpam.T
ad.aerodrome@aviation.gov.ng
+234 8036780269

11.13. Press and Public Affairs Unit

11.13.1. The Press and Public Affairs Unit is a professional unit, charged with creating awareness and building mutually beneficial relationships between the Ministry and its public through strategic communication process. It ensures that the Ministry has a positive image and that its reputation is intact at all times.

11.13.2. Statement of Standards of Service Delivery to be Expected

i. News/stories are published in real time (as the story breaks).
ii. Media queries are treated as they are received using ICT tools (telephones, emails, sms) and personal contact where possible.

11.13.2. Details of Complaints/Grievances Redress Mechanism

All grievances against the Ministry and its Agencies/Parastatals in relation to media and public relation issues are handled in real time by the Head of Unit whose address is given below:

a. **Deputy Director of Press and Public Affairs**
Oluseyi Odutayo.
dd.press@aviation.gov.ng
08036106972

b. **Chief Inform. Officer**
Sani Datti
08022830107

Info@aviation.gov.ng
Twitter:@fmaviationng
Facebook:@fmaviation.ng
Instagram:@fmaviationng

12.0. **OBLIGATIONS/EXPECTATIONS (General)**

12.1. **Customers Obligations**

i. To provide adequate information and genuine prescribed supporting documents(s) when submitting applications for licenses permits, etc

ii. To pay the prescribed fees and charges as prescribed by NCAA within stipulated time frame.

iii. To refrain from entering into any unethical arrangements with any employer/officer of the Federal Ministry of Aviation or its Parastatals.

iv. Must adhere strictly to stated approval conditions for Licenses, Permits etc.

v. Act with courtesy in dealing with service providers.

vi. To follow prescribed and published complaints procedure(s) in seeking redress for service failure.

12.2. **Management Obligations**

i. Provide an enabling work environment for efficient and effective service delivery.

ii. Provide appropriate and adequate work tools.

iii. To train and retrain staff for the attainment of higher standards.

12.3. Staff's Obligations

i. They are expected to be accessible, courteous, responsible, reliable and competent.

ii. To deliver quality service to customers in a timely, honest, efficient and friendly manner.

12.4 Federal Government's Obligations

i. To provide adequate funding.

ii. To provide the enabling law to implement our policies.

13.0. INDICATION OF STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

i. Monthly meetings are held with all the Parastatals i.e. Federal Airports Authority of Nigeria, Nigeria Civil Aviation Authority, Nigerian Airspace Management Agency, Nigerian Meteorological Agency, Nigerian College of Aviation Technology, Nigerian Safety Investigation Bureau and African Aviation and Aerospace University.

ii. Quarterly meetings are also held with Airline Operators and owners of private Aerodromes.

iii. Interactive sessions are held regularly as needs arise with the National Assembly Committees on Aviation.

iv. Interactive session and meetings are held bi-annually with National Emergency Management Agency, Nigeria Police, International Civil Aviation Organisation, and International Air Transport Association, World Meteorological Organisation and other international bodies and government agencies.

v. Meetings and interactive sessions are held bi-annually with embassies and other foreign government officials.

14.0 SPECIAL NEEDS PROVISIONS

14.1. Ensuring that provision is made by service providers for the physically challenged and the sick, e.g. wheel chairs at the airports.

15.0. DETAILS OF COMPLAINTS/GRIEVANCES REDRESS MECHANISM.

I. Complaints and grievances from both internal (Ministry) and general (Public) can be addressed through the following Offices:

The Honourable Minister,
Federal Ministry of Aviation &Aerospace Development,
Federal Secretariat phase 1,
Shehu Shagari Way,
Abuja.
website:www.aviation.gov.ng

OR
The Permanent Secretary,
Federal Ministry of Aviation & Aerospace Development,
Permsec.fma@aviation.gov.ng

OR
Director, Reform Coordination & Service Improvement,
Federal Ministry of Aviation & Aerospace Development,
director.reform@aviation.gov.ng

SERVICOM Nodal Officer,
Federal Ministry of Aviation & Aerospace Development,
dd.reform@aviation.gov.ng
Tel: 08036842122
ad.reform@aviation.gov.ng
Tel: 08033746607

ii. Every user of Civil Aviation Services shall have a right to be heard regarding his/her complaints/grievances. All such complaints shall be acknowledged and disposed of within 15 working days (5 working days to acknowledge and 10 working days to dispose of the complaint).
iii. Aviation Service Watch/SERVICOM Desks are available at all airports and the Ministry of Aviation.
iv. Passengers Feedback Cards (PFC) are available at all airports and Aviation Service points through complaint box in all the airports, displayed Desk Officers telephone numbers and on the spot redress.

08152879002 jokshok@ncaa.gov.ng and 08033011334 monica.lfonse@faan.gov.ng with response facilities are available at the Aviation Service points for instant public complaints.

16.0 CHARTER REVIEW

16.1. This Charter is expected to be reviewed two years from the date of Publication or as the need arises.

17.0 CONCLUSION

17.1. The SERVICE Charter is a dynamic document which responds to the demands of customers and is subject to review as such demands change over time, bearing in mind the SERVICOM injunction that the customer has a right to be served right at all times.

17.2. The Service Charter, will serve as a tool for promoting cordial relationship between the Ministry and its esteemed client for improved service delivery,

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YOU HAVE THE RIGHT
SERVICOM
TO BE SERVED RIGHT

Produced By
Reform Coordination & Service Improvement Department