



**FEDERAL MINISTRY OF WATER RESOURCES**

# INTEGRATED AND FRONTLINE CHARTERS



**SERVICE  
CHARTER  
SERVICOM**

**MAY, 2018**



**FEDERAL MINISTRY OF  
WATER RESOURCES**

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**SERVICE CHARTER**

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## CONTACTS OF DEPARTMENTAL HEADS, UNITS & AGENCIES

S/N	NAMES	DESIGNATION	PHONE NO.	E-MAIL
1	A. S. Renkwar	Director, Human Resources Management	0803 315 4493	saaronrenkwar@yahoo.com
2	Dr. Hanafi Moriki Musa, FCNA, FNIM, FCTI, MFR	Director, Finance & Accounts	0803 701 1905	musahanafi613@gmail.com
3	Dr. Paul Adalikwu	Director, Planning Research & Statistics	0803 711 6005	padliki@gmail.com
4	Engr. D. M. Lawal, MNSE	Ag. Director, Dams & Reservoir Operations	0703 135 9462	lawadalmu@yahoo.com
5	Engr. Dr. E. A. Aderibigbe	Director, Irrigation & Drainage	0807 713 3688	pojelads@yahoo.com
6	Engr. Benson Ajisegiri	Director, Water Supply & PPP	0803 373 7149	bajisegiri1@yahoo.com
7	Mr. Awe, E. O	Director, Water Quality Control & Sanitation	0803 349 1324, 0802 856 8752	solaomoawe@yahoo.com
8	Engr. A. J. Ochigbo	Director, River Basin Operations & Inspectorate	0803 608 4809	adoyiochigbo@yahoo.com
9	Otelemate Olusanya (Mrs.)	Director, Reform Coordination & Service Improvement/ Servicom Nodal Officer	0803 435 6463	otelemateolusanya@gmail.com

10	Engr. J. B. Meseko	Director, Procurement	0803 311 3492	topeng461@yahoo.com
11	Mr. Peter N. Nwakpa	Director, Special Duties	0806 749 7251	pnnwakpa@yahoo.com
12	Otuyemi Joshua Adenowo	Director, Internal Audit	0809 504 9358	nowootus@yahoo.com
13	Gboyega Oyekanmi Esq.	Director, Legal Services	0803 5871 289	oyekanmi60@yahoo.com
14	Mr. E. P. Omokhudu	Director, General Services	0803 3305 330	enersepo@yahoo.com
15	Kenechukwu Offie (Mrs)	Director, Press & Public Relations	0803 317 4547	keneoffie@yahoo.co.uk; kennoffie@gmail.com
16	Engr. Gerald O. Osuagwu	Director, Water Resources, Planning, Technical Support Services	0803 453 1890	gosuagwu@hotmail.com
17	Mr. S.M. Babarinde	Deputy Director, Climate Change Unit	0803 703 4604	babarindesm@yahoo.com
18	Engr. Dr. E. A. Aderigbibe	Head, Anti-Corruption & Transparency Unit (ACTU)	0802 333 9055	pojelads@yahoo.com
19	Surv. Davidson I. George	Head, Survey Unit	0806 389 8078	daveizuu@yahoo.com
20	Mr. J. L. Shialsuk	Deputy Director, National Assembly Liaison.	0809 744 5582	1963lekum@gmail.com

21	Nkechi Ayogu-Eze (Mrs.)	Head, Gender & Human Rights Unit	0705 747 3855 0803 323 0042	nkechiayogueze@yahoo.co.uk
22	Moses Beckley	DG, NIHSA	0705 622 5359 0703 696 4834	moses.beckley@yahoo.com
23	Mr. R. A. Habu	ED, NIWRMC	0803 704 1066	reubenhabu55@gmail.com
24	Engr. D. M. Lawal	CD, GWMA	0703 135 9462	lawadalmu@yahoo.com
25	Engr. Tonye David-West	MD/CEO Niger-Delta RBDA	0803 341 1547	tdwhorsfall@yahoo.co.uk
26	Engr. Basse Nkposong	MD/CEO Cross-River/BDA	0818 203 2929	basseynkposong@yahoo.com
27	Rev. Michael I. Nwabufo	MD/CEO Anambra-Imo RBDA	0803 786 1797	mnwabufo@yahoo.com
28	Engr. Saliu O. Ahmed	MD/CEO Benin-Owena RBDA	0802 672 3260	bordai@yahoo.com
29	Dr. Adoh Khalid	MD/CEO HJRBDA	0803 786 5854	adokhalid@gmail.com
30	Engr. A. H. Muazu	MD/CEO Upper Benue RBDA	0703 872 1290	abuazu57@gmail.com
31	Engr. Mohammed Adra	MD/CEO Lower Benue RBDA	0802 762 7526	muhammedadra80@gmail.com
32	Prof. Abdulkarim M. Ali	MD/CEO Upper Niger RBDA	0909 989 8234, 0803 315 3491	mabumano@gmail.com; dralimohd@yahoo.co.uk
33	Engr. Aremu Adeniyi	MD/CEO Lower Niger RBDA	0803 537 6337	aremu_adeniyi@yahoo.com

I N T E G R A T E D   A N D   F R O N T L I N E   C H A R T E R S

34	Engr. Buhari B. Mohammed	MD/CEO Sokoto RBDA	0803 504 7683	buharimohammed286@gmail.com
35	Engr. Olufemi O. Odumosu	MD/CEO Ogun-Oshun RBDA	0803 330 6540	olufemiodumosu@yahoo.com
36	Dr. E. A. Adanu	ED, NWRI	0803 320 1074	adanuada@yahoo.com
37	Engr. Abba Garba	MD/CEO Chad RBDA	0803 509 0120	garba_abba@yahoo.com





## INTEGRATED CHARTER FOR FEDERAL MINISTRY OF WATER RESOURCES

### 1. INTRODUCTION

The Federal Ministry of Water Resources is charged with the responsibility of harnessing the water resources of the Country for growth and for socio-economic development of her Citizens. This entails the development, maintenance, improvement of water resources infrastructure and supply of water for all productive economic activities; including the conservation and protection of all fresh water ecosystems in the nation. This Charter document is the expression of the Ministry's commitment towards the delivery of services to the people and how the Ministry can be accountable for service efficiency or its failure. The Ministry is committed to deliver services through its shared mission and vision, goals and objectives, which are carried out by the Ministry's Departments, Agencies and Parastatals as postulated below:

### 2. VISION STATEMENT

To provide sustainable access to safe and sufficient water resources to meet the cultural, social and economic development needs of all Nigerians, for all uses, in ways that contribute to enhancing public health, food security, and Poverty alleviation while maintaining the integrity of fresh water ecosystems of the nation.

### 3. MISSION STATEMENT

To be the vehicle of the nation's integrated water resources management contributing optimally to the socio-economic activities of the nation through comprehensive planning,

facilitating and creating enabling environment for integrated conservation, development and management of various water uses, for the preservation of fresh water eco-system, adequate access to safe water and sanitation, production of sufficient food and provision of employment opportunities.

#### 4. SERVICES RENDERED

The Ministry functions through its Departments, Agencies and Parastatals, from where full details of service charter can be obtained.

