



Nigerian Maritime Administration &
Safety Agency

(Changing the tide to your favour)

SERVICE DELIVERY CHARTER

JUNE 2013

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i. Service Delivery

- Public Offices are the Shopping floors for Government Business.
- The ultimate purpose of Governance is to serve the Citizens.
- Citizens have the right to be served right.
- Service is well delivered only when the Citizens are satisfied.

ii. Moment of Truth

- Every point of contact with customer is a “Moment of Truth” for NIMASA. Each contact will be a lost opportunity if we do not have the commitment and target to strive towards.
- NIMASA Customer Service Charter is our written commitment to understanding customer service.
- We aim not to only deliver value for money but to also delight you our customer.

iii. Staff Mindset

- Everyone is a Service Provider.
- Everyone is a Service Consumer.
- Service Delivery is Everybody’s Business.
- Deliver Service to me, as you want me to deliver service to you.

iv. Core Values

Nigerian Maritime Administration and Safety Agency (NIMASA) shall endeavor to uphold the following key values in the delivery of services to all our customers and stakeholders.

- **PROFESSIONALISM:**

We shall demonstrate expertise, efficiently and competence in the performance of our duties.

- **TEAMWORK:**

We shall provide quality services to all our stakeholders with the utmost mutual cooperation for the greater benefit of our society.

- **INTERGRITY:**

We shall ensure openness with utmost sense of responsibility in all our dealings and operations.

- **LEADERSHIP:**

We shall set the pace in shaping the national agenda with respect to shipping, green energy, marine environment protection and management of our marine endowments.

- **ADAPTABILITY:**

We shall be creative, innovative and adaptable to the ever-emerging trends in shipping management and regulations.

- **EXCELLENCE:**

We will strive to achieve excellence in national and international maritime management.

