

# SERVICE CHARTER



# FOREWORD

Nigerian Maritime Administration and Safety Agency (NIMASA) is a creation of law, It is established to regulate as well as promote the maritime industry in Nigeria. This duality makes it a unique Maritime Administration (MARAD) positioned to shape the maritime destiny of Nigeria.

The regulatory and promotional functions of the agency are all aimed at ensuring Maritime SAFETY, Maritime SECURITY and SHIPPING DEVELOPMENT. These are the Triple S of the Nigerian Maritime industry.

This CHARTER is a document, that defines the essence of our existence. It seeks to explain why we exist; what we do, at what cost, within which period as well as the requirements for obtaining these services. This NIMASA SERVICE CHARTER is therefore a social contract between NIMASA and her customers that come to our shopping floor to obtain services.

The services we render are industry specific and this charter was prepared with the active participation of all our stakeholders. The fees we charge are the lowest, our timelines for service delivery the most competitive and our service delivery the most efficient in Africa. We encourage feedback from our stakeholders to make NIMASA the best MARAD in the world.

We therefore assure our numerous customers of our prompt response to all their queries at all times as outlined in this Charter.

I hereby recommend this CHARTER to all our esteemed stakeholders. Please take this as our covenant with you. I advise all to have a sense of expectation to ask for and to obtain our various services, as we in turn promise to act with responsibility and commitment towards meeting the goal of maritime prosperity for Nigeria.

• **DR. BASHIR YUSUF JAMOH (OFR)**  
**Director General/CEO**

# PREFACE

The raison d'être for the existence of Government is primarily to serve its citizens. Public offices are therefore the shopping floor by which Government's businesses are carried out for the benefit of the public.

To ensure that public offices render satisfactory services in Nigeria, the Federal Government of Nigeria in 2004, entered into a service compact with all Nigerians to provide basic services to which Nigerians are entitled to in a timely, fair, honest, effective and transparent manner.

All Federal MDAs are required to have a Service Charter with their stakeholders. The NIMASA Service Charter is the operational document of NIMASA designed to ensure that the services rendered by the Agency are customer-focused.

The Service CHARTER re-emphasizes the fact that "service is only delivered when the citizens are satisfied; the citizens are satisfied only when services are well delivered".

The NIMASA Service Charter is our commitment to deliver services satisfactorily.

## **SECURITY:**

***The Agency has almost eliminated Sea Piracy and Sea Robbery in the Nigerian Maritime domain through the deployment of the Deep Blue Project***



To be the leading Maritime  
Administration in Africa  
advancing Nigeria's Global  
Maritime Goals.



To achieve and sustain safe,  
secure shipping, cleaner  
oceans and enhanced  
maritime capacity in  
line with the best global  
practices towards Nigeria's  
economic development.



# OUR CORE VALUES

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# TECHNICAL TERMS & ACRONYMS

<b>NIMASA</b>	Nigerian Maritime Administration and Safety Agency
<b>MDA</b>	Ministry, Department and Agency of Federal Government of Nigeria where services are delivered to citizens both local and foreign).
<b>MARAD</b>	Maritime Administration
<b>CUSTOMER</b>	Any entity or person who receives, or is entitled to receive, a service from the Agency, either directly or indirectly.
<b>PUBLIC SERVICES</b>	The range of services delivered by the Agency's Departments and Units, under relevant administrative or legislative directives.
<b>SERVICE WINDOWS/ SERVICE FRONTLINES</b>	The point at which the service provider delivers a service or product directly to the public; where there is a direct interface between a public servant and a customer.
<b>STAKE-HOLDER</b>	Any person or entity that has a stake or interest in the success of the Agency.
<b>SERVICE CHARTER</b>	Document produced by the Agency in consultation with its customers,

	Partners and Stakeholders containing service pledges, service standards and commitments to which citizens are entitled.
<b>SERVICE STANDARDS</b>	Specific statements of service delivery targets which customers can expect to receive from an MDA.
<b>SR</b>	Ship Registry
<b>CABOTAGE</b>	Coastal and Inland Shipping Act
<b>CoC</b>	Certificate of Competence
<b>SPOMO ACT</b>	Suppression of Piracy and other Maritime Offences Act2019.
<b>MSA2007</b>	Merchant Shipping Act 2007
<b>IMO</b>	International Maritime Organisation
<b>ILO</b>	International Labour Organisation
<b>GIS</b>	Government Inspector of Shipping
<b>NSRO</b>	Nigerian Ship Registry Office
<b>MSECC</b>	Maritime Stakeholders Experience Contact Center
<b>NASS</b>	National Assembly (Nigerian)

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# INTRODUCTION/BACKGROUND

## OVERVIEW

Nigeria is a maritime nation with a vast coastline of more than 823 kilometres. The people of Nigeria had been participating in international maritime trade prior to the attainment of independence in 1960.

During the Pre-colonial period, there was no known domestic legal framework regulating the maritime industry. However at independence, the Nigerian Merchant Shipping Act was enacted in 1962. This legislation domesticated some of the international maritime conventions and provided a framework for the regulation of the maritime industry in Nigeria. This Act (MSA1962) was administered by the Minister of Transportation, however in practice; most of his powers were delegated to an official of the Ministry known as the Government Inspector of Shipping (G.I.S) under the Merchant Shipping Act (Delegation of Powers) Notice No. 112 of 1963.