The following is therefore only a summary of services rendered by the Ministry:

- (i) Undertake the planning, design, supervision and construction of large and small dams, along with downstream irrigation infrastructure development in the country,
- (ii) Develop policy framework for integrated water resources management for sustainable water resources programmes and projects.
- (iii) Develop institutional and management capacity in the water sector.
- (iv) Prepare and review of national water resources master plan,
- (v) Maintain National Water quality and standards by putting in place water quality monitoring network nationwide.
- (vi) Ensure food security through the development of Irrigation and Drainage infrastructure.
- (vii) Provide conducive atmosphere for maximization of the technical capacity in the ministry for service delivery in the water sector.



- (viii) Maintain Hydrological and Hydro-geological data and information on water
- (ix) in the public domain, through the assessment of water resources in terms of occurrence, quality, quantity, availability and their variability in time and space.
- (x) Prepare annual budgets and sourcing for funds for the implementation of water projects.

**5. LIST OF MINISTRY’S CUSTOMERS**

All Nigerians and people living in Nigeria are the Ministry’s customers. However, the Ministry deals with certain group of people on a more regular basis than the others, as follows: -

**5 (a) INTRA - MINISTERIAL CUSTOMERS**

- Members of staff of the Ministry;
- Agencies and Parastatals.

**5 (b) INTER -MINISTERIAL/GOVERNMENT CUSTOMERS**

- Other Ministries and Agencies of the Federal Government,
- The National Assembly, the Judiciary, States and Local Governments

**5 (c) EXTERNAL/ PUBLIC CUSTOMERS**

- Corporate organizations; National and International.
- Multilateral and Bilateral Institutions that do business with Nigeria, in terms of human development and health projects e.g. DFID, WORLD BANK, EUROPEAN UNION, JICA, ADB, UNICEF etc.
- Individuals.



- Water Sector Contractors, Consultants and other stakeholders in the sector.

**6. PERFORMANCE TARGETS/CUSTOMER EXPECTATIONS**

- Efficient and improved services from customer sensitive staff who man the various service delivery frontlines.
- Technical and Financial assistance from International bodies to be sourced within six months of every year for implementation of water projects.
- Regularly updated information on water resources development.
- Improved water supply for irrigation and other uses through development of functional dams.
- Annual provision of data on surface run-off and ground water for assessment of the Nation’s vast water resources potentials and provision of near real-time forecasting of extreme hydrological events.
- Regular supply of irrigation water during insufficient rainfall period and improved irrigation development.
- Increased access to water supply and sanitation to 100% of Nigeria’s population by 2030.

**7. OBLIGATIONS OF OUR CUSTOMERS**

- (i) Acquaint themselves with the Service Charter of the Ministry and those of its service frontlines.
- (ii) Follow approved procedures for obtaining required services by observing the guidelines of Public Procurement Act of Parliament.



- (iii) Attach all required or requested copies of information needed for processing requests for services.
- (iv) Make enquiries in a courteous manner.
- (v) Follow any one or a combination of complaints methods contained in the Charter of the service frontline of interest.

## 8. OBLIGATIONS OF STAFF

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

## 9. OBLIGATIONS OF MANAGEMENT

Providing conducive work environment, work materials and adequate funding.

## 10. COMPLAINTS METHODS AND PROCEDURES

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old

Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to

d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

## **11. STAKEHOLDERS' PARTICIPATION IN SERVICE PROVISION**

The Stakeholders in the Water Sector include, but not limited to the following:

- All water users;
- Water Contractors and Consultants;
- Water Engineers/Hydrologists/Hydro geologists;
- International Governments and Non-Governmental Organizations;
- National, States and Local Governments; and,
- Water Boards, Businesses and Individuals involved in the water sector.

The participation of stakeholders is very much an essential element in the provision of services in the Water Sector. However, the ministry serves as coordinator and facilitator in the process of integrating these various interests to yield positive results in terms of the provision, maintenance and preservation of fresh water ecosystems in the country. These include the organization/participation in Annual conferences



like: African Ministerial Conference on Water (AMCOW)

- National Council on Water Resources (NCWR)
- International Committee on Large Dams (ICOLD)
- International Committee on Irrigation and Drainage (ICID)
- Nigerian National Committee on Irrigation and Drainage (NINCID)
- Niger Basin Authority (NBA)
- Lake Chad Basin Commission (LCBC), etc.

At these meetings and conferences within the aforementioned Institutions, stakeholders exchange ideas and review policies and new technologies in the water delivery system.

## 12. LIMITATIONS

The enormity of problems in the provision of water for domestic and industrial uses in the country, seem to make the huge capital outlay inadequate. However, with time, the future is looking greener. Apart from time limitation which affects most of our projects, other limitations are as follows: -

- Inadequate Technical staff.
- Inadequate capacity building on new techniques in Water Resources development
- Lack of Budgetary provision commensurate with huge capital outlay, necessary to stem the problems of water resources development.

## 13. FUTURE OUTLOOK

The future looks bright for the Water Sector, with the expected 100% of water coverage of the population by 2030, from the

current access level of 69%.

**NEXT REVIEW** - It is expected that the Ministry's Service Charter will be reviewed every two years.

**EVALUTION OF PERFORMANCE** - Service delivery of the various Departments/Agencies is to be monitored and reported on quarterly by the Servicom division of FMWR.





## 1. LOCAL CHARTER FOR HUMAN RESOURCES DEPARTMENT

### 1. INTRODUCTION

The Department of Human Resources is one of the eleven (11) Service Departments in the Ministry of Water Resources.

Its services among others are: Appointment, Promotion, Conversion, Upgrading, Advancement, Discipline and Man Power Development; through training and re-training of the personnel of the ministry and creating a conducive atmosphere for the Technical and Non-Technical Departments to deliver specific services to the public and the nation as a whole.

It is indeed the Service Department that enables the other Technical Departments to operate successfully in delivering service to the public through welfare provisions.

This document is a charter that spells out the specific services that the Human Resources Department renders to the public and the other Technical Departments in the Ministry.

### 2. VISION STATEMENT

Apart from APPOINTMENT, PROMOTION, DISCIPLINE, IPPIS and WELFARE, the Department also provides the required support services needed to make the Ministry achieve its set objectives/goals of delivering services to the public; which is to provide safe water to meet the cultural, social and economic needs of Nigerians.

### 3. MISSION STATEMENT

To ensure that the services rendered by the Ministry through its relevant Technical Departments are efficient, transparent and prompt by providing the needed environment for their smooth operations.

#### 4. SERVICES RENDERED

- Enhance the Placement, appointment and promotion of staff, compilation of Nominal Roll through shortlisting, arrangement and conducting junior staff interview for Employment and Promotion (in the Ministry, Parastatals and Agencies).
- Ensure the training/re-training of staff in various Institutions locally and abroad to build and improve capacity, through provision of access to training of staff, by sourcing both local and international technical and financial aids for staff.
- Processing of staff retirement benefits and other welfare matters.
- Ensuring that all staff are captured on the IPPIS platform.
- Provision of affordable houses to staff through staff registration in the FISH programmes.
- Ensure quick processing/refund of all contributory National Housing Fund deductions to retirees by FMB.
- Ensure prompt payment of 1<sup>st</sup> 28days allowance to all newly employed/posted staff.
- Servicing of Senior and Top Management meetings.
- Preparation of Manpower Budget for the Ministry and defending same with OHCSF.
- Processing requests for waivers etc, from the OHCSF.
- Regularization of Appointments on behalf of Staff from FCSC.