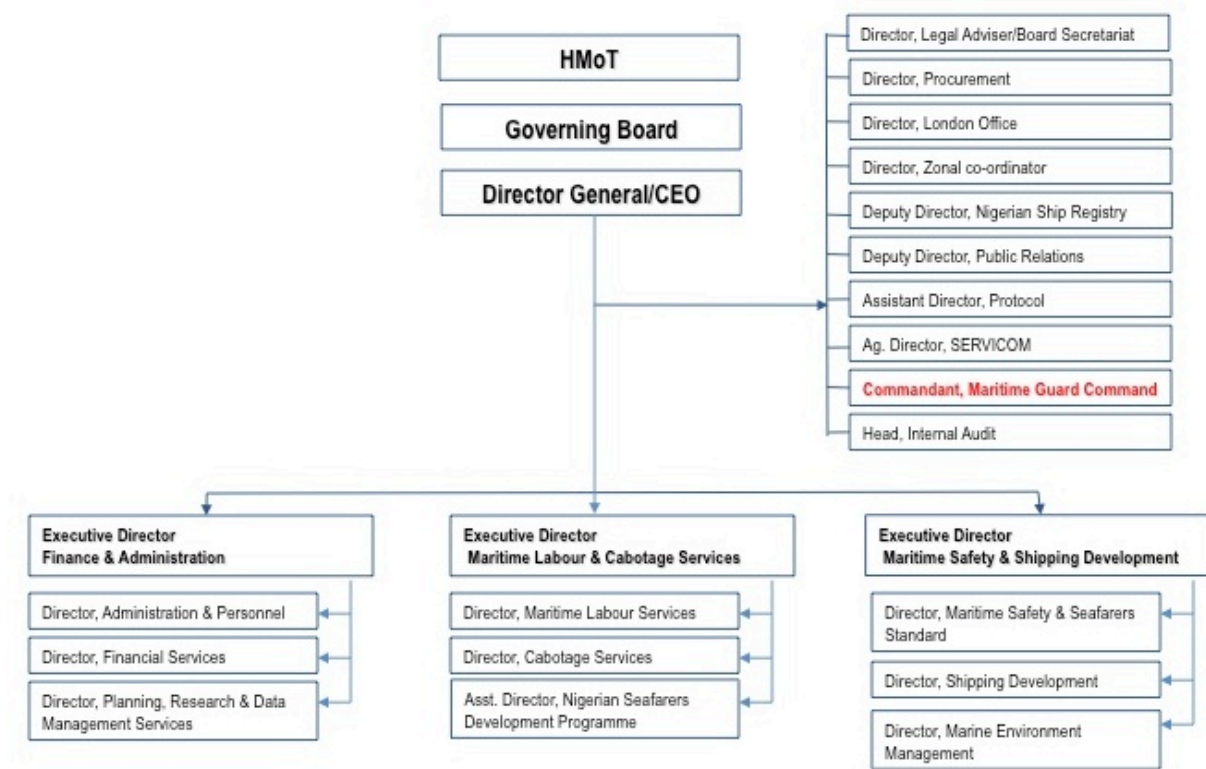
- **QUALITY COMMUNICATION:**

We shall keep our customers and stakeholders involved in and informational of our services and development that may have an impact on the management and progress of the industry.

v. Frontline Service Providers

S/N	NAME	ADDRESS
1.	Mr. Z. P. Akpobolokemi	DG/CEO, Room 900, 9 th Floor, HQ, 4 Burma Road, Apapa, Lagos.
2.	Baba Haruna Jauro	ED (F&A), Room 600, 6 th Floor, HQ, 4 Burma Road, Apapa, Lagos.
3.	Capt. Bala Agaba	ED (MS&SD), Room 300, 3 th Floor, HQ, 4 Burma Road, Apapa, Lagos.
4.	Barr. Nwabueze C. Obi	ED (ML&CB), Room 800, 8 th Floor, HQ, 4 Burma Road, Apapa, Lagos.

vi. Operations Organogram



Owing to the operational nature of the Agency's functions, the Agency operates a Zonal structure to facilitate effective coordination of its activities in the four (4) principal maritime zones of the country (Nigeria).

The zones and their respective headquarters are:

1. Western Zone – Lagos
2. Central Zone –Warri
3. Eastern Zone - Port Harcourt
4. Northern Zone – Abuja

Head Office in Lagos and its principal operations in Apapa (Lagos), Warri, Sapele, Port Harcourt, Onne, Bonny, Yenagoa, Eket, Calabar, Abuja and Lokoja.

1.0 Introduction

The purpose of this Service Charter is two-fold. One to create general awareness of NIMASA's mandate, roles and responsibilities and two, to communicate stakeholders expectations, ways and means of managing these expectations to achieve excellent service delivery.

1.1 Who We Are

NIMASA is the Apex Regulatory and Promotional Maritime Agency established by the NIMASA Act. 2007, sequel to the merger of the defunct National Maritime Authority (NMA) and Joint Maritime Labour Industrial Council (JOMALIC).

1.2 NIMASA Mandate

- i. Nigerian Maritime Administration and Safety Agency Act. 2007.
- ii. Merchant Shipping Act. 2007
- iii. Coastal and Inland Shipping (Cabotage) Act. 2003

The Agency was established primarily for the administration of Maritime Safety Seafarers Standards and Security, Maritime Labour, Shipping Regulation, Promotion of Commercial Shipping and Cobatage activities, Pollution Prevention and Control in the marine environment, the Agency also implements domesticated International Maritime Oorganization (IMO) and International Labour Organization (ILO) Conventions

2.0 Vision

To be the Number One Maritime Administration in Africa by the year 2020.

3.0 Mission

To achieve safe, secure shipping, cleaner oceans and enhanced maritime capacity in line with best global practices towards Nigeria's Economic Development.

4.0 Statement of NIMASA's Core Services Provisions

- Pursue the development of shipping and regulatory matters relating to merchant shipping and seafarers.
- Administration and regulation of shipping licenses.
- Administration, Regulation and Certification of Seafarers.

- Establishment of Maritime Training and Safety Standards
- Regulation of safety of shipping as regards the construction of ships and navigation.
- Provision of Maritime Search and Rescue Services
- Provide direction and ensure compliance with vessels security measures
- Carry out Air and Coastal Surveillances
- Control and prevent Maritime Pollution
- Develop and implement policies and programs, which will facilitate the growth of local capacity in ownership, manning and construction of ships and other maritime infrastructure.
- Enhance and administer the provision of Cabotage Act. 2003
- Perform Port and Flat State duties.
- Provide Maritime Security.
- Establish the procedure or the implementation of conventions of the International Maritime Organization (IMO) and the International Labour Organization (ILO), and other international conventions to which the Federal Republic of Nigeria is a party on Maritime Safety and Security, Maritime Labour, Commercial Shipping, and for the implementation of Codes, Resolutions and Circulars arising there from.

