



NIGERIAN CONTENT DEVELOPMENT AND MONITORING BOARD

NCDMB SERVICE CHARTER

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ABBREVIATIONS

NAMES	MEANING
NCDMB (The Board)	Nigerian Content Development and Monitoring Board
NOGICD Act 2010	Nigerian Oil and Gas Industry Content Development Act 2010
ITT	Invitation To Tender
NOGIC JQS	Nigerian Oil and Gas Industry Content Joint Qualification System
NCDF	Nigerian Content Development Fund
NCNC-REM	Nigerian Content Non-Compliance Remediation
RA	Reform Agents
RC	Reform Champion
NOGOF	Nigerian Oil and Gas Opportunity Fair
PNC	Practical Nigerian Content
R&D FAIR	NCDMB R&D Fair and Conference
CSW	Customers Service Week

1.0 INTRODUCTION

The Nigerian Content Development and Monitoring Board (NCDMB) is a Federal parastatal under the Ministry of Petroleum Resources. It was established in April 2010 under the Nigerian Oil and Gas Industry Content Development (NOGICD) Act 2010. NCDMB is established primarily to drive the development of Nigerian content in the Nigerian oil and gas industry, review and approve Nigerian content plans, supervise, coordinate, monitor and implement Nigerian content and carry out other related matters to deepen Nigerian Content in the Oil and Gas Industry.

The NOGICD Act makes it mandatory for all regulatory authorities, operators, contractors, subcontractors, alliance partners and other entities involved in any project, operation, activity or transaction in the Nigerian oil and gas industry to consider Nigerian content as an important execution.

NCDMB has its head office in Yenagoa, Bayelsa State with Five (5) zonal offices across the oil producing states of, Akwa Ibom, Abia, Cross River, Rivers, Edo, Imo, Delta, and Ondo States. It is headed by an Executive Secretary, who is the Chief Executive Officer responsible for the day-to-day administration and operation of the Board.

1.1 PURPOSE OF SERVICOM CHARTER

The purpose of this Charter is to describe what NCDMB does, how it operates and how it intends to provide effective service to Nigerian citizens and stakeholders in the oil and gas industry in line with its statutory mandate and in fulfillment of the Federal Government's desire for improved service delivery through the various Ministries, Departments and Agencies (MDA) of government.

The Charter also describes the feedback mechanism in the event of service failure to ensure continuous improvement in the Board's performance or service delivery.

1.2 MISSION

The mission of NCDMB is to promote development and utilization of in-country capacities for the industrialization of Nigeria through the effective implementation of Nigerian Content Act".

1.3 VISION

The vision of NCDMB is to be the catalyst for the industrialization of the Nigerian Oil and Gas Industry and its linkage sectors.

1.4 NCDMB CORE VALUES

NCDMB values and promotes high ethical standards as a responsible public service organization, and it is committed to transparency, efficiency, responsiveness and Integrity hinged on our core values include:

Passion

Professionalism

Patriotism

Integrity

Creativity

Team spirit

1.5 OUR CORE MANDATE

The core mandate of the NCDMB include:

1. To review, assess and approve Nigerian Content Plan and reports submitted by operators to the Board.
2. To issue Certificate of Authorization for approved projects and operations in the Nigerian oil and gas industry.
3. To make procedures, issue guidelines and set minimum local content level for projects and operations in the Nigerian oil and industry.
4. To carry out targeted capacity building interventions to fill identified human and infrastructure gaps in the Nigerian oil and gas industry.
5. To collect and manage the Nigerian Content Development Fund (NCDF) for the growth and advancement of indigenous capability in the Nigerian oil and gas industry.
6. To establish, maintain and operate an e-market place and Nigerian Oil and Gas Industry Content Joint Qualification System (NOGICJQS) in conjunction with industry stakeholders.
7. To monitor Nigerian Content Compliance by operators and service providers in terms of cumulative spend, employment creation and sources of goods and services utilized in projects and operations in the Nigerian Oil and Gas industry.
8. To conduct studies, research, investigations, workshops, and trainings aimed at promoting Nigerian Content in the Nigerian oil and gas industry.
9. To supervise, coordinate, administer, monitor compliance, and manage development of Nigerian content in the Nigerian Oil and Gas industry.
10. To support indigenous service providers to develop required capabilities and capacities to deepen Nigerian Content participation in the oil and gas industry.
11. To collaborate with other agencies of Government on matters related to Nigeria content implementation in the Oil and Gas industry.
12. To organize conferences, workshops, seminars, symposia, trainings, roadshows, and other public education to create relevant awareness about Nigerian Content Philosophy, Implementation, Legislation, Regulation and Guidelines.
13. To implement the provision of the NOGICD Act as well as Regulations made by the Minister pursuant to the Act.

14. To ensure that Nigerian Indigenous Operators are given first consideration in the award of oil blocks, oil lifting licenses and in contracts to be awarded for any approved project or operation in the Nigerian Oil and Gas industry.
15. To ensure that exclusive consideration is given to Nigerian Indigenous service companies with evidence of asset ownership and requisite capacity in the award of contracts for drilling services in land and swamp of the Nigerian Oil and Gas industry.