**5. LIST OF CUSTOMERS**

Customers of the Human Resources Department are mainly staff of the Ministry, Parastatals & Agencies, members of the public that the Department deals with in the case of Organizations and individuals that do business with the Ministry e.g. ASCON, Pension providers, Estate Developers, National Health Insurance Scheme and facilitating requests for soft loans from banks for interested staff.

**6. PERFORMANCE TARGETS**

- a. Efficient and improved services from qualified staff who manage service delivery areas.
- b. Efficient services from staff through capacity enhancement/improvement skills.
- c. Effective and efficient processing of retirement benefits to ensure payments to retired staff within the shortest period.
- d. Ensure accessibility to capacity building opportunities for staff development /improved output.
- e. Ensure that staff are adequately housed by sensitising them on the Federal Government Housing Policies/Programmes.

**7. OBLIGATIONS OF CUSTOMERS**

- i. Acquaint themselves with this Service Charter.
- ii. Follow approved procedures for obtaining required services.
- iii. Attach all required or requested copies of information needed for processing.
- iv. Make enquiries going by the laid down rules and regulations.
- v. Follow any one or a combination of complaints methods contained in the Charter.



**8. OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/ Parastatals.



*All Complaints/Petitions should be addressed within five(5) working days.*

## **11. STAKEHOLDERS PARTICIPATION IN SERVICE DELIVERY**

The Stakeholders in the Department include, but not limited to the following;

- All water users.
- Water Contractors and Consultants.
- Water Engineers/Hydrologists/Hydro-geologists
- International Governments and non-Governmental Organizations.
- Federal, States and Local Governments.
- Water Boards, Businesses and Individuals involved in the water sector.

The participation of stakeholders is very much an essential element in the provision of services. The Department along with others participate in activities involving stakeholders, which include the organization/participation in annual conferences like;

- African Ministerial Conferences on Water (AMCOW)
- National Council on Water Resources. (NCWR)
- International Commission on Large Dams (ICOLD), and
- International Commission on Irrigation & Drainage (ICID).

At these meetings and conferences, stakeholders exchange ideas and review policies and new technologies in the water delivery system.

*The department is expected to meet with the stakeholders annually.*

## 12. LIMITATIONS

There are limitations in the area of funding to meet the needs of the Department and acute shortage of office space for Staff of the Department.



## 2. LOCAL CHARTER FOR PLANNING, RESEARCH AND STATISTICS DEPARTMENT

### 1. INTRODUCTION

The Department of Planning, Research and Statistics (PRS) is vested with the responsibility of the development of Institutional and Management capacity in the Ministry. It is also to provide information on water resources development and coordinate the development and formulation of National Water Resources Policy including trans-border water resources uses.

### 2. VISION STATEMENT

To provide an enabling environment for the development of Policy and Institutional capacity in the Water Resources Sector; while evolving a master plan and Legal framework for progress in the Sector. To ensure that the Ministry improves its activities to monitor and evaluate the compatibility of all Departmental programmes and harmonize all the areas of overlaps.

### 3. MISSION STATEMENT

To provide adequate information and establish databank on water resources development through the publication of periodic reports on activities of the sector. To render efficient, courteous and coordinating services Nationally and Internationally.

### 4. SERVICES RENDERED

- (i) Formulation, analysis, review and updating of Annual Report, Medium Term Sector Strategy and Master Plan in liaison with other Departments of the Ministry, RBDAs, NWRI and Agencies;
- (ii) Project Monitoring and evaluation in conjunction with the other Departments of the Ministry, RBDAs, NWRI and

Agencies;

- (iii) Processing and review of feasibility and design studies in liaison with all the operational Departments, RBDAs, NWRI and Agencies;
- (iv) Coordination and formulation and production of Water Resources Policies on development, operation and management (including design criteria, code of practice, standards, specifications, water tariffs etc.);
- (v) Establishment, Operation and Management of the Water Resources Information and Communication Technology;
- (vi) Review and updating of Water Resources Law (Decree 101 of 1993);
- (vii) Responsible for Coordination of the Central Water Resources Reference Library and Documentation Centre;
- (viii) Execution of all Research and Statistical Activities of the Ministry;
- (ix) Secretariat for the National Council on Water Resources; and
- (x) Responsible for External Relations such as Bilateral, Multilateral International and Regional Relations including FAO, IFAD, NEPAD, USAID, EU, AU, LCBC, NBA, NNJCC etc.

## 5. LIST OF CUSTOMERS

Customers of the PRS Department include all those who do business with the Ministry, Federal, States, Local Governments and International Organizations.





## 6.        **PERFORMANCE TARGETS**

- (i)        Gathering of information on Water Resources Development through periodic Monitoring and Evaluation of programmes and projects;
- (ii)       Regularly updating information on Water Resources Development through the publication of Quarterly and Annual Reports;
- (iii)      Regularly coordinating programmes and projects that cut across two or more Departments for the avoidance of overlap functions;
- (iv)      Coordinating the activities of the Stakeholders involved in Water Resources Development, particularly International donors and Agencies.
- (v)        Carrying out operation and maintenance of the computer systems in the Ministry, as well as maintain Databank.

## 7.        **OBLIGATIONS OF CUSTOMERS**

Customers are required to:

- (a)        Acquaint themselves with the Service Charter
- (b)        Follow approved procedures for obtaining required services.
- (c)        Attach all required or requested copies of information needed for processing requests for services to avoid delays.
- (d)        Make enquiries in a courteous manner.
- (e)        Follow anyone or a combination of complaints methods contained in the Charter.

**8 OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/ Parastatals.



**All Complaints/Petitions should be addressed within five (5) working days.**

**9. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The Stakeholders in the Department include, but not limited to the following:

All water users.

Water Contractors and Consultants (internal and external).

Water Engineers/Hydrologists/Hydro geologists

International Governments and non- Governmental organizations.

Federal, States and Local Governments.

- Water Boards and business individuals involved in Water Sector.
- National Planning Commission.

The participation of stakeholders is very much an essential element in the provision of services. The Department along with others participate in activities involving stakeholders. These include the organization/participation in annual conferences like:

- African Ministerial Conference on Water (AMCOW).
- National Council on Water Resources.
- International Commission on Large Dams (ICOLD).
- International Commission on Irrigation & Drainage (ICID)
- International Conference on Hydrology and Hydrogeology, etc



- The Department serves as coordinator and facilitator in the process of integrating these various interests to yield positive results in terms of smooth running of the Ministry.

*The department is expected to meet with the stakeholders annually.*

#### 10. LIMITATIONS

There are limitations in terms of inadequate funding of capital Projects of the Department, as well as the dearth of Technical staff.