5.0 Commitment to our Customers

This charter is a commitment by NIMASA to provide high quality services to our customers and stakeholders. We will serve you effectively, with due diligence and professionalism. We shall practice the utmost integrity in delivery of our services.

5.1 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:

- Demonstrating superior customer service at all times.
- We shall be polite, helpful and professional in all our dealings with our client.
- Taking all opportunities available to inform you about current and up coming services and facilities.

- Anticipate customer demands and create new opportunities for the delivery of our services.
- Demonstrating technical/professional competence by all staff serving in NIMASA.
- Advocating and practicing a culture of continuous improvement of systems and processes.
- Ensuring all clients are treated fairly and with the utmost respect. We shall at all times wherever possible try to provide different ways to deliver our service.
- Showcasing thorough knowledge and expertise of all our functions through data collections and research.

5.2 Expectations from External Customers/Stakeholders

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

- Treating NIMASA staff with courtesy and respect
- Abiding by the regulations governing the operations at NIMASA
- Providing accurate information and complete documentation where applicable to ensure efficient and fast service
- Suggesting ways to improve our services at NIMASA
- Providing NIMASA with adequate feedback on service delivery through various channels e.g. Agency website, suggestion boxes
- Shipping Companies are expected to submit their Cargo Manifest and other necessary documents for Government's 3% Levy within 48 Hrs. before the arrival of the Vessels
- Shipping companies are expected to declare the quantity of Cargo on board their Vessels and also the route the Cargo origin.
- Customers should pay their bills within 24 Hrs. of receipt of the bills.
- Customers should duly register their Cabotage Vessels with the Agency before operating in Nigerian Territorial Waters.

5.3 Expectation from Staff

- Every staff is expected to welcome customers, listen to them and also serve them promptly and cautiously.
- Staff are not expected to delay files
- Staff should attend to customers on "first come, first serve" basis.

- Staffs are not expected to collect tips from customers before or after service is rendered.
- Punctuality is expected from all staff.
- Every staff is expected to display their identity cards while on duty for ease of identification.
- No absenteeism without approval from the appropriate authority.
- Promotion of staff should be done as at when due.
- Working tools should be made available to staff for quality service delivery.
- Capacity building programs should be organized for staff and stakeholders.
- Management support for proposed changes in work plans and process.
- Staff employment cannot be terminated without due process.
- Timely payment and processing of contractors bills
- Periodic interaction with stakeholders.
- Setting out of clear operational guidelines.

6.0 Service Standards

- All incoming mail should be addressed to the Director General, received and registered in the Registry. The Director General or any officer acting, minutes such mail to relevant Directorate, Department/Unit within Twenty-four (24) hours.
- A single mail involving several Departments is minute to the Head of Department by Director General for comments. Such mail may take up to one (1) week for full processing.
- Final bills for vessels are issued within Twenty-one (21) days after the sail of the vessel.
- Issuance of Sailing Clearance within 48 hours.
- Proffering legal advisory opinions on International Maritime and Domestic law matters is done within 48 hours.
- Provision of information on the Ratification and Domestication of International Conventions and protocols is done within 2 hours.
- Processing of survey applications within 48 hours.
- Conduct/Submission of survey report 1 week from Non-Exclusive Surveyors.
- Appraisal of survey reports and issue of CTM 48 hours if no deficiencies.