2 SERVICES RENDERED BY NCDMB

Details of the services rendered by the Board are seen in the attached SLA

3 OUR CUSTOMERS/ STAKEHOLDERS

Our stakeholders (customers) include;

- International Operating Oil Company (IOC)
- Marginal Field Operators (MFOs)
- Nigerian indigenous E & P Companies
- National Oil Operating Company (NOC)
- Service Companies
- Oil & Gas Host States
- Host Communities
- Youth Bodies / Associations
- Governments

4 OBLIGATIONS TO STAKEHOLDERS

We commit to the following obligation toward our stakeholder, that is

- Clear explanation of Nigerian Content requirements and processes.
- Prompt feedback and polite responses to all inquiries about Nigerian Content issues in the oil and gas industry.
- Fair, efficient, and transparent services to all operators, service providers and other stakeholders in the Oil and gas industry.
- Consistency and equal treatment in the implementation and enforcement of Nigerian content Regime.
- Honest assessment of Nigerian Content Performances of operators and service companies.
- Honest and objective evaluation of Nigerian Content Levels and weight in bids submitted.
- Openness and transparency to relevant information about NCDMB operations, processes, Laws, Regulations and Guidelines.
- Prompt and precise Timely feedback with reasons for decisions taken by the Board.
- Timely investigation and feedback to reported acts of service failure.
- Cordial relationship.
- Apply Integrity and Professionalism in all NCDMB activities

5 CUSTOMERS / STAKEHOLDERS OBLIGATIONS

To serve our customers/ stakeholders effectively and efficiently, NCDMB expects the following from stakeholders.

- ✓ To accord NCDMB staff with respect to every interaction.
- ✓ Report service failures promptly and accurately through NCDMB complaint channels.
- ✓ Observe and follow prescribed procedures.
- ✓ Submit required reports within stipulated time and in the agreed format.
- ✓ When in doubt seek clarification and help.
- ✓ To deal only with staff of the Board and to follow official channel, not agent or touts seeking required approvals while requesting services from NCDMB.
- ✓ Be punctual at meetings.
- ✓ Respond promptly to all requests from the Board and provide accurate information in reports submitted to the Board.
- ✓ Comply with all operational Guidelines, Regulations and Directive of the NCDMB in addition to the provisions of the NOGICD Act.
- ✓ Provide service improvement suggestions and file complaints in the required manners through designated medium and officers of the Board as shown in this Charter and NCDMB SERVICOM Reform Agents.
- ✓ Promptly remit Nigerian Content Development levy required for every project, operation, activity or transaction in the upstream sector of Nigerian oil and gas sector.

6 MONITORING AND REPORTING OF PERFORMANCE:

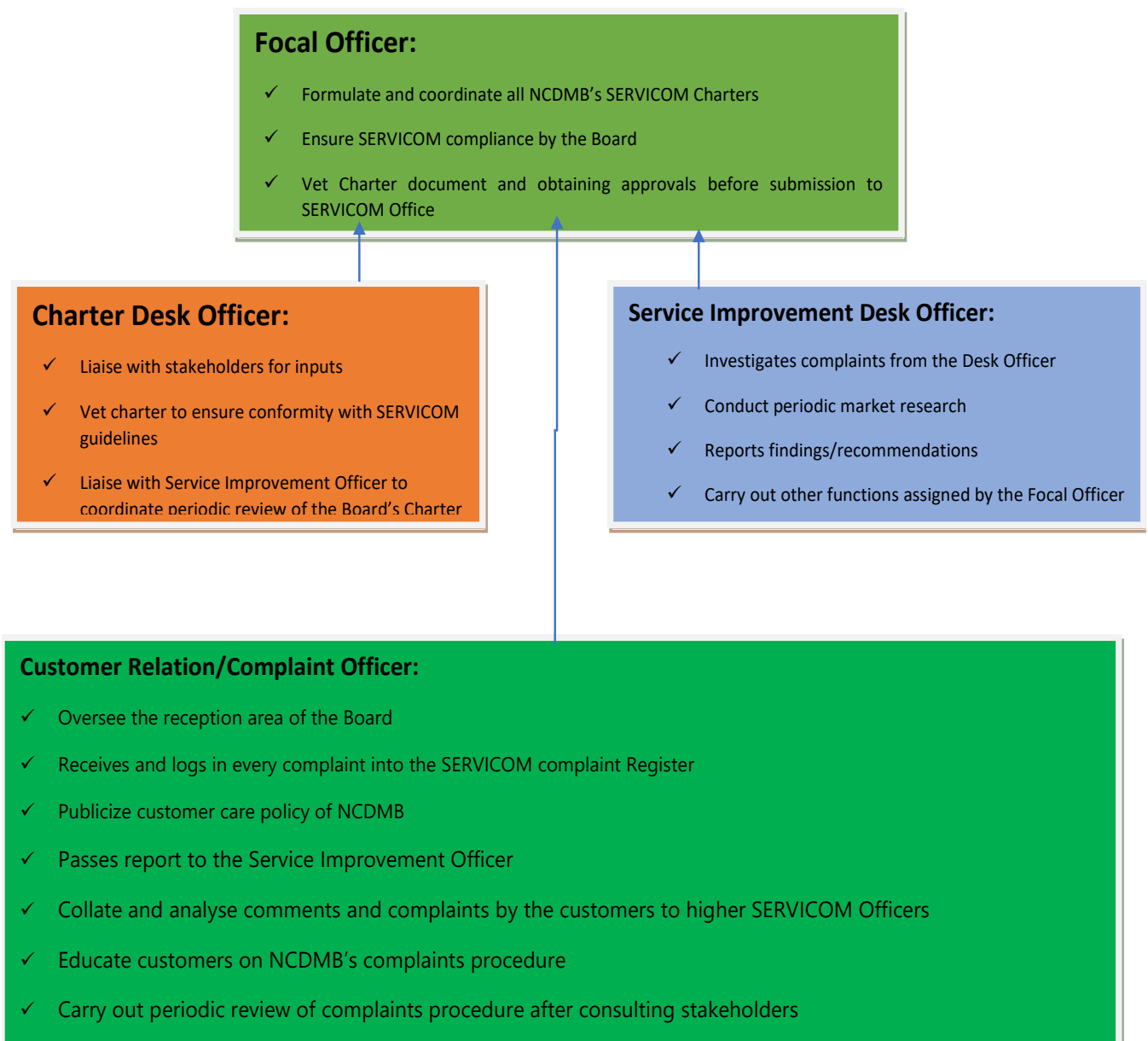
The Nigerian Content Development and Monitoring Board (NCDMB) will monitor and track performance of these services through the following mechanism:

- Monthly collation and analysis of complaints and feedbacks.
- Monthly performance Appraisal (MPA) meeting of the local service frontlines.
- Quarterly Performance Appraisal (QPA) meeting of the SERVICOM Committee and the Focal officer.
- Publication of Annual Performance Report of SERVICOM Unit in the Board's website and printed form.
- Trend analysis and other reports

7.1 NCDMB COMPLAINTS ESCALATION FRAMEWORK

The SERVICOM UNIT is designated to receive, document, investigate and resolve all complaints based on the following organogram:

Below is a Schematic description of NCDMB Complaint Reporting Procedure



7.2 REMEDIAL PROCEDURE

LEVEL 1

- Where a complainant is not satisfied with how the complaint was handled at the two levels of intervention above, the complainant is at liberty to file fresh report to the Director detailing the misgivings or failures observed at both levels 1 & 2 interventions.
- Reporting any complaint to the nearest **SERVICOM** window in NCDMB, which shall be through a **SERVICOM Desk Officer sitting in NCDMB Head Office or any of our liaison offices.**
- Communicating Board's intended action to address the complaint to the complainant within 5 working days from the date it was acknowledged.
- Communicating how the complaint(s) was handled to the complainants within 2 weeks through a feedback system.

LEVEL 2

- Complainant who is not satisfied on how the complaint was resolved or handled may proceed to the Manager, SERVICOM Unit of NCDMB as the focal Person who can be reached on ``070000NCDMB`` and is expected to review the matter within 5 working days and send another feedback to the complainant.

LEVEL 1

- Where a complainant is not satisfied with how the complaint was handled at the two levels of intervention above, the complainant is at liberty to file fresh report to the Director detailing the misgivings or failures observed at both levels 1 & 2 interventions.

LEVEL 4

- If a complainant is not happy with the handling of a particular complaint by the Board through Levels 1, 2 & 3, the complainant may file a report to the Ministerial Nodal Officer of the Ministry of Petroleum Resources (MPR) for comprehensive review and intervention.

LEVEL 5

- In the unlikely event of a person not been satisfied with the handling of its complaint by the Ministerial Nodal Officer in the MPR, the same complaint may be submitted to The National Coordinator SERVICOM office, The Presidency, Federal Secretariat Phase III, Federal Ministry of Health Complex, First Floor, Central Business Area Abuja, FCT.

8 STAKHOLDERS ENGAGEMENT

- Stakeholders' Forum (Annual event)
- Nigerian Oil and Gas Opportunity Fair (NOGOF -Annual event)
- Practical Nigerian Content (PNC - Annual Event)
- NCDMB Research & Development Fair and Conference (R&D Fair – Annual event)
- Charter review sessions (Annual event)
- Customers Service Week (CSW – Annual event)
- Hosting of Ministerial SERVICOM Committee Meeting `Quarterly` (As advised by MPR)

9 SPECIAL NEEDS PROVISION

- The Nigerian Content Tower has provision for special needs which includes:
 - Special needs parking lot
 - Special needs toilets
 - Special needs elevator, handrails, and ramps
- Access to different languages on the Board`s website

10 EXISTING LIMITATIONS

- The charter is available on the Board's website and can be translated into multiple languages. However, the Board will also provide hardcopies of the charter in various languages for people who do not have access to the internet.

11 PERIODIC REVIEWS

- The annual charter review is used to compare the charter's actual performance to stated standards in order to identify areas for improvement.
- The date of next review is 15th of June 2022

12 APPENDIX

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