### 3. LOCAL CHARTER FOR FINANCE AND ACCOUNTS DEPARTMENT

#### 1. INTRODUCTION

This is one of the Service Departments of the Ministry, vested with the responsibility of handling all matters regarding funds for the Ministry. The activities include budgeting and mobilizing funds for the operations of all the other Departments of the Ministry, in such a way as to ensure promptness, accountability, efficiency and transparency in the dispensation of funds for implementation of programme/projects.

This document is a Charter, detailing the services rendered by the Department both internally and externally.

#### 2. VISION STATEMENT

To provide efficient, prompt, transparent accounting and financial auditing system in all transactions, thereby creating a conducive atmosphere for customer satisfaction in the Ministry.

#### 3. MISSION STATEMENT

To source for funds for the day to day operations of the Ministry and to ensure judicious utilization of approved allocation in line with the approved standard of Financial Rules and Regulations.

#### 4. SERVICES RENDERED

- i. Preparation of Annual Budget Estimate, Revenue, Recurrent and Capital Expenditures, through collection of Departmental Estimates for Revenue, Recurrent and Capital Expenditures, Monitoring implementation and performance of approved Budget provisions and reporting area of variances.
- ii. General control of Expenditure and actual utilization of funds allocated through monitoring and evaluation of the performance of Budget vis-à-vis funds released and projects/programmes implementations.

- iii. Safeguarding public funds and properties and thereby ensuring the due collection of and accounting for the Revenue and receipts due to Federal Government and remitting same to appropriate authorities.
- iv. Sourcing and custody of funds, disbursement and payment to approved beneficiaries.
- v. Maintenance of proper accounting records in line with laid down rules and regulations.
- vi. Submission of proper Financial Returns in form of monthly transcripts, through compilation of Revenue Capital and Recurrent Expenditure Returns.
- vii. Following up action to obtain Due Process Certificates from the Due Process Office.
- viii. Maintain regular contact with the Accountant General’s Office to ensure that the Accountant General releases payment instructions to the CBN to debit Central Bank Account and credit ministries accounts in tune with budgetary releases.
- ix. Mobilize domestic and International Resources to augment treasury sources in liaison with development partners and other funding Agencies participating actively in Sub-Regional and International organizations.

**5. LIST OF CUSTOMERS.**

Customer of the Accounts Department are staff of the Ministry, members of the public and organizations that do business with the Ministry such as Contractors, Consultants etc. The customers also include Federal, States and Local Governments that do business with the Ministry. Our major external interactions are with the Central Bank of Nigeria, the Accountant General’s Office, the Bureau of Public



Procurement Office, the Ministry of Finance, the Budget Office and the Auditor General's Office and other arms of Government e.g the National Assembly.

**6. PERFORMANCE TARGETS**

- i. Accurate and realistic Budget to be prepared annually.
- ii. Quarterly and regular monitoring.
- iii. Quarterly and timely sourcing of funds and prompt settlement of bills.
- iv. Collections and remittance of revenues to appropriate Federal Government Agencies within 14 days
- v. Application of standard guidelines in routine operations.
- vi. Quarterly and timely rendition of returns in operations for public consumption.
- vii. Routine and timely payments to approved Beneficiaries
- viii. Mobilize Technical and Financial Assistance from International Bodies achievable within 3 to 6 months.

**7. OBLIGATION OF CUSTOMERS**

Customers are required to:

- a) Acquaint themselves with the Service Charter of the Department
- b) Follow approved procedures for obtaining required services.
- c) Attach all required or requested copies of information needed for processing requests for services to avoid delays
- d) Make enquires in a courteous manner
- e) Follow any one or a combination of complaints methods



contained in the Charter.

- f) Ensure to obtain receipts for every payment made.

**8. OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water





Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

## **11.      STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The Stakeholders in the Department include, but not limited to the following:

- The Federal Ministry of Finance
- The Central Bank of Nigeria (CBN)
- The Office of the Accountant General of the Federation.
- The Office of the Auditor General of the Federation.
- The Budget Office
- All water users
- Water Contractors and Consultants (Internal and External)
- Water Engineers/Hydrologists/Hydro-Geologists
- International Government and non-Governmental organizations
- National, States and Local Governments
- Water Boards and business individuals involved in the Water Sector.

The participation of stakeholders is very much an essential element in the provision of services of the Department of Finance and Accounts, which include the organizations' participation in annual conferences, such as:-

- African Ministerial Conference on Water (AMCOW)
- National Council on Water Resources
- International Commission on Large Dams (ICOLD)

The Department serves as Financial Coordinator in the process of integrating these various interests to yield positive results in terms of the financial smooth running of the Ministry.

*The department is expected to meet with the stakeholders annually.*

## 12. LIMITATIONS

There are limitations in terms of a conducive working environment for staff as there is inadequate office space and office equipment, i.e photocopyers, computers and office materials.



## 4. LOCAL CHARTER FOR INTERNAL AUDIT DEPARTMENT

### 1. INTRODUCTION

The Internal Audit Department is directly responsible to the Accounting Officer of the Ministry i.e. the Permanent Secretary. The functions of the department, in summary, are to carry out a comprehensive Audit of all the operations and activities of the Ministry. The department also carries out Management Audit, to monitor the effectiveness of management and vouchering processes.

### 2. VISION STATEMENT

To provide the required support services as spelt out in Financial Regulations. Which are needed to ensure that the Ministry achieve its set goals and objectives of water delivery and other services to the public, within the shortest possible time.

### 3. MISSION STATEMENT

To provide efficient and effective pre payment procedures which allow services to be rendered promptly and transparently.

### 4. SERVICES RENDERED

- Preparation of Audit Programme, through detailed Audit work to be executed during the year.
- Ensure implementation of Audit Programme through continuous audit of the Central Pay Office (CPO) and other sectors' activities.
- Ensure Pre-payment Audit through verification of payments e.g. contracts, staff salaries and claims.
- Ensure examination of Stores and Inventory through verification of all physical stores and inventory control.

- Ensure examination of Revenue generation and accounting through monitoring and reporting.
- Ensure examination of Final Accounts through Post Payment auditing.
- Thorough and effective investigation through periodic checking that would prevent frauds or misappropriation of Government assets and liabilities.

## 5. LIST OF CUSTOMERS

Customers of the Audit department are mainly staff of the Ministry, its Departments and Parastatals. Members of the public that have business with the Ministry, are indirect customers through their payment vouchers.

## 6. PERFORMANCE TARGETS

Monthly, Quarterly, Half-yearly, end of year and special reports of the Ministry are usually submitted to the Management of the Ministry, Accountant-General of the Federation and Auditor-General of the Federation.

## 7. OBLIGATIONS OF CUSTOMERS

Customers are required to:

1. Acquaint themselves with the Service Charter.
2. Follow approved procedures for obtaining required services.
3. Attach all required or requested copies of information needed for processing requests for service.
4. Make enquiries in a courteous manner.
5. Follow any one or a combination of complaints methods contained in the Charter.



**8. OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals.



***All Complaints/Petitions should be addressed within five (5) working days.***

## **11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The stakeholders with regards to Audit department include, but not limited to the following:

- Staff of the Ministry
- Water contractors and Consultants
- Accountant General of the Federation.
- Auditor General of the Federation.
- Federal Ministry of Finance.
- Any other organizations or individuals that do business with the Ministry.