- Processing of Cabotage waiver application within 3 weeks.
- Registration of contractors, after submission of all necessary documents and payments of the appropriate fees, is completed within 48 hours.
- Preparation of Contract agreement is completed within 7 working days after Submission of all necessary documents by the contractor and the initiating Department.
- Publishing of information on intended Contracts is done within 48 hours.
- Billing of vessels after the receipt of advanced cargo manifest is completed within 48 hours.
- Registration, Survey, Certification and the report on a vessel is sent to ship owner within 48 hours.
- It is the intention of management that the agency's charter works for the benefits of its customers.
- We answer telephone calls in less than a minute.
- Identify ourselves by name and organization.
- Inform you when you can have full response if we cannot respond to your inquiry immediately.
- We acknowledge receipt of your letter within 48 hours.
 - *The Agency will reply your letter within seven (7) working days. If we cannot meet your requirements within the specified time, we will inform you in writing when to expect the required service.*
 - *The complaint will be attended and finished within one month if we need to consult or conduct investigations.*
- Customers when called in person will be received within three minutes of arrival in our offices.
- Attended to within five minutes of the appointment time.
- Served immediately but if we cannot, we will let you know why and when to expect the specified service.
- When you contact us by radio/VHF we will respond to distress call immediately.
- Make appropriate contacts; to respond depending on the type of distress involved.
- Assessment for eligibility of applicant for the examination takes 30 working days.
- Notification of examination results after the conduct of the examination takes 7 weeks.
- Authentication/revalidation of CoCs takes 24 hours.
- Issuance of Certificate takes 7 weeks.

- Endorsement of Certificate subject to verification from Issuing Administration.
- Substitution of all Certificates issued by approved Maritime Training institution with NIMASA Certificates within 10 working days.
- Processing of survey applications within 48 hours.
- Conduct/Submission of survey report 1 week from Non-Exclusive Surveyors.
- Appraisal of survey reports and issue of CTM is done within 48 hours if no deficiency is dictated.

7.0 Details of Service Provision and Delivery

Services provided by Agency based on the NIMASA Act 2007 are as follows:

7.1 Maritime Safety Seafarers and Standards Services

The Agency through the NIMASA Act, 2007 provides the following Regulatory services to its customers and stakeholders.

- Supervision/Implementation of Maritime Search and Rescue (SAR) Plan and Emergency Management.
- Articulation of Maritime Search and Rescue Personnel Training & Planning.
- Monitor maritime disaster & emergency management administrative operation of NIMASA in close liaison with National Emergency Management Agency (NEMA).
- Organize SAR operations through Maritime Regional Co-coordinating Centre (MRCC) and MRSC Sector Base.
- Coordinates piracy & armed robbery investigations & maritime security.
- Provision of Search and Rescue Services.
- Coordinate maintenance & operation of NIMASA Marine crafts and boats.
- Coordinates patrol for safety of inland waterways of Nigeria, jetty & ports.
- Taking appropriate action in all cases of maritime emergencies
- Monitor of vessels in compliance with long-range identification and tracking system.

7.2 Maritime Environmental Management Services

The Agency through its Environmental Services Department ensures compliance with local and international regulations and guidelines in respect of ships offshore installation, it also offer a

wide range of services to ensure that the marine environment remains a valuable spatial resources for economic development including ports, terminals, jetties, harbors and offshore platforms among others.

These services are as follows:

- Champion the course of domestication of international conventions to which Nigeria is a signatory.
- Institute measures to prevent land based sources of oil pollutants from contaminating the Nigerian waters.
- Ensure the provision of adequate port reception facilities for the discharge of wastes from the ships.
- Establish monitoring strategies to inspect offshore installation of oil companies and tankers for the prevention of marine pollution.
- Coordinate the civil liability convention matter.
- Appraise and approve the oil/chemical spill contingency plans for ships.
- Formulate indigenous regulations to prevent marine pollution.
- Ensure the provision of relevant record books onboard ships.
- Develop and issue marine notices to ships and other stakeholders.
- Ensure oil pollution fines on polluters.
- Ensure Ballast water management.

7.3 Cabotage Services

- Develop indigenous participation in coastal and Inland shipping.
- Ensure maximum compliance with the Cabotage prescriptions of vessels trading within the Nigerian territorial, inland and coastal waters through enforcement at all jetties, terminals and platforms in Nigeria.
- Implement the provisions of Cabotage Vessel /Financing Fund (CVFF).
- Establish a comprehensive and updated database infrastructure for information dissemination.

- Develop an effective collaborative mechanism with Nigerian Content Development Monitoring Board (NCDMB) and other relevant Government Agencies.
- Educate stakeholders on opportunities in the trade through seminars, conferences, and workshops etc.