The Federal Government of Nigeria by Act in 1987 established the National Maritime Authority with responsibility to promote international shipping.

Parliament again in 2003 passed the Coastal and Inland Shipping (CABOTAGE) Act 2003 designed to restrict the participation in Cabotage trade exclusively to Nigerians and vested the implementation of the Act in the National Maritime Authority.

The G.I.S under the Marine Division of the Ministry was later to be subsumed under the National Maritime Authority (NMA) following a number of reforms in the maritime and shipping sector between 2004 – 2006.

In 2006, two strategic government agencies, the National Maritime Authority (NMA) and Joint Maritime Industrial Labour Council (JOMALIC) merged and became National Maritime Administration and Safety Agency (NAMASA).

However, an Act of parliament in 2007 passed into law the Nigerian Maritime Administration and Safety Agency (NIMASA) Act 2007 repealing the following:

- a. Nigerian Shipping Policy Act Cap. 279 LFN, 1990;
- b. Nigerian Maritime Labour Act, 2004;
- c. Section 288 of the Merchant Shipping Act Cap 224 LFN, 1990; and
- d. Merchant Shipping (Delegation of Powers) Notice under Section 395 of the Merchant Shipping Act, Cap 224 LFN, 1990 The MSA 1962 was repealed and MSA 2007 was passed and its implementation vested in NIMASA.

The Suppression of Piracy and other Maritime Offences Act was enacted in 2019 and its implementation also vested in NIMASA. (SPOMO 2019)

This laudable government initiative was to ensure that Nigeria has a unique Maritime Administration that would help move the maritime industry forward, by consolidating our maritime laws, eliminating duplication and multiplicity of agencies and functions and strengthen enforcement of safety and environmental pollution regulations in line with the expectations of the International Maritime Organization (IMO) and International Labour Organization (ILO).

## **PURPOSE OF THE CHARTER**

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

This charter is a commitment by NIMASA to provide high quality services to our customers and stakeholders. We undertake to serve all our customers effectively, with due diligence and professionalism. We shall practice with utmost integrity in delivery of our services. It is the intention of Management that the Agency's service charter works for the benefits of its customers.

The objective of this Service Charter is to outline the Agency's commitment to improved service delivery, in line with its development strategies using the Service Charter as a tool for the promotion of a customer focused service delivery, aimed at empowering its customers to demand good service, thereby challenging the Agency's staff to improve their customer sensitivity as public service providers.

## **FUNCTIONS OF THE AGENCY**

The Agency's core functions are contained in the enabling NIMASA Act 2007, CABOTAGE Act 2003, MSA 2007, as well as the SPOMO Act 2019 giving rise to some of the underlisted functions:

- a. Pursue the development of shipping and regulatory matters relating to merchant shipping and seafarers.
- b. Administration and regulation of shipping license
- c. Administration, Regulation and Certification of Seafarers.
- d. Establishment of Maritime Training and Safety Standards.
- e. Regulation of safety of shipping as regards the construction of ships and navigation.
- f. Provision of Maritime Search and Rescue Services.
- g. provide direction and ensure compliance with vessels security measures.
- h. Carry out Air and Coastal Surveillances.
- i. Control and prevent Maritime Pollution.
- j. 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.
- k. Enhance and administer the provision of Cabotage Act. 2003.
- l. Perform Port and Flag State duties.
- m. Provide Maritime Security.
- n. Establish the procedure for 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 therefrom.

## ORGANOGRAM

The Agency is headed by the Director General/Chief Executive Officer supported by three Executive Directors of Finance and Administration, Maritime Labour and Cabotage Services and Operations. There are Departments and Units reporting to the DG/CEO as well as through the respective directorates.

The Head office is at 4 Burma Road, Apapa, Lagos.

Office of the Alternative Permanent Representative to the International Maritime Organization is at Nigerian High Commission 9 Northumberland Avenue London, UK.

Owing to the Agency's operational nature, the Agency operates a Zonal Structure to facilitate effective coordination of its activities in the country (Nigeria).

The zones and their respective Offices are:

**1. Western Zone – Lagos, Lagos State**

*88 Marine Road, Apapa, Lagos.*

**2. Central Zone – Warri, Delta State**

*19 Warri Sapele Road, Warri.*

**3. Eastern Zone – Port Harcourt, Rivers State**

*Margaret Orakwus House, 1 Prefab Close, Elechi, Port Harcourt, Rivers State.*

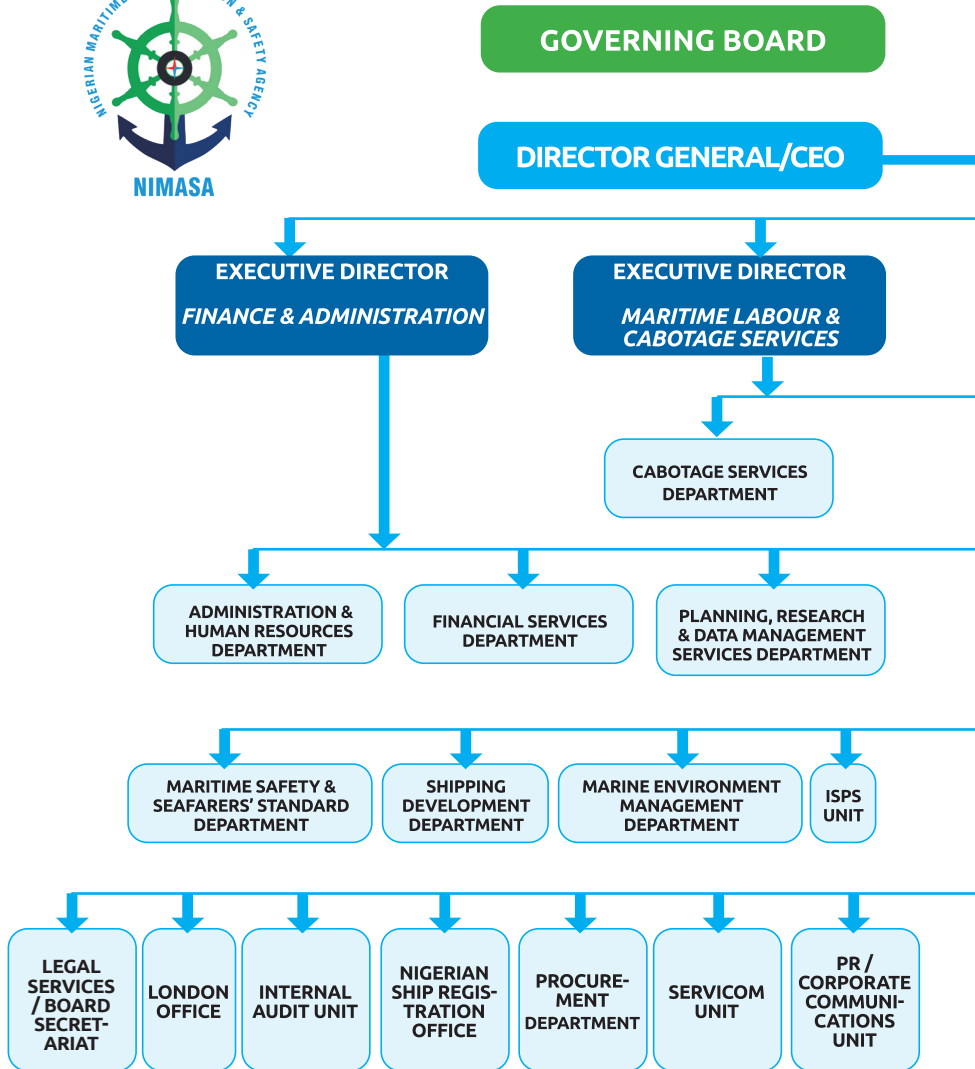
**4. Abuja Zonal Office**

*Plot 622, Cadastral Zone, Diplomatic Drive, Central Business District, Abuja.*

**5. Lokoja Office**

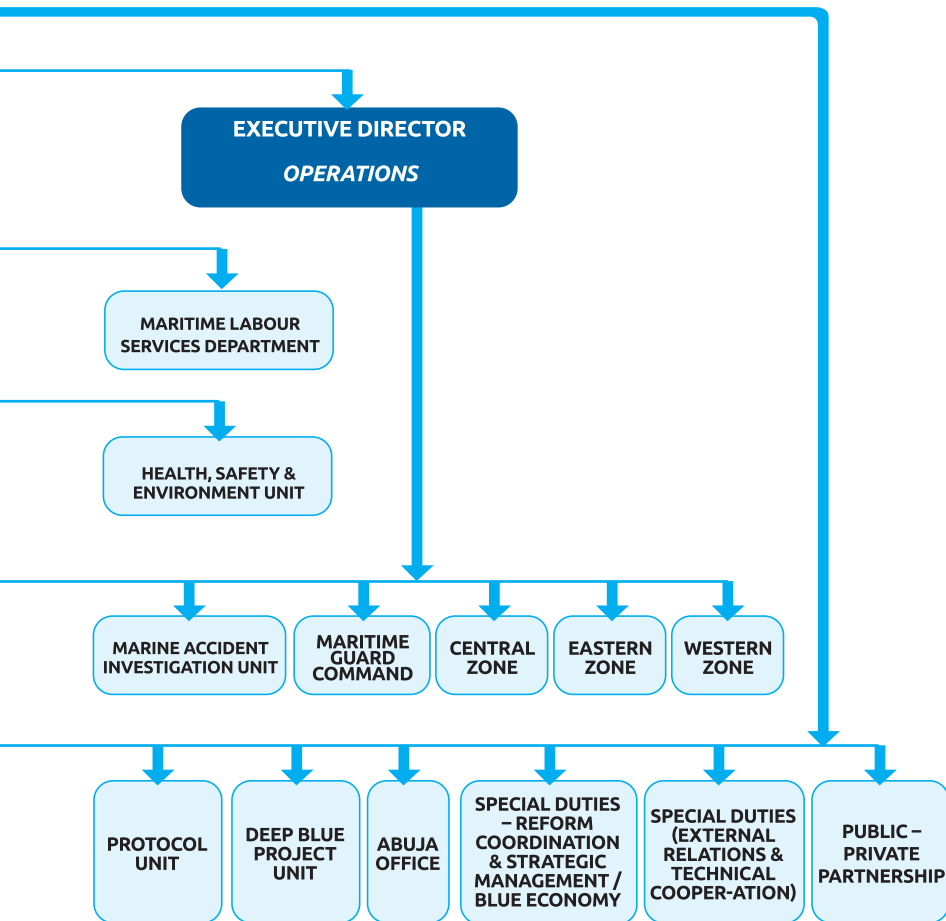
*Crusher Road, along National Orientation Agency opposite CBN, Lokoja, Kogi Stat*

# ORGANISATIONAL





# STRUCTURE



## **DETAILS OF FRONTLINE OFFICERS/OFFICES**

The Agency's Frontline Officers/Offices are highly visible responsible for providing exceptional customer service in efficient and accurate manner.