***The department is expected to meet with the stakeholders annually.***

## **12. LIMITATIONS**

- The limitations among others are as follows:
  - Inadequate office accommodation.
  - Insufficient facilities like office equipment; and,
  - Lack of Logistics.
  - Lack of operational vehicles.



## 5. LOCAL CHARTER FOR PROCUREMENT DEPARTMENT

### 1. INTRODUCTION

The Procurement Department is the entity through which the Public Procurement Act 2007 is being implemented in the Ministry. The Department in this course ensures due diligence on all Public Procurement by adhering to probity, accountability, transparency, competition, fairness and value for money in all Procurement processes. The National Assembly in July, 2007 promulgated a set of general policies and guidelines relating to Public Sector Procurement, referred to as Procurement Act 2007. The Bureau of Public Procurement was established for proper supervision of procurement implementation as well as reviewing the Procurement and award of contract procedures of every public entity to which the Public Procurement Act applies. This includes among others, certifying all procurements prior to the award of contracts. The Department, under the Director, is made up of two Divisions (i.e. Capital and Recurrent) and is responsible for processing of all Procurements of Works, Goods, and Services in the Ministry.

### 2. VISION STATEMENT

The Department is focused on ensuring total eradication or reduction to the barest minimum in the future, contract inflation through over-invoicing; Contract splitting and Contract fraud in any form in order to obtain value for money in all Government businesses.

### 3. MISSION STATEMENT

The Department is responsible for efficiency and effectiveness in Project implementation, through pre and post contract procurement of works, goods and services, by giving bidders a level playing ground (equal opportunity to compete in the procurement process). It is also set to restore transparency, merit, competition and value for money in the award and execution of Public contracts.

**4. SERVICES RENDERED**

- (i) General Procurement planning and processing of all Contracts which include Works, Goods and Services, through adequate budgetary provision, advertisement, bids submission, bids opening, evaluation of bids, award of contracts and ensuring compliance with all Due Process guidelines as provided for in the Public Procurement Act 2007. Other services include:
- (ii) Supervising performance of contracts awarded to suppliers, contractors, service providers and consultants;
- (iii) Monitoring and Evaluation of projects to ensure strict compliance with Specifications and that Value-for-money standard is applied in project implementation;
- (iv) Preparation of Standard Bidding Documents for Bidding
- (v) Organising of PPC and MTB meetings for award of contracts or otherwise;
- (vi) Supervision of the Procurement Processes of the Ministry's Parastatals and Agencies ensuring that Due Process guidelines are strictly adhered to;
- (vii) Providing Secretariat for the Ministry's procurement activities – Procurement Planning Committee (PPC) and Ministerial Tenders Board (MTB) and;
- (viii) Procurement auditing and training of all staff in Departments/Agencies

**5. LIST OF CUSTOMERS**

Customers of the Procurement Department are staff of the Ministry, members of the public and organisations (both local and international) that do business with the Ministry such as Contractors, Consultants etc. The customers also include Federal, States and Local Governments





that do business with the Ministry. The major external interactions are with the Bureau of Public Procurement, Federal Executive Council, and the Ministry of Finance, the Budget Office of the Federation and the Auditor General's Office and other arms of Government e.g. the National Assembly.

## 6.           **PERFORMANCE TARGETS**

That the award of Contracts must be devoid of favouritism, nepotism and other breach of trusts. That is, the award of Contract must be open and competitive so that the bidder with the lowest, best, evaluated responsive bid will always win.

## 7.           **OBLIGATIONS OF CUSTOMERS**

Customers are required to:

- (i) Acquaint themselves with the Service Charter
- (ii) Follow approved procedures for obtaining required services, such as; possessing of all mandatory requirements as defined in the Procurement Act 2007
- (iii) Attach all required or requested copies of information needed for processing requests for services to avoid delays
- (iv) Make enquiries in a courteous manner
- (v) Follow any one or a combination of complaints methods contained in the Charter.

## 8.           **OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.



**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/ Parastatals.

*All Complaints/Petitions should be addressed within five (5) working days.*

**11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The Stakeholders in the Department include, but not limited to the



following:

1. All water users
2. Water Contractors and Consultants
3. Water Engineers /Hydrologists/Hydro Geologists
4. International Governments and Non–Governmental Organisations
5. Federal, States and Local Governments
6. Water Boards and business individuals involved in the Water Sector
7. Bureau of Public Procurement
8. National Assembly

*The department is expected to meet with the stakeholders annually.*

## 11. LIMITATIONS

- The Procurement Department is faced with some teething problems, some of which are listed below:
  - (i) Acute shortage of office accommodation for Officers
  - (ii) Currently the Department does not have Capital and Recurrent Appropriations, thereby being dependent on other Departments for basic requirements; funds for advertisement, bid evaluation, basic materials etc.
  - (iii) Lack of effective communication from various Departments regarding their procurements
  - (iv) Lack of sufficient working materials

- (v) Lack of official vehicles for Monitoring of Projects (Project Vehicles)
- (vi) Need for appropriate Training and Retraining of staff (Capacity Building) for all procurement staff of the Ministry, Agencies, Research Institutes and RBDAs etc.



## 6. LOCAL CHARTER FOR WATER SUPPLY DEPARTMENT

### INTRODUCTION

The Department of Water Supply is saddled with the responsibility of providing safe and potable water to the nation, in an integrated manner, to ensure development and sustainability of the resources. Its activities are also to ensure increased access to water supply & sanitation. This document is intended to outline the specific service rendered by the Department and other services offered for the improvement of the health and hygienic condition of the nation.

### VISION STATEMENT

To ensure the optimal utilization of the Nation's water resources for the socio-economic activities, by comprehensively planning, facilitating and creating an enabling environment for the integrated conservation, development and management of the various water uses for the preservation of the quality of the nation's fresh water ecosystems.

### MISSION STATEMENT

To harness effectively and efficiently, the nation's water resources for the immediate needs of the country, by the development of a framework for integrated water resources management that will guarantee the present need of the citizens without compromising the future availability.

### SERVICES RENDERED

Develop and implement policy for sustainable Water Supply to Rural, Small Town Water and Urban areas with due cognizance to concurrent Legislative List. It's target is to meet SDG6 through PEWASH (Partnership for Expanded Water Supply Sanitation & hygiene) among Federal, States and Local Governments, Development Partners, Private Sector and Communities. Other services rendered by the Department are:



- Implementation of Rural, Small Towns, Urban and Peri-Urban Water Supply Projects under the Federal budgetary provisions and with the assistance of some Development Partners.
- Facilitating the strengthening and improvement of the subsector Agencies.
- Water use and conservation by public awareness campaign through print and electronic media, workshops and seminars, etc.

### **LIST OF CUSTOMERS**

The list of Customers include but not limited to the following;

- All water users;
- Water Contractors and Consultants;
- Water Engineers/Hydrologists/Hydro geologists;
- International Government and non-Governmental Organizations;
- Federal, States and Local Governments.
- Water Boards and business individuals involved in the Water Sector.
- National Planning Commission
- Development Partners (eg. World Bank, AfDB, Unicef, EU, DFID, AFD, JICA)

### **PERFORMANCE TARGETS**

- (i) Increase access to water supply across the nation by 2030.
- (ii) Facilitate improved water governance at the Federal, States and Local Government and improve water supply delivery in



a sustainable manner in urban, small towns and rural areas.

