



**NIGERIAN INVESTMENT PROMOTION COMMISSION  
(NIPC)**

**Service  
Charter On  
Freedom of  
Information  
Act 2011 (FOIA)**



## The NIPC Service Charter on Freedom of Information Act 2011 (FOIA)

### The Service Charter



The Freedom of Information Act 2011 makes access to public records and information free and readily available.

The Act allows free and easy access to information contained in documents from Government Agencies, Parastatals, Federal Civil Service, Private and Public sectors etc.

The objectives of the Act also include:

- a. To protect public records and information to the extent consistent with the public interest and the protection of personal privacy
- b. To protect serving public officers from adverse consequences for disclosing certain kinds of official information without authorization and establish procedures for the achievement of those purposes.

### Services

- a. To provide day to day advice and support on the application of FOI issues promptly and timely
- b. To make sure requests are attended to effectively and efficiently

Our Stakeholders are assured of best service and confidentiality of all requests. Requests will be treated promptly and granted within the stipulated time in accordance with the provisions of the FOIA 2011. Stakeholders' will also be duly informed on requests for more time to provide information.



## Application Process



a. Send written and/or oral an application to:  
**The Executive Secretary/CEO**  
**Nigerian Investment Promotion Commission (NIPC)**  
**Plot 1181, Aguiyi Ironsi Street**  
**Maitama District, Abuja**  
**PMB 381, Garki, Abuja**  
**Attention: Head, Corporate Service Division**

- b. Upon receipt of application, the information will be retrieved from the relevant department, division and unit
- c. Application will be processed in accordance to laid down procedures and *the applicant might be required to pay a stipulated amount for the document sought, if need be.*
- d. Within 7 days in accordance with the FOIA 2011, the applicant's request will be obliged. If there is need for extension of time, the stakeholder will be duly informed.

**Note:** The Request Should:

- i. clearly describe the documents you wish to access
- ii. state that you are requesting access under the FOI Act
- iii. include your contact details.

## How We Respond

- a. The A written/oral decision regarding requests to access information would be conveyed as soon as possible and within the stipulated 7days after being received.
- b. If the request involves personal or business information relating to a third party, views of the third party will be sought before the release of the information.
- c. In situations where the application will take longer than 7days to process, stakeholder will be informed and updated on the progress.
- d. Where a decision not to release some or all of the information requested is reached, reasons for such decision will be provided.



## Commitment to Stakeholders



The Committee is committed to delivering high quality service to our stakeholders and the public.

The following are our non-negotiable beliefs and guiding principles:

a. ***Excellence:***

As an investment facilitating agency, we seek to build a caring culture of excellence that fosters confidence, integrity and helpfulness to our customers from diverse and complex investment environments.

b. ***Client and Customer Focus:***

We endeavour to deliver service of exceptional quality to our clients/customers tailored to their unique needs.

c. ***Access:***

We serve stakeholders with a broad range of knowledge, skills, transparency and accountability.

d. ***Learning:***

Learning is transformative, personal and tailored to the needs and goals of the investment community.

e. ***Innovation:***

We continually expand our capacity to create high standards of performance through the vertical and horizontal relationship with the public and private sector

f. ***Teamwork:***

We believe that more can be achieved through working in teams than as individuals. We communicate and work across organizational and geographic boundaries to meet the ever-changing needs of our clients. Our teams have commitment to a common goal, clearly defined roles, complementary skills, flexibility, and trust.

g. ***Patriotism:***

We are committed to protect and preserve the image and integrity of Nigeria. We develop the best international relations with stakeholders and embrace internationally sustainable best practices.

h. ***Customer Service Standard:***

We will make every effort to ensure that the following standards are met:

- i. The Desk will open on working days: Monday-Fridays 8.00am-5.00pm. Break time is between 1.00pm to 2.00pm.
- ii. Acknowledge all written correspondence within 2 working days.
- iii. Respond to written correspondence within 7 working days of receipt.
- iv. Treat sensitive matters with utmost confidentiality.

## Monitoring and Review

- a. Monitor and measure our performance against standards set in this Charter and provide explanation when services rendered does not meet acceptable standards of quality, timeliness or accuracy
- b. Publish our performance in our Annual Report and other publications, which are available on request at the NIPC Head Office and the Zonal Offices. The publications will also be available on the NIPC website.
- c. The content of this Charter shall be published and made available to potential, new and existing clients of the Commission.
- d. We shall periodically review performances in line with best practises.



## Timelines



- a. Members are drawn from all departments, divisions and units
- b. Members serve as contact persons for swift responses to request
- c. All requests must be responded to within 48hours

## Feedback

Kindly provide feedback, recommendations, complaints and/or compliments to:

**The Executive Secretary/CEO  
Nigerian Investment Promotion Commission (NIPC)  
Plot 1181, Aguiyi Ironsi Street  
Maitama District, Abuja  
PMB 381, Garki, Abuja  
Attention: Head, Corporate Service Division**