<b>SN</b>	<b>DESCRIPTION</b>	<b>TELEPHONE NUMBER</b>
1.	Director/General	+234 8113031000
2.	Maritime Stakeholders Experience Contact Centre (MSECC) / Agency NODAL Officer	02016309590
3.	Search and Rescue Helpline (for assistance regarding Rescue operations)	+234 7000700010 +234 7000700020
4.	Office of the of the Alternative Permanent Representative to the International Maritime Organization Nigeria High Court, Nigerian High Commission #9, Northumberland Ave London	02078391244 EXT. 513
5.	SERVICOM	02016309590

## **DETAILS OF CUSTOMERS/STAKEHOLDERS**

(NIMASA Customers/Stakeholders are broadly grouped into two, Internal and External.)

### **INTERNAL (STAKEHOLDERS)**

Governing Board, Executive Management, Management and Staff of the Agency.

## **INTRA-GOVERNMENT ALLIES**

Federal Ministry of Marine and Blue Economy, Federal Government Ministries, Departments, Agencies (MDA) including Commissions and other establishments of Government. NASS

## **EXTERNAL (STAKEHOLDERS)**

- i. Shipping companies, Agents, Ship operators (Local & Foreign)
- ii. Registered Contractors, Vendors and Consultants of the Agency
- iii. (Terminal and Jetty Operators, Stevedoring Companies, Manning Agents, Ship yards operators and Seafarers Employers)
- iv. Media Practitioners (Local & Foreign)
- v. Private Institutions and Individual
- vi. Financial Institutions (PLI)
- vii. Maritime Educational Institutions (Local & Foreign)
- viii. Medical Institutions (Public & Private)
- ix. Legal Institutions and Practitioners
- x. Security Organization (Public & Private)
- xi. International Regulatory Organization e.g. International Maritime Organization (IMO), International Labour Organization (ILO) etc.
- xii. Oil & Gas sector

## **SPECIAL NEEDS PROVISIONS**

The Agency realizes that Nigerian citizens are all entitled to be served right, whether physically challenged or not. The Agency is committed to help the physically challenged to participate in the Industry:

- i. The Physically challenged persons can participate in the procurement processes leading to award of contracts.
- ii. SERVICOM Officers are always on hand to assist Customers with special needs to access services of the Agency.
- iii. The Management has designated special parking space in front of the Corporate Head Office for people with special needs.
- iv. The Lift in the office is always available and special preference is given to the disabled in the utilization of Agency's lifts.
- v. Front Desk Officers (FDOs) are required to assist people with constraint in spoken English.

## SERVICE PROVISION AND DELIVERY

S/ N	SERVICES	DEPART- MENT / UNIT RESPON- SIBLE	WHO IS THE CUS- TOMER	CUSTOMER OBLIGATIONS/ REQUIRE- MENTS FOR ACCESSING SERVICE	TIME- LINE FOR DELIV- ERY OF SERVICE	COST
1.	(a) Provisional registration  (b) Flag registration  (c) Renewal of flag registration  (d) Bareboat chartered vessel  (e) Cabotage registration wholly Nigerian owned  (f) Cabotage registration bareboat charter  (g) Cabotage registration foreign owned vessel	Ship Registry	All Customers and Stakeholders	Visit NIMASA website (www.nimasa.gov.ng)  Go to the Ship Registry Unit, click on the service that you want to obtain, download the checklist for the instructions and submit your written application to the Head Nigerian Ship Registry Unit.  Note that the cost of registration varies and is dependent on the tonnage of the vessel. Please download the vessel registration fees on the website.	All time-lines are indicated on the checklist	(a) N100,000 (b) (c) (d)  Please download the fees and cost of each service you wish to obtain on the website of NIMASA at www.nimasa.gov.ng from N100,000 (depending on tonnage of vessel).

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2.	(a) Registration of shipping companies/agents. (b) Renewal of shipping companies registration. (c) Facilitating the ratification of international maritime convention and protocols. (d) Facilitating the ratification and domestication of international labour conventions and protocols.	Legal Services Unit	All intending Customers and Stakeholders	Submission of all necessary documents and payments of the appropriate fees.	Forty-eight (48) Hours.	