- (iii) Increase awareness and behavioural changes towards usage and conservation of water.
- (iv) Promote recognition of the importance of water supply and accord it the right place in governance.

### **OBLIGATIONS OF CUSTOMERS**

- (i) Acquaint themselves with the Service Charter
- (ii) Follow approved procedures for obtaining required services
- (iii) Attach all required or requested copies of information needed for processing requests for service.
- (iv) Make enquiries in a courteous manner.
- (v) Follow any one or a combination of complaints methods contained in the Charter.

### **OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

### **OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

### **COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:



- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

## **STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The Stakeholders in this Department include, but not limited to the following:

- All Water Users
- Water Contractors and Consultants.
- Water Engineers/Hydrologists/Hydro geologists
- International Governments and non-Governmental organizations
- National, States and Local Governments.





- Water Boards and business individuals involved in the water sector.
- The participation of stakeholders is very much an essential element in the provision of service. The Department along with others participate in activities involving stakeholders in the organization of annual conferences like:
- National Council on Water Resources, AMCOW, etc.

At these meetings and conferences, stakeholders exchange ideas and review policies and new technologies in the water delivery system.

*The department is expected to meet with the stakeholders annually.*

## LIMITATIONS

The limitations of the Department include, but not limited to:-

- Long gestation period in the construction of water projects;
- Limited trained technical personnel in the Department;
- Lack of adequate funding etc.

## 7. LOCAL CHARTER FOR WATER QUALITY CONTROL & SANITATION DEPARTMENT

### - INTRODUCTION

The responsibilities of the Department of Water Quality Control and Sanitation are in the provision of the surveillance system and networks for monitoring the quality of drinking and raw water with a view to mitigating the incidence of water borne diseases and contamination of the environment; and to complement the provision of portable drinking water through putting in place adequate and improved sanitation facilities and good hygiene to ensure effective service delivery. The outcome of the Department's activities is increased access to safe drinking water and improve sanitation, which is achievable through monitoring and attainment of open defecation free. This document is envisaged to outline the specific service rendered by the Department and other services offered for improving the health and hygiene of the nation.

### - VISION STATEMENT

To ensure the integrity of water supply for various socio-economic uses through meeting the minimum standards and achieving open defecation free nationwide.

### - MISSION STATEMENT

To complement the effective and efficient harnessing of the nation's water resources for various socio-economic use by developing framework for water quality surveillance and monitoring, promoting strategies for putting in place adequate and improved sanitation facilities, and good hygiene in order to ensure sustainable development.

### - SERVICES RENDERED

Develop policy framework for establishing water quality laboratory networks for surveillance and Sanitation Programme as per the concurrent legislative list. Kano, Gombe, Minna, Enugu, Akure,



and Lagos water quality laboratories have been completed while six additional regional laboratories are on-going at Sokoto, Maiduguri, Makurdi, Asaba, Umuahia and Port- Harcourt which would be completed and fully furnished by 2023 for water quality surveillance. It is envisaged for each state to have a functional regional laboratory by 2025. For Sanitation, the coverage target is for 65% in 2015, 95% in 2020 and 100% in 2025 and beyond.

***Other Services rendered by the Department include:***

- i. Implement sanitation, health education and hygiene promotion programme in rural communities, schools, public premises, health institutions, urban and semi-urban areas, in collaboration with relevant key line ministries and agencies.
- ii. Set up water and sanitation subsector with monitoring and evaluation framework.
- iii. Maintain national water quality and standards by putting in place water quality monitoring network nationwide and sustain the water quality monitoring surveillance.
- iv. Advocacy and mobilization of stakeholders through production of information education and communication (IEC) materials, workshops and seminars etc.
- v. Lead key line Ministries and other stakeholders in coordinating the various sanitation activities under the aegis of National Task Group on Sanitation (NTGS).
- vi. Facilitate the Development Partners’ Co-ordination Meeting on water supply and sanitation subsector in order to streamline their activities
- vii. Co-ordinate the Ministry in delivering the WASH components of the Disaster Management Preparedness Plan.
- viii. Implement Water Safety Plan (WSP) and Community Based Water Quality Surveillance in rural areas which ensures water



quality safety from the source, the transportation to the point of use thereby safeguarding the health status of the populace

- ix. Implement tracking and documentation of all Water, Sanitation and Hygiene (WASH) activities for easy referrals and references.

**LIST OF CUSTOMERS**

The list of customers for the Department include but not limited to the following:

- (i) All water users.
- (ii) Water Contractors and Consultants.
- (iii) Water Engineers and Planners, Hydrologists/ Hydro geologists/Scientific Officers.
- (iv) International Governments and non-Governmental organizations.
- (v) Federal, States and Local Governments.
- (vi) State Water boards and Business individuals involved in the water sector.
- (vii) Rural Water Supply and Sanitation Agencies (RUWASSAs, WASH Department and WASHCOMM).
- (viii) National Planning Commission.
- (ix) The World Bank.
- (x) European Union Delegation in Nigeria.
- (xi) UNICEF
- (xii) DFID.



- (xiii) WHO
- (xiv) JICA.
- (xv) WSSCC
- (xvi) Africa Development Bank (AFD).
- (xvii) WaterAid
- (xviii) United Purpose
- (xix) UNECE
- (xx) NBA

-       **PERFORMANCE TARGETS**

- i. Construct, furnish and equip six additional National Water Quality Laboratories at; Sokoto and Maiduguri by 2018, Makurdi and Umuahia by 2020 and Asaba and Port-Harcourt by 2023.
- ii. Increase sanitation coverage target nationwide and achieve Open Defecation Free by 2025.
- iii. Put in place adequate monitoring and evaluation systems for sector tracking;
- iv. Provide laboratory water quality analysis results within 72 hours after sampling.
- v. Provide sanitation & Hygiene facilities for disaster affected areas.

-       **OBLIGATIONS OF CUSTOMERS**

- 1. Acquaint themselves with the Service charter.
- 2. Follow approved procedures for obtaining required services.



3. Attach all required or requested copies of information needed for processing requests for services.
4. Make enquiries in a courteous manner.
5. Follow any one or a combination of complaints methods in the Charter.

-     **OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

-     **OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

-     **COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old



Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to

d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

- **STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The stakeholders in the Department include but not limited to the following

- i. All water users.
- ii. Water Contractors and Consultants.
- iii. Water Engineers and Planners, Hydrologists/ Hydro geologists/Scientific Officers.
- iv. International Governments and non-Governmental organizations.
- v. Federal, States and Local Governments.
- vi. State Water boards and Business individuals involved in the water sector.
- vii. Rural Water Supply and Sanitation Agencies (RUWASSAs, WASH Department and WASHCOMM).
- viii. National Planning Commission.
- ix. The World Bank.
- x. European Union Delegation in Nigeria.