7.3.1 Charges, Levies, Fees, Fines and Tariffs

In compliance with the provisions of the coastal and Inland Shipping Act 2003, the fee and tariff for Cabotage Trade as listed on 28-32 of the Cabotage Implementation Guidelines revised:

7.3.2 Fees and Tariffs for Cabotage Trade

Fees and tariffs are subject to annual review by the Minister of Transport. The figures may be reviewed to introduce punitive and deterrent parameters as may be found necessary. See Fees and Tariffs for Cabotage Trade 28-32 of the Cabotage Implementation Guidelines revised:

7.3.3 Schedule of Fees for Cabotage Ship Registration

- Renewal of Cabotage Special Registration 50% of registration fees
- Inspection of Cabotage Special Register
- Legal search fees
- Certified True Copy of particulars for each of ship registration document certified.
- Extract of Cabotage Special Register
- Exemption Fees: Government owned vessel; Non – Government Owned vessel
- Annual endorsement of certificates of Cabotage Special Registry
- Coastal vessel 200gt and below are strictly reserved for Nigerian citizens but where owned by foreigners, a fee of not less than %50,000 is applicable.
- All the forms mentioned in this Guidelines shall be obtained from and submitted to NIMASA Cabotage Office.

7.3.4 Collection of 2% Surcharge

1. The 2% surcharge is based on gross earnings on contracts performed by all vessels engaged in domestic coastal trade.

2. It is mandatory for all employers or chatters of such vessels to deduct the said 2% surcharge from source based on the charter or freight invoice as applicable. The amount deducted shall promptly be remitted to NIMASA accompanied with the invoices.

7.4 Ship Registration Services

The Nigerian Ship Registration Office was created under the Law of the NIMASA Act 2007.

The primary duty of the Registry is entry of ship in the Register Book, which confers on them Nigerian Nationality and the right to hoist the Nigerian flag. Under International Maritime Law, it is illegal for a ship to be without an identity or flag and it is the ship registry that confers identity on a vessel.

The ship registry registers all types of vessels including fixed/mobile platforms and oil rigs, provided that they are owned by persons who are by the provisions of the Merchant Shipping Act 2007 and the coastal and Inland Shipping (Cabotage) Act 2003 eligible to own Nigerian vessels. Following are the services of the Ship Registrar:

- Flag Registration
- Provisional Registration
- Registration of Mortgage
- Consent to sell vessels
- Change of Ownership
- Revalidation of Certificate of Registration
- Conduct of Search
- Closure of Registry
- Cabotage Registration
 - *Joint venture owned vessels*
 - *Wholly Nigerian owned Vessels*
 - *Foreign owned vessels*
 - *Licensed of foreign owned vessels*
 - *Bareboat chartered vessels*

7.5 Maritime Labour Services

The Agency through its Maritime Labour Services (MLS) Department enforces all the extant Laws, Conventions and Regulations governing maritime labour industry as it concerns Terminal operators, Stevedores and Labour/Dockworkers. Identify labour industrial conflicts areas in the industry with the aim of averting crisis therein. NIMASA ensure that seafarer employers comply with existing regulations and standards in relation to crewing, wages, safety, welfare and training of seafarer on board vessels.

Work out modalities for the effective collection of the 0.5% shore handling revenue by the terminal and jetty operators.

The service provisions includes also:

- Formulation of policy thrusts on Maritime Labour Administration in Nigeria within the ambit of Maritime Labour Laws and international standards.
- Provision of Industrial Relations Policies to ensure industrial harmony and smooth operation at the Nigeria seaports in line with international best practices.
- Articulation of operational guidelines for labour inspection to ensure that dockworkers and seafarers employers comply with existing regulations and standards in relation to crewing, wages, welfare of dockworkers and seafarers at ports and on board vessels.
- Provision of operational guideline within the context of labour exchange for the pool office thereby generating employment for seafarers, dockworkers and ensuring that jobs are evenly rotated to guarantee equity and balance in income.
- To embed tripartite in the regulation of the conditions of service of seafarers and dockworkers with a view to creating enabling environment for collective bargaining between the relevant unions and employers of maritime labour under the auspices of the National Joint Industrial Council (NJIC).
- Evolving training policies in line with ILO and IMO standards that will enhance capacity building for seafarers and dockworkers.
- Regulating the registration of seafarers, dockworkers, seafarers' employers, terminal operators, jetty operators, bonded warehouse operators and dock labour employers.