SERVICE PROVISION AND DELIVERY						
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3.	<p>(a) Processing and enforcement of 3% statutory levy on international freight</p> <p>(b) Processing of Sea Protection</p> <p>(c) Promotion of domestic and international shipping</p>	Shipping Development	Shipping Agents	Submit the vessel manifests at the designated submission service window.	24 Hours	<p>(a) \$ 3% of cost of freight charge and calculation is based on the existing benchmark.</p> <p>(b) \$0.15-\$0.30/GT depending on tonnage of vessel/ voyage (foreign) and N250/ GT-N500/ GT (flag/annum)</p> <p>(c) Free</p>

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4.	<p>(a) Issuance of manning certificates</p> <p>(b) Issuance of stevedoring license.</p> <p>(c) Registration of terminals jetties and platforms.</p> <p>(d) Registration of seafarers</p> <p>(e) Flag state certification of MLC2006 vessels.</p> <p>(f) Flag and Port state inspection of vessels for MLC2006 compliance.</p> <p>(g) Training of dockworkers and seafarers.</p> <p>(h) Collection of 0.5% stevedoring charges.</p>	Maritime Labour Services Department	All Customers	<p>Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> and download the checklist and follow the instructions.</p> <p>Not all documents needed are online.</p>	Twenty four (24) Hours.	<p>(a) N750,000</p> <p>(b) N750,000</p> <p>(c) N750,000</p> <p>(d) N50,000</p> <p>(e) (N150,000 – N300,000) depending on tonnage</p> <p>(f) Free</p> <p>(g) Free</p> <p>(h) See benchmark</p>

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5.	(a) Issuance of Notice of Eligibility and conduct for examination Certification of Seafarer.	MSSSD	All intendidg Ship Owners.	Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> for checklist or contact the department or Call 016309590	28 days to allow for adequate verification and investigations	N26,300 - 00W ENG NCV N34,300- DECK NCV N40,300- DECK UNLTD N42,000 - 2ND ENGR < 3000KW N50,000- 2ND ENGR> 3000KW N45,500 CHIEF MATE< 3000GT N50,000 CHIEF MATE> 3000GT N50,000 CHIEF ENGR <3000GT N61,000 CHIEF ENGR> 3000GT N50,000 MASTER <3000GT N61,000 MASTER >3000GT

SERVICE PROVISION AND DELIVERY						
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	Condition Survey of vessels for Flag Registration				Within 48 hrs of payment	Dependent on the gross tonnage of the vessel as stated in approved NIMASA tari
	Plan & Specifica- tion approval of ships					
	Statutory Surveys for issuance of Cargo Ship Safety Equipment and Cargo Ship Safety Radio Certificates				Within 48 hrs of payment	Dependent on the gross tonnage of the vessel as stated in approved NIMASA tari
	Issuance of Safety Management Certificate				Within 48 hrs of payment	Dependent on the gross tonnage of the vessel as stated in approved NIMASA tari
	Ship security plan under ISPS code Safe Manning Certificate Doc- ument of Com- pliance Issuance of authorization letters to stakeholders				24 Hours 24 Hours 24 Hours 24 Hours	N108,000 N144,000 N108,000 N108,000 N108,000 N108,000 N108,000 Stated in approved NIMASA Tari
	Flag state verifi- cation acceptance document					
	Continuous Syn- opsis Record Dry dock extension					

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	Issuance maritime mobile identity numbers Issuance of ship call signs Endorsement of Foreign COCs Authorisation granted to ships and maritime facilities GMDSS/GOC Certificate en- dorsement Revalidation of Nigerian GMDSS/ COC Issuance of seafarers training record book Initial Accredita- tion and Inspection of Maritime Institutions  Accreditation of courses Issuance of Certificate of				24 Hours  2-4 weeks          48 hours  48 hours 48 hours 60 days N/A	N72,000  N2,500,000 N75,000 -OOW DECK /ENGINE N95,000- CHIEF MATE/2ND ENGR N115,000 -MASTER / CHIEF ENGR N180,000  N21,000  N21,000 N10,000 N360,000 N80,000 per course



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	Discharge Log in of entry into the discharge book Issuance of ocail logbook Certificate of dis- charge (temporary Discharge)				24 hours 24 hours 24 hours 24 hours	N12,000 N1,200 per entry N12,000 N1,000
6.	(a) Marine Accident and Incidence Investi- gation	Marine Accident Investiga- tion Unit	Marine			
7.	Supervision and Implementation of Maritime Search and Rescue (SAR) Emergency Response	Search and Rescue (SAR)	Maritime transport users	Call NIMASA SAR Emergency Numbers	Instanta- neous	
8.	(a) Advice on development of Port Facilities and Ship Security plan.  (b) Reg- istration of guard force guards.	Search and Rescue (SAR)	Port Facilities and Ship owners and Maritime Security firms.	Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> and download the checklist for the service required and follow the instructions given, or call 016308590	Port Facilities and Ship owners and Maritime Security firms.	(a) N500,000 (b) N400,000

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9.	(a) 2% Cabotage Levy	Cabotage Services		Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> and download the approved benchmark for guidance or Call 016309590		20% of the cost of contract executed
10	<p>Issuance of International Oil Pollution Prevention(IOPP) Certificate</p> <p>Issuance of International Air Pollution Prevention(IAPP) Certificate</p> <p>Issuance of International Anti-Fouling Systems (AFS) Certificate</p> <p>Issuance of International Ballast Water Management (BWM) Certificate</p>	Maritime Environment Management Department	All Stake-holders	<p>Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> and download the checklist for each service and follow the procedure indicated on the checklist, or call</p> <p>016308590</p> <p>Note that rates are inclusive of application, authorization and</p>		<p>N150,000 - N250,000</p> <p>N150,000 - N250,000</p> <p>N150,000 - N250,000</p> <p>N150,000 - N250,000</p> <p>N200,000 - N1,000,000</p> <p>N200,000 - N1,000,000</p> <p>N200,000 - N850,000</p>