- xi. UNICEF.
- xii. DFID.
- xiii. WHO.
- xiv. JICA.
- xv. WSSCC
- xvi. Africa Development Bank (AFD).
- xvii. WaterAid
- xviii. United Purpose
- xix. UNECE
- xx. NBA

-The participation of stakeholders is very much essential element in the provision of service. The Department along with others, participate in activities involving stakeholders in the organisation of annual conferences like

- National Council on Water Resources.
- African Ministerial Conference on Water (AMCOW).
- Annual National Roundtable Conference on Sanitation.
- World Water Conferences at Stockholm, Sweden etc.

-At these meetings and conferences, stakeholders exchange ideas and review policies and new technologies in water supply and sanitation delivery services.

***The department is expected to meet with the stakeholders annually.***





- **LIMITATIONS**

The challenges in the Department include but not limited to

- (i) Inadequate funding.
- (ii) Limited qualified and experienced technical personnel.
- (iii) Acute shortage of Office space for Staff of the Department
- (iv) Poor motivation and incentives.
- (v) Inadequate logistic support.
- (vi) Non-conducive working environment, etc.



## 8. LOCAL CHARTER FOR RIVER BASIN OPERATIONS & INSPECTORATE (RBO&I) DEPARTMENT

### 1. INTRODUCTION:

The Act for the creation of River Basin Operations & Inspectorate Department (**Establishment Act, 2010**) was signed into law by President Olusegun Obasanjo on August 2010. It was backed up by the circular No: OHCSF/MSO/317/VOL.1/193 dated 10<sup>th</sup> July, 2012 to reposition the RBDAs for effectiveness and efficiency.

Justification for RBO&I creation was to coordinate and supervise the activities of the RBDAs that were hitherto scattered in the various Departments of the Ministry and give the RBDAs operations better sectoral policy direction and priority focus.

### 2. VISION STATEMENT:

Apart from the coordinating function of the Department to the Ministry, the Department also carry out inspectorate functions needed to project the Ministry's image in terms of achieving its set objectives of delivering services to the people in the area of safe and potable water irrigation to meet the cultural, social and economic yearnings of Nigerians.

### 3. MISSION STATEMENT:

To ensure that through managerial activities, specifically the day-day services of coordination and supervision are efficient, transparent and prompt by providing the enabling environment necessary for the Ministry's smooth operations.



4. **SERVICES RENDERED:**

- i) Coordination, supervision, formulation and production of RBDAs Policies and programmes on development, operations and management and maintenance of infrastructure and water management.
- ii) Project inspection and monitoring in collaboration with other Departments of the Ministry.

5. **LIST OF CUSTOMERS:**

Customers of the RBO&I Department include all those who do business with the Ministry, Federal, State, Local Governments, International Organisations and National/Donors and Development Partners.

6. **PERFORMANCE TARGETS:**

- i) Gathering of information on Water Resources Development through periodic monitoring and evaluation of programmes and projects
- ii) Coordinating and supervising the activities of the Stakeholders involved in Water Resources Development and the RBDAs nationwide

7. **OBLIGATIONS OF CUSTOMERS**

Customers are required to:

- Make enquiries in a courteous manner



- Follow approved procedures for obtaining required services
- Acquaint themselves with the Service Charter

**8. OBLIGATIONS OF STAFF:**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT:**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES:**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to



d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

9. **STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION:**

The Stakeholders in the Department includes, but not limited to the following:

- All water users
- Water Contractors and Consultants (internal and external)
- National Planning Commission
- Water Boards and business individuals involved in water sector
- Water Engineers/Hydrologists/Hydrogeologists
- Federal, States and Local Governments
- Water-related NGOs and Civil Society.

***The department is expected to meet with the stakeholders annually.***

10. **LIMITATIONS:**

The limitations of the Department include but not limited to:

- Low capital and recurrent appropriations;

- Office accommodation for officers;
- Lack of appropriate personnel
- Lack of capacity building
- Inadequate equipment and Decision support tools.



## 9. LOCAL CHARTER FOR DAMS & RESERVOIR OPERATIONS DEPARTMENT

### 1. INTRODUCTION

The Department of Dams and Reservoir Operations (DDRO) has the responsibility for planning, studying, designing, constructing, operating and rehabilitating Dams and Reservoirs in the country, as well as, providing technical knowledge and capacity building in the areas of Dams Operations and Maintenance, in a way that would ensure safety and functionality of all existing Dams. The Charter outlines the details of services rendered by the DDRO to the nation at large.

### 2. VISION STATEMENT

To provide a national platform for disseminating and increase of technical know-how, in the planning, designing, constructing, operating, rehabilitating and maintenance of Dams and Reservoirs in the country.

### 3. MISSION STATEMENT

To plan, design, construct, supervise and monitor the development of Dams and Reservoir and manage all technical data and information on Dams and Reservoirs, to ensure safety and functionality for the provision of water for irrigation, water supply (domestic and industrial), aquaculture, recreation and other uses.

### 4. SERVICES RENDERED

- Development and management of dam projects nationwide,

- Rehabilitation and maintenance of existing Dam projects,
- Promotion of small scale community based and demand-driven Dam projects,
- Promotion of Private Sector Participation especially in hydro-power generation,
- Develop guiding principles for dam construction nationwide,
- Operation and management of dams and Reservoirs in accordance with defined standards,
- Mobilization for greater participation of International Donor Agencies.

The detail services rendered are as follows:-

- i. Conducting feasibility studies for Dams site selection, topographical survey, geological, geochemical, geophysical, geotechnical and hydrological studies of dam sites before commencement of dam construction.
- ii. Conduct and supervise Environmental Impact Assessment (EIA) Studies and Environmental audit of dam sites.
- iii. Formulation and implementation of appropriate guidelines, policies and programmes for planning design, development, operation and maintenance of Dams and storage schemes undertaken by RBDAs, water boards and private agencies throughout the Country. This is facilitated by proper liaising with Dam Bodies (Internal and External) such as National Sub-Committee on Large Dams and International Commission on Large Dams (ICOLD)
- iv. Construction supervision of Dams and Hydropower projects and completing all on-going major Dams of the





RBDAs.

- v. Study of hydropower potentials of new sites and existing dams.
- vi. Ensuring safety and functionality of all existing dams in the Country by undertaking studies and organizing Dams and Reservoir safety inspection of completed Dams and ensuring installation of safety devices in all on-going and proposed Dams.
- vii. Undertake the analysis of dam surveillance data and preparation of programmes for periodic evaluation as well as rehabilitation and modification of all existing dams worldwide.
- viii. Developing specific reservoir operation models for major reservoirs in the Country, establishing standards for management of reservoir water quality and organising seminars, workshops, meetings and conferences on strategies for efficient and effective control of Dams and reservoirs in Nigeria.
- ix. Enhancing in-house capability of RBDAs through direct labour execution of small earth dams for irrigation and water supply at village /community levels by proper harnessing of both human and material resources of the respective RBDAs.

## 5. LIST OF CUSTOMERS

The list of Customers include but not limited to the following:

- i. All water users
- ii. Water Contractors and Consultants
- iii. Water Engineers/Hydrologists/Hydro geologists

- iv. International Governments and non-Governmental Organizations
- v. Federal, States and Local Governments
- vi. Water Boards and business individuals involved in the Water Sector.
- vii. National Planning Commission
- viii. The World Bank, European Union, UNICEF, DFID, JICA, ADB.

