



PUBLIC AFFAIRS DEPARTMENT SERVICE CHARTER

INTRODUCTION

The Public Affairs Department is the image maker of the Commission. The principal goal of the department is to provide adequate and timely information in order to build cordial relationship between the Commission and its stakeholders, this includes Press, the National Assembly, Ministries, Departments and Agencies (MDAS) of Government; To ensure proper and better understanding of the Commission's policies, programmes and decisions among the special publics; To coordinate and also promote cooperation in areas of common interests between the Commission and those publics.

The department has three main units namely Corporate Communications, Legislative and Government Relations Unit, and Public Relations which also oversees Protocol and Event Management as a component. The Department of Public Affairs is also one of the departments that reports directly to the CEO obviously owing to its centrality to all activities of the Commission and indeed because it provides opportunity for the CEO to get timely and first-hand information about the Commission.

LOCATION

6TH Floor,

Nigerian Communications Commission

Plot 423 Aguyi Ironsi Street,

Maitama District,

Abuja. FCT

HEAD OF DEPARTMENT

Mr Tony Ojobo

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MISSION STATEMENT

To provide adequate information, build, promote and maintain mutually beneficial relationship between the Commission and its stakeholder in order to enhance better understanding, image and improved visibility for the Commission.

VISION STATEMENT

To be a reference point for excellent interface and liaison with our stakeholders and the general public.

SERVICE PROVISION

1. To inform and educate our various publics towards enhancing and sustaining a positive image for the commission.
2. To enlighten relevant stakeholders on the activities of the Commission
3. To ensure information flow amongst staff of the Commission.
4. To ensure prompt and timely update of information on the Commission's website.
5. To ensure that that relevant travelling documents of staff nominated for overseas training and conferences are promptly secured.
6. To provide efficient protocol arrangements and also ensure adequate financial and other logistic support are provided for the overseas training.
7. Prevention and management of crisis through the establishment and management of cordial relationship with Leadership and the secretariats of relevant committees of the National Assembly.
8. Sustenance of cordial relationships with supervising ministry
9. Sustenance of cordial relationship with others MDA's and associated institutions.
10. Implementation of Servicom Charter and Principles in the commission.
11. Keeping stakeholders in the National Assembly abreast of the development in the telecom sector.
12. Meeting up with governmental and constitutional requirements on the implementation of the Commission's Projects.
13. To provide support for effective management of the Commission's events, programmes and engagements.

SERVICE DELIVERY

In discharging the above services the department promptly attends to customers and staff needs and enquiries

The department ensures at all times that services are discharged in consonance with the Commission's core values of integrity, excellence, professionalism responsiveness and innovation.

MONITORING AND PUBLISHING

The department periodically monitors customers perceptions of its services, feedbacks are evaluated with all observed lapses treated immediately.

DETAILS OF STAKEHOLDERS

1. Federal Ministry of Communication Technology
2. National Assembly
3. Federal Ministry of Foreign Affairs
4. MDAs
5. State and Local Governments
6. Nigerian Immigration service
7. Embassies and High Commissions in Nigeria
8. Retained Travel Agents
9. Commission's approved Hotels and Conference Centers
10. International telecommunication Conference Organisers
11. SERVICOM
12. Members of Staff
13. Human Capital Dept of the Commission
14. Event Managers
15. Consultants
16. Press Publication Houses
17. Newsprint and Electronic Media
18. Approved Corporate gifts producers
19. Approved Printers

EXPECTATION AND OBLIGATIONS OF CUSTOMERS, STAFF AND MANAGEMENT

CUSTOMERS

- Customer is expected to work with the Commission to establish clear expectations for the PR program and a clearly defined and timely approval process for materials.
- Customer is expected to maintain a constant flow of open, honest communication with the Commission to address opportunities and problems, as well as successes and concerns.
- Customers can expect to get materials and information that meet their needs from the Commission that they can trust.
- Customers' interests will be at the heart of how the Commission does business.
- Meeting customers' fair and reasonable expectations will be the responsibility of the Commission.

STAFF AND MANAGEMENT

- Management and staff as a basic requirement are bound to discharge their responsibilities completely and competently by keeping themselves abreast of the affairs of the Commission and the industry as well as the laws and regulations.
- Management and staff are bound to focus all energy on building an organization that will be deemed a good corporate citizen.
- Management and staff are bound to craft communications policies and oversee the development of all statements and news releases for the commission.
- Management and staff are bound to provide communications that must be clear, concise and relevant to the audience.

GRIEVANCE REDRESS MECHANISM

The department will acknowledge correspondents within 48 hours of receiving mails and will make effort to resolve issues within seven working days. Stakeholders are enjoined to seek redress by calling or preferably writing to the Nodal Officer whose details is listed below.

Hafsat Lawal

Government and Legislative Unit Room 606

Public Affairs Department

Nigerian Communication Commission

Plot 432 Agunyi Ironsi Street, Maitama, Abuja

STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

To help the department discharge its duties, customers are expected to:

- Be fully informed of the department's Service Charter.
- Follow the laid down procedures/channels for obtaining required services and information.
- Request/apply in good time to ensure necessary processing
- Organise Stakeholders forum on a quarterly basis for briefing on activities of the Commission and to get feedback.

SPECIAL NEEDS PROVISION

Industry Consumer Advisory Forum -The Forum's Objective

The Industry Consumer Advisory Forum (ICAF) acting in an advisory capacity, will make recommendations to the Nigerian Communications Commission (NCC) regarding the interests and concerns of consumers of ICT products and services including persons with Special Needs and the Elderly; to advice on protection from unfair practices as well as submit memoranda on and facilitate the review of the Consumer Code of Practice Regulations

NCC through its periodic program tagged "ICTs and Accessibility for Persons with Special Needs and the Elderly" facilitates connectivity to all Nigerians and particularly persons with Special Needs.

LIMITATIONS

1. Budget Constraint can hinder the achievement of the projects listed above
2. Lack of timely approval by management
3. Poor inter-departmental cooperation.

CHARTER REVIEW

As the department receives feedback and possible consultations with all stakeholders, this Charter will be reviewed annually to ensure it continues relevance and validity.

CONCLUSION

The department is poised to work with its stakeholders towards the growth and development of the Nigerian Telecom sector.