7.6 Maritime Guard Command (MGC)

The Agency signed a Memorandum of Understanding (MOU) with Nigerian Navy to establish a unit called Maritime Guard Command. The Unit assists NIMASA in fulfilling its mandate in ensuring that Maritime Operators/Stakeholders comply with NIMASA Act 2007, Merchant Shipping Act 2007 and coastal and Inland Shipping Act (Cabotage) 2003.

Its service provisions include the following:

- Enforcement of Maritime Security and Safety in the Nigerian territorial waters.
- Support in Search and Rescue operations.
- Patrols the Coastal waters.
- Support in combating piracy and armed robbery attacks in our territorial waters.
- Provides Hydrographic Services.
- Pilots and maintains NIMASA's helicopter
- Support in manning of NIMASA's Boats.
- Support in managing Pollution Control Problems
- Interface between NIMASA and Nigerian Armed Forces
- Support Maritime Safety Seafarers Standards Department, Maritime Labour Services and Cabotage Department in carrying out enforcement operations.

7.7 Shipping Development Services

- Ensure compliance by shipping Companies to provision of NIMASA Act 2007.
- Monitoring of the movements (in and out) of vessels and cargoes carried at the various Sea Ports, Oil Terminals and Oil Jetties.
- Rising of Debit Notes to shipping Agents and Companies.
- Monitoring of Payments of NIMASA 3% Statutory Levy.
- Development of strategies for the co- ordination and implementation of the regulatory functions of NIMASA.
- Ensure the implementation of cargo – support activities.
- Investors to break-even in their shipping trade.

- Stimulate growth to have access to Terminal /Port Lease.
- Summarization of cargo manifests.
- Serves as data bank for all ship calls into and out of Nigerian Ports and Oil Terminals.
- Assist to promote the acquisition and operations of vessels and another watercrafts.
- Assist to promote export trade at an accelerated growth rate for the National Economy.
- Use the 3% statutory Levy to improve balance of trade, balance of payment and the conservation of foreign exchange from shipping companies.

7.8 Administration and Personnel Services

The Agency through its Administration & Personnel Department, handles all administrative and personnel matters for both staff and stakeholders. The Department's service provisions are as follows:

- Documentation and updating of staff data records.
- Handling personnel welfare of the staff.
- Training and development of programmes for staff and stakeholders.
- Maintaining of office properties and structures.
- Provide staff pension scheme in line with the Governments requirements.
- Taking insurance policies for both staff and properties.
- Handling of physical security and intelligence gathering in the Agency.
- Supervises physical projects of the Agency.

7.9 Legal Services

The core functions of the Agency are laid out in section 22 of the NIMASA act 2007, the Legal Unit's functions are to advice on legal issues that arise from the NIMASA Act 2007, the Merchant Shipping Act 2007, and the Cabotage Act 2003.

7.9.1 Domestic Law Services

This section is focused inward and is responsible for the following:

- Drafting of contracts and agreements for all the Agency's transactions.
- Supervising and advising on all litigations involving the Agency.

- Researching and advising on new developments in the maritime industry.
- Verification of documents at the land registry and Corporate Affairs Commission (CAC).
- Advising on best practices for maritime law development in Nigeria, including review of outdated maritime legislations.
- Promotion of Arbitration as a legal option in the Nigerian Maritime Industry.
- Reviewing and advising on contracts, agreements, Memoranda of Understanding to be entered into by the Agency.
- Ensuring the perfection of title in relation to all the Agency's landed properties.
- Registration of shipping companies and contractors with the agency.
- Observation of all court proceedings involving the Agency.
- Providing legal representation and advise at meetings upon request by management.
- Verification of the office premises of shipping companies who wish to register with NIMASA.
- Providing training and education of the relevant maritime laws to relevant persons within the maritime industry.
- Developing Regulations in collaboration with other departments, which addresses the needs of the agency in accordance with NIMASA Act. 2007.

7.9.2 International Law and Policy Services

The main function of this section is in relation to law and how they impact the Nigerian Maritime Industry and changes that may be required in the domestic law to improve the growth and performance of the marine industry.

This includes the

- Facilitating the ratification and domestication of international maritime conventions and protocols that Nigeria is a party to.
- Providing a response to all correspondences received by the agency from the FMOT, IMO, ILONA and other international and regional and regional organizations.