**6. PERFORMANCE TARGETS**

- (i) Improve development of Dams and Reservoirs, for water supply, irrigation and other uses.
- (ii) Supervise and monitor the development of Dams and Reservoirs.
- (iii) Improve knowledge of Dam development and infrastructure for safe environment.
- (iv) Improve performance and enhance sustainability of Dams and Reservoirs Operations and Management.
- (v) Attainment of safe environment and improved Socio-Economic Development.
- (vi) Enhance project efficiency, effectiveness and sustainability.

**7. OBLIGATIONS OF CUSTOMERS**

- (i) Acquaint themselves with the Service Charter.
- (ii) Follow approved procedures for obtaining required Service Charter
- (iii) Attach all required or requested copies of information



needed for processing requests for services.

- (iv) Make enquiries in a courteous manner.
- (v) Follow any one or a combination of complaints methods contained in the Charter.

**8. OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-



6463, or directly to

d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

## 11.      **STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

- The Stakeholders in the Department include, but not limited to the following: -
  - All water users.
  - Water Contractors and Consultants
  - Water Engineers/Hydrologists/Hydro geologists
  - International Government and non-Governmental Organizations.
  - Federal, States and local Governments.
  - Water Boards and business individuals involved in Water Sector.

The participation of stakeholders is very much an essential element in the provision of service. In view of the above, therefore, the Department serves as coordinator and facilitator in the process of integrating these various interests to yield positive results in terms of the construction, maintenance and operations of Dams in the country. The Department participates in activities involving stakeholders which include Organisation/participation in annual conferences like:



- Nation Sub-committee on Dams (NSCD)
- International Commission on Large Dams (ICOLD)
- African Ministerial Conference on Water (AMCOW).
- National council on Water Resources. (NCWR)
- International Commission on Irrigation and Drainage (ICID)
- Nigeria National Committee on Irrigation and Drainage (NINCID)
- Nigeria Committee on Large Dams (NICOLD)

*The department is expected to meet with the stakeholders annually.*

## 12. LIMITATIONS

- Limited funds are available for construction and maintenance of various Dam projects nationwide.
- Construction of Dams requires a lot of time and is capital intensive, hence, the delivery of the project may not be quick as the citizens would have wanted.
- Climate conditions such as floods, erosion.
- Communal disturbances.
- Compenseation issues.

## 10. LOCAL CHARTER FOR IRRIGATION & DRAINAGE DEPARTMENT

### (i) INTRODUCTION

The Food and Agriculture Organization (FAO) projects that Nigeria's population has already exceeded the carrying capacity of its land resources when cultivated at low levels of technology, that is without Irrigation. Strategic development and management of Irrigation and Drainage as well as effective and sustainable Irrigation practice are therefore viewed as the only viable intervention option that will ensure national food security and poverty alleviation through job creation and greater income generation as well as curtail rural-urban migration. It is also accepted as a key response to addressing the problems of thinning rural economy as well as coping with domestic and regional demand for food and fibre. The need to achieve these objectives necessitates the establishment of the Department of Irrigation and Drainage (FDID).

### (ii) VISION STATEMENT

To encourage sustainable Irrigation agriculture, drainage of agriculture lands as well as river training and other flood control measures to enhance food production in Nigeria.

### (iii) MISSION STATEMENT

To formulate, review and implement the NIDP, consistent with the NWRAP as well as to provide initiatives, technical support services and guidance for improved capacity, for efficient and sustainable Irrigated agriculture.

### (iv) SERVICES RENDERED

Irrigation and Drainage Department is established as one of the Technical Departments of the Ministry of Water Resources, saddled with the responsibility of implementing irrigation and drainage policies and programmes of the Federal Government of Nigeria.



Specific functions of the Department include but not limited to the following: -

- a) Provision of technical support and guidance for the formulation, periodic review and implementation of National Policy regarding the planning, development, operation and maintenance of irrigation and drainage projects, consistent with the National Water Resources and Agricultural policies of Nigeria.
- b) Carrying out studies on the scope and extent of irrigation and provision of a well-articulated and comprehensive master plan for irrigation development in Nigeria.
- c) Provision of necessary initiatives, guidance and support of plan and programs of the River Basin and Rural Development Authorities (RBDAs) for irrigated agriculture, as well as supervision, monitoring and effective coordination of such plans and programmes
- d) Provision of necessary initiatives and resources for drawing up a code of practice for irrigation and drainage in Nigeria.
- e) Provision of technical support and guidance for formulation, periodic review and implementation of national policies regarding land tenure and compensation for irrigation development in Nigeria.
- f) Liaising with and participation in the activities of National, Regional and International Water Resources Organizations on all matters relating to irrigation and drainage.
- g) Attracting private sector participation in the infrastructural development for expanding the horizon food and fibre production and,
- h) Effective and efficient management of water use for the purpose of future sustainability.

**LIST OF CUSTOMERS**

Customers of Irrigation Department include other Departments of the Ministry and its Parastatals, Federal, States and Local Governments, Ministries, individuals and corporate farmers, International and Local Contractors and Consultants involved in Irrigated agriculture in Nigeria.

**PERFORMANCE TARGETS**

- Development of Irrigation infrastructure and systems
- Supply of water for full and supplementary Irrigation. Rainfall/dry season.
- Healthy living environment, improved social economic development.
- Improved performance & enhanced sustainability of Irrigated agriculture
- Enhancement efficiency, effectiveness and sustainability of Irrigation projects.
- Development of efficient drainage of agricultural lands.
- Attracting private participants in the inflow of infrastructure to Irrigation Development.

**OBLIGATIONS OF CUSTOMERS**

Customers are required to:

- i. Acquaint themselves with the Service Charter
- ii. Follow approved procedures for obtaining required service.
- iii. Attach all required or requested copies of information needed for processing requests for services to avoid delays.





- iv. Make enquiries in a courteous manner.
- v. Follow any one or a combination of complaints method contained in the charter.

- **OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

- **OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

- **COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to



d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

- **STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The Stakeholders in the Department include, but not limited to the following:-

- All water users.
- Water Contractors and Consultants
- Water Engineers/Hydrologists/Hydro geologists
- International Governments and non-Governmental Organizations.
- Federal, States and Local Governments.
- Water Boards and business individuals involved in Irrigation agriculture.

The participation of stakeholders is very much an essential element in the provision of service. The department along with others participate in activities involving stakeholders. These include the organization/participation in annual conferences like:

- African Ministerial Conference on Water (AMCOW).
- National council on Water Resources.
- International Commission on Large Dams (ICOLD)



- International Commission on Irrigation and Drainage (ICID)
- Nigeria National Committee on Irrigation and Drainage (NINCID)
- National and International Donors
- The Department serves as coordinator and facilitator in the process of integrating these various interests to yield positive results in terms of the smooth running of the Ministry.

*The department is expected to meet with the stakeholders annually.*

#### LIMITATIONS

There are limitations in terms of time for the completion of Irrigation projects and insufficient budgetary provisions to meet the demand for irrigation projects nationwide.



## 11. LOCAL CHARTER FOR REFORM COORDINATION AND SERVICE IMPROVEMENT DEPARTMENT

### 1 INTRODUCTION

The Reform