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	Garbage Manage- ment Plan (GMP)	Maritime Environ- ment Man- agement Depart- ment	All Stake- holders	inspection fees  Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> and download the checklist and require- ment for each service and follow the procedure indi- cated on the		N200,000 - N850,000
	Issuance of Shipboard Oil Pollution Emergency Plan (SOPEP)					(Fresh) N180,000 - N300,000
	Issuance of Civil Liability Certificate for oil pollution damage					N120,000 - N160,000
	Civil Liability for Bunker Oil Pollution Damage Certificate					(Fresh) N180,000 - N300,000 (Renewal)
	Issuance of Civil Liability Certificate for wreck removal					N120,000 - N160,000 (Fresh)
	Civil Liability for Bunker for Non- Conventional Vessels					N180,000 - N300,000  (Renewal) N120,000 - N160,000
	Civil Liability for Wreck for Non- Conventional Vessels					(Fresh) N100,000 - N120,000 (Renewal) N50,000
	Nigerian Oil Pol- lution Prevention Certificate					(Fresh) N100,000 (Renewal) N50,000

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	International Mar- itime Dangerous Goods (IMDG) Certificate of compliance Ship Board Energy Efficiency Management Plan-Part Approval (SEEMP-I) International Energy E ciency Certificate (IEEC) Nitrogen Oxide Technical File Approval (NOx- Tech.) International Pol- lution Prevention Certificate for Car- riage of Noxious Liquid Substances In Bulk (INLSB) International Sewage Pollution Prevention (ISPP) Certificate Oil Discharge Monitoring Equip- ment (ODME) Exemption Oil Filtering Equipment (OFE) Exemption	Maritime Environ- ment Man- agement Depart- ment	All Stake- holders	checklist, or call 016308590  Note that rates are inclusive of application, authorization and inspection fees. Visit <a href="http://www.nima-sa.gov.ng">www.nima- sa.gov.ng</a> and download the checklist and requirement for each		N150,000   N150,000 - N250,000  N375,000 N250,000 N250,000 N150,000 - N250,000  N150,000 - N250,000  N600,000  N600,000  N600,000

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	Ballast Water Management Ex-emption (BWME) Ballast Water Management Ex-emption (BWME) Oil Record Book Part I (Machinery Space Operation) (ORBI) Oil Record Book Part II (Cargo/Bal- last Operations) Garbage Record Book - Part I Garbage Record Book - Part II Ballast Water Record Book Fuel Oil Non-Avail- ability Report Template (FONAR) Ship Scrapping Facility Permit (SSFP) Ship Scrapping Permit (SSP)	Maritime Environ- ment Man- agement Depart- ment	All Stake- holders	service and follow the procedure indi- cated on the checklist, or call 016308590  Note that rates are inclusive of application, authorization and inspection fees. Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> and download the checklist and requirement for each service and		N600,000  N600,000 N50,000 N50,000 N50,000 N50,000 N20,000 N2,600,000 N650,000- N10,350,000 (Application fee) N100,000 (Inspection fee) N250,000 – N500,000 N250/TON

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	Ship Wreck Removal Permit (SWRP) Decanted Water Discharge Permit (DWDP) FPSO Produce Water Discharge Permit Dumping Permit (DP) Dumping Fee			follow the procedure indicated on the checklist, or call 016308590 Note that rates are inclusive of application, authorization and inspection fees.		N250/TON  (Application fee) N250,000 (Processing fee) N350,000  N600,000  (Application fee) N350,000 (Processing fee)  N1,350,000 (Application fee) N600,000 (Processing fee) (Processing fee) N10,00 0,000 N10,600 ,000 (Processing fee) N100, 000/ 1000m3 N100,000 /1000m3

SERVICE PROVISION AND DELIVERY						
S/ N	SERVICES	DEPART- MENT / UNIT RESPON- SIBLE	WHO IS THE CUS- TOMER	CUSTOMER OBLIGATIONS/ REQUIRE- MENTS FOR ACCESSING SERVICE	TIME- LINE FOR DELIV- ERY OF SERVICE	COST
	<p>Dredging Permit (DRP)</p> <p>Standard Operating Procedures for IMDG</p> <p>Provisional Permit to issues</p> <p>Non-P&amp;I Club Blue Card to Nigerian Flag Vessels.</p> <p>for fresh appli- cation Validity is 1 year</p> <p>Upon Renewal validity becomes 3 years</p>	Maritime Environment Management Department	All Stake-holders	<p>Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> and download the checklist and require- ment for each service and follow the procedure indicated on the checklist, or call 016308590</p> <p>Note that rates are inclusive of application, authorization and inspection fees.</p>		<p>(Inspection fee)</p> <p>N500,000</p> <p>(Processing fee)</p> <p>N1,100,000</p> <p>N10,600,000</p> <p>(Application fee)</p> <p>N750,000</p> <p>N1,000,000</p> <p>N100,000</p> <p>N200,000</p> <p>(Permit fee)</p> <p>N700,000</p> <p>N900,000</p> <p>International Companies</p> <p>(Application fee)</p> <p>(Inspection fee)</p> <p>N100,000</p> <p>N200,000</p> <p>(Permit fee)</p> <p>N700,000</p> <p>N900,000</p> <p>Indigenous Companies</p> <p>(Application fee)</p> <p>(Inspection fee)</p> <p>N100,000</p> <p>N200,000</p> <p>(Permit fee)</p> <p>N400,000</p> <p>N600,000</p> <p>Indigenous Companies</p> <p>(Application fee)</p> <p>(Inspection fee)</p> <p>N100,000</p> <p>N200,000</p> <p>(Permit fee)</p> <p>N400,000</p> <p>N600,000</p>