- Proffering legal opinions on international and domestic maritime laws.
- Preparation of briefs on behalf of the Agency on relevant topics as may be required by management.
- Synchronizing Nigeria's legal position for deliberation at international meetings.
- Drafting and Framing of appropriate marine notices.
- Reviewing, drafting and negotiation of international contract agreements involving the Agency.
- Provision of legal representation at meetings at meetings as requested by management.
- Advising on strategy for strengthening Nigeria's position in international maritime climate.
- Provide enlightenment programmes for stakeholders to keep them up to date with the changing global maritime climate.
- Developing guidelines on all relevant conventions that have been domesticated.

7.9.3 Board Secretariat Services

The legal unit also serves as the secretariat of the board of directors and management of the Agency; it acts as the board secretariat and assists the board and the agency in that capacity which includes.

- Covering every board meeting and committee meetings.
- Providing all necessary secretarial services to the board and committees.
- Keeping all board and committee records and documents.
- Preparing the agenda of meetings as directed by the chairman of the board or of the relevant committee.
- Conveying the decisions taken by the board or committees to the relevant officers or departments through office of the Director-General.
- Getting together according to the agenda, all documents, correspondence, seal, reports to be submitted or likely to be called for a meeting
- Writing of briefs, memoranda, reports and addresses as directed by chairman of the board or of relevant committee.

7.10 Planning and Research Services

The department carries out series of research work that helps the agency to have a reference data bank for the agency and customers and stakeholders. The Departments service provisions include the following:

- Preparation of the rolling/action plan of the agency
- Initiation, coordination and preparation of the agency's annual budget in line with Government requirements.
- Provision of IT services for staff, management and customers for easy access.
- Manage the agency's websites.
- Data management for services improvement.
- Data bank services for reference purposes for the both internal and external stakeholders.
- Researches to explore new area on how to serve staff and customers better.
- Consultancy services.
- Offer library services for both internal and external stakeholders.
- Management of the Nigerian Maritime Resource & Development Centre (NMRDC).

7.11 Audit Services

The Agency carries out its internal Audit function based on the financial Regulations of federal Republic Nigeria and circulars from the office of the Accountant General of the federation and also keeps proper financial/accounting record and documents for easy transactions.

- The internal Audit reviews all activities within the Agency on both financial and non financial matters with view to providing adequate information that will aid decision making;
- It provides Management with quality information and offer advice where weakness or lapses are observed in the accounting procedures with the view to serve the customers better.
- The internal audit unit acts as the "watchdog " of Management, and is responsible for examination and review of the system and procedures in force.

7.12 Financial Services

The Agency provides financial to its staff, customer/stakeholders and all levels of Governments

in the following ways:

- Preparation of budget for the Agency.
- Presentation of The Budget to the Governing Board, Federal Ministry of Transport (FMOT) and National Assembly.
- Budgetary implementation and control.
- Vetting and finalization of cargo manifest and other billing documents for revenue generating departments and units.
- Approval of the issuance of provisional and final bills.
- Attendance of freight committee meetings with shipping companies.
- Checking & analyzing all demand notes and debit notes issued by the Cabotage and shipping development departments.
- Reconciling the accounts of shipping agents with the aim of ascertaining their debt position.
- Facilitating routine payments to contractors, utilities bills, staff salaries and other staff allowances.
- Constant data monitoring through reminders and calls to trade debtors to pay their outstanding bills.
- Managing stock re-order levels.

7.13 Procurement Services

The Agency through its procurement Department ensures that the procurement act of 2008 is implemented in order to have smooth purchase (by the Agency) and supply of goods and services (by the contractors and consultants) in the Agency. These services include:

- Collect, collate and evaluate needs of all Departments and units.
- Prepare and develop procurement plan of the Agency for approval by the procurement planning committee (PPC)
- Supervise the process involved in the opening and co-ordination of tenders, bids and submission from contractors
- Ensure strict compliance with the due process checklist for all contracts irrespective and approval threshold.

- Monitor, verify and confirm goods, works and services before, during and at delivery or completion to ensure compliance with the specifications and standards in the award letter.
- Maintain adequate secretariat and ensure proper information and data bank for up to date contract awards and contract in progress;
- Liaise with legal department to prepare contract agreement with contractors.

8.0 NIMASA Customers

- Staff of the Agency
- Government establishments and officials
- Shipping lines, Ship operators (local & Foreign)
- NIMASA registration contractors
- Nigerian Labour Industry (Terminal and jetty Operators, Stevedoring Companies, Manning Agents and Seafarers Employers)
- Media
- Private Institutions and Individual
- International Regulatory Organization e.g. International Maritime Organization (IMO), international Labour Organization (ILO) etc.
- Ship yards (Local & foreign)
- All Maritime derivative operation
- Oil & Gas sector
- Financial Institutions
- Maritime Education Institutions (Local & Foreign)
- Medical Institutions (Public & Private)
- Medical Institutions (Public & Private)
- Legal Institutions
- Security Organization (Public & Private)

9.0 Stakeholders Participation in NIMASA Activities

The Agency organizes stakeholder's for a as a feedback mechanism and way of improving its Service Delivery, some of such meetings are as follows;

- Maritime Consultative Advisory Group
- Monthly Freight Committee Meetings
- Port Consultative Forum.
- Regular meetings with Indigenous Shipping Association of Nigeria (ISAN).
- Constant meetings with Shipping Companies/Agents.
- Meeting with Banks Officials.
- Maritime Training Institutions e.g. Maritime Academy of Nigeria (MAN), Oron, Nigerian Institute of Transport Technology (NITT), Zaria.
- Quarterly meetings with Port Concessionaires (on matters related to Maritime Workers and relevant levies.
- NIMASA Management meetings.

10.0 Special Needs Provision

The Agency realizes that Nigerian citizens are entitled to be served right, both able and disabled. In cognizance of this view, the Agency does the under-listed to help the less privileged in our society.

- The Disabled often participate in procurement processes leading to award of contracts.
- SERVICOM Officers are always at hand to assist Customers with special needs to access services of the Agency.
- The Management has designated a special parking space in front of the Corporate Head Office for people with special needs.
- The Lift in the office are always available preference in the utilization of Agency's lifts.
- Front Desk Officers (FDOs) are trained to assist people with disability in spoken English.

11.0 Feedback and Redress Mechanism

We encourage all our customers to forward feedback in form of Complains, Suggestions or Compliments to enable us sustained provision of quality services, Complaints Enquiries, Comments and Suggestions are welcome in the address below and through:

**Director General/Chief Executive Officer,
Nigerian Maritime Administration and Safety Agency (NIMASA),
9th Floor, Left Wing, (Head Office),
4 Burma Road, Apapa, Lagos.**

- By physically going to the particular Services Desk where services failed Complaint would be attendance to within 24 Hours.
- By Contracting the SERVICOM Committee Member of the Service Windows were services failed through Telephone or by writing. Complaint would be attended to within 24 Hours.
- Submit Complaints/Suggestions through Complaints/Suggestion Boxes; placed at strategic location on all floor of the Agency HQ, Zonal Office for the attention of Ag. Director, SERVICOM/NCCTP Unit, (Agency Nodal Officer), 2nd Floor Room 221, NIMASA HQ, 4 Burma Road, Apapa. Telephone 234-1-271 0625.
- By contract the Customer Care/Compliant Desk Officer in 2nd Floor Room 222, NIMASA HQ, 4 Burma Road, Apapa. Telephone 234-1-271 0625, 0805 441 8449 in writing or e-mail (compliant@nimasa.gov.ng) or website www.nimasa.gov.ng, Complaints would be attended to within 24 Hours.

We guarantee confidentiality and clients are encouraged to identify themselves to facilitate timely action and minimize difficulties in handling anonymous complaints.

12.0 Monitoring and Review of the Charter

In line with the ever changing consumer environment and emerging market trends, we shall in consultation with all our stakeholders, subject this charter to constant review every two years and also carry out a quarterly service Delivery Compliance Exercise with a view to improving our services.

We shall in addition; welcome comments and suggestions in helping us address our inadequacies.

We will endeavor to monitor the adherence to the commitments made in this charter.

13.0 NIMASA Contacts

HEAD QUARTERS

Nigerian Maritime Administration & Safety Agency (NIMASA)
4 Burma Road, Apapa, Lagos.