SERVICE PROVISION AND DELIVERY						
S/ N	SERVICES	DEPART- MENT / UNIT RESPON- SIBLE	WHO IS THE CUS- TOMER	CUSTOMER OBLIGATIONS/ REQUIRE- MENTS FOR ACCESSING SERVICE	TIME- LINE FOR DELIV- ERY OF SERVICE	COST
	Submarine Cable Corridor Permit (SMCCP)	Maritime Environ- ment Man- agement Depart- ment	All Stake- holders	Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> and download the checklist and requirement for each service and follow the procedure indicated on the checklist, or call 016308590  Note that rates are inclusive of application, authorization and inspection fees.		\$0.3 PER LINEAR METRE OF CABLE
	Pipeline Corridor Permit (PCP)					\$1.5 PER LINEAR METRE OF PIPELINE
	O shore Power Barge Permit (OPBP)					N5,000,000
	Sea Protection Levy (per call for foreign vessels)					\$0.15 \$0.25 \$0.30 \$0.30
	Sea Protection Levy (Annual for Nigerian Flag Vessels)					N500 N3500 N300 N250
	Sea Protection Levy On Offshore Oil Installations					N15M/Year N10M/Year
	Offshore Waste Reception Facility Levy on Offshore Vessels					N1,500/ CUBIC METER OF LENGHT 0.25 0.10 0.075



SERVICE PROVISION AND DELIVERY						
S/ N	SERVICES	DEPART- MENT / UNIT RESPON- SIBLE	WHO IS THE CUS- TOMER	CUSTOMER OBLIGATIONS/ REQUIRE- MENTS FOR ACCESSING SERVICE	TIME- LINE FOR DELIV- ERY OF SERVICE	COST
	Forgery of Certificate	Maritime Environment Management Department	All Stakeholders	Visit <a href="http://www.nimasa.gov.ng">www.nimasa.gov.ng</a> and download the checklist and requirement for each service and follow the procedure indicated on the checklist, or call 016308590 Note that rates are inclusive of application, authorization and inspection fees.		N5,000,000 N1,000,000
	Ship Operating with no Marine Environment Statutory document on board					N10,000,000
	Non Reporting of Marine pollution incidences					N500,000 N10,000,000 & above
	Failure of ship Master to keep an entry into the official Record Book					N10,000,000 & above
	Dumping Garbage/Litter					N10,000,000 & above
	Dumping Sewage					N10,000,000 & above
	Dumping of Dirty Ballast					N10,000,000 & above
	Dumping of Ballast Sediment					N10,000,000 & above
	Dumping of Oily waste					N10,000,000 & above
	Dumping of Noxious Liquid Substance					N10,000,000 & above







## **COMPLAINTS/GRIEVANCE REDRESS MECHANISM**

We encourage all our customers to forward feedback in form of Complaint, Suggestions or Compliments to enable us sustain provision of quality services.

Complaints Enquiries, Comments and Suggestions are welcome through the following:

- i. By physically going to the particular Services Desk where services failed.
- ii. By Contacting the SERVICOM Committee Member of the Service Windows where services failed.

All complaints would be attended to within 24 Hours. We guarantee confidentiality.

### **CALLING:**

Please call this Telephone Numbers for

- Enquiries on Maritime Services 02016309590

### **WRITING:**

Submit Complaints/Suggestions through Complaints/Customer Service Kiosks.

### **ATTENTION:**

Head, SERVICOM Unit OR  
Customer Care/Complaints/Service Kiosk,  
2 Floor, NIMASA HQ, MARITIME HOUSE, 4 Burma Road,  
Apapa. Lagos, Lagos State.

### **EMAIL:**

Customer/stakeholders can reach us through

- Information – [info@nimasa.gov.ng](mailto:info@nimasa.gov.ng)
- Complaints – [complaint@nimasa.gov.ng](mailto:complaint@nimasa.gov.ng)



***Self Service Customer Feedback Kiosk***

## **EXPECTATIONS AND OBLIGATIONS**

The Service Charter will stimulate continuous improvement in service delivery by promoting principles of quality service delivery in the Agency through the inculcation of concepts of transparency, accountability and responsiveness. Implementing the Service Charter provisions will help link target setting to performance management and annual reporting. It will ensure wider public involvement in the setting and monitoring of service delivery standards and empower customers to demand that the standards be met.

The commitments made by the Agency in this Service Charter will raise the quality of service delivery and enhance customer focus. A Customer focused public service orientation will lead to improved public perception.

The Agency is committed to providing its customers/stakeholders with efficient, reliable, affordable, safe competitive market environment at each point of service delivery. We in this respect therefore commit ourselves to:

- i. Be polite, helpful and professional in all our dealings with customers/stakeholders.
- ii. Taking all opportunities available to inform our customers on current and upcoming services and facilities.
- iii. Anticipate customer demands and create new opportunities for the delivery of our services.
- iv. To advocate and practice a culture of continuous improvement of systems and processes.
- v. Ensuring all customers/stakeholders are treated fairly and with the utmost respect. We shall at all times wherever possible try to devise innovative ways to deliver our service.

## **MANAGEMENT**

The Executive Management of the Agency supports proactive changes in work-plans and process, thus,

## **STAFF**

- i. Every staff is expected to welcome, listen to and serve the Agency's customers promptly and excellently on "first come, first served" basis.
- ii. Staff are not expected to collect tips, gift of any form from customers before or after service is rendered.
- iii. Every staff is expected to display their identity cards while on duty for ease of identification and be punctual to delivering service to the Agency's customers.
- iv. Making use of provided working tools for quality service delivery to the set standards and clear operational guidelines.
- v. Timely payment and processing of contractors bills to facilitate effective turn-around-time. Demonstrate superior customer service at all times, show technical/professional competence while attending to or serving the Agency's customers.
- vi. Showcase thorough knowledge and expertise of all our functions through data collections and research to enhance quality service delivery.

## **STAKEHOLDERS**

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

- i. Treating the Agency staff with courtesy and respect.
- ii. Abiding by the regulations governing the operations at the Agency.
- iii. Providing accurate information and complete documentation where applicable to ensure efficient and fast service.
- iv. Suggesting ways to improve our services to you.
- v. Providing the Agency with adequate feedback on service delivery through various channels e.g. Agency website, suggestion boxes.
- vi. Shipping Companies are expected to submit their Cargo Manifest and other necessary documents for Levies, Tariffs and fees at least 48 hrs before the arrival of the Vessel.
- vii. Shipping companies are expected to declare the quantity of Cargo on board their Vessels and also the route of the Cargo's origin.
- viii. Customers should pay their bills within 24 hrs. of receipt of the bills.

- ix. Customers should duly register their Cabotage Vessels with the Agency before operating in Nigerian Territorial Waters.

## **STAKEHOLDERS PARTICIPATION/CONSULTATION**

The Agency organizes stakeholders' fora as a feedback mechanism and a way of improving its Service delivery. Customers are also administered feedback questionnaires at frontdesk at operational areas of the Agency. Feedback is also conducted by the Maritime Stakeholders Experience Centre through calls as well as through electronic mails.

The Servicom Unit also conducts targeted quarterly feedback at operational areas. Similarly,

- i. periodic meetings are conducted with Shipping Companies/ Agents, Banks, Primary Lending Institutions, Insurance Brokers, and Maritime Training Institutions etc.
- ii. Daily Berthing Meeting, Periodic Reconciliation Meetings with Shipping Agents
- iii. Maritime Stakeholders' Consultative Forum Periodic Agency's Management meetings with both Internal and external Customers.

## **PERFORMANCE MONITORING, REPORTING AND PUBLISHING**

The SERVICOM Unit shall be responsible for monitoring the implementation of this Service Charter to ensure compliance with all of its provisions and directives. This involves evaluating the Charter, monitoring compliance with service standards and ensuring that standards of service are improved upon from time to time.

- i. This Charter was subjected to evaluation by SERVICOM Headquarters (Presidency) to ensure that it meets the specified standard, before publication.
- ii. Charter Compliance Evaluation: The SERVICOM Unit will undertake comprehensive evaluation of the services of Agency every two (2) years to determine compliance with the service delivery standards promised by the Agency.
- iii. Monitoring of Service Delivery timelines will be done through



- analysis of data collated at the service windows to ensure compliance with Service Level Agreements.
- iv. Periodic surveys will also be carried out on internal and external customers to assess the level of satisfaction with services rendered.
  - v. The Agency's Annual Report and SERVICOM (Presidency) Compliance Evaluation Report shall be made available on the Agency's website ([www.nimasa.gov.ng](http://www.nimasa.gov.ng)).

## **EXISTING LIMITATIONS**

The commitment to make NIMASA a model Maritime Administration is total. The ongoing continuous improvement in service delivery aimed at rendering excellent services is a journey to which NIMASA is totally committed to. Operationalizing this Charter requires the cooperation of all stakeholders'.

We urge all our esteemed stakeholders to ensure that they fulfill their own obligations as conditions precedent before they apply for a service as the Agency's duty is limited by the authenticity of the documents tendered by the customers.

## **REVIEW OF SERVICE CHARTER**

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

We shall welcome comments and suggestions in helping us address any observed inadequacies.

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









# DO YOU WANT TO INVEST IN THE BLUE ECONOMY? CONTACT NIMASA



## CONTACT INFORMATION

Nigerian Maritime Administration and Safety Agency (NIMASA)

**MARITIME HOUSE:** 4, Burma Road, Apapa, Lagos State.

Maritime Stakeholders Experience Contact Centre

**Linkedin:** Nigerian Maritime Administration and Safety Agency

**Facebook:** NimasaOfficial@facebook.com

**Instagram:** @nimasaofficial

**Youtube:** nimasaofficial

**Telephone** Contact Centre 02016309590

**Website:** [www.nimasa.gov.ng](http://www.nimasa.gov.ng) | **E-mail:** [info@nimasa.gov.ng](mailto:info@nimasa.gov.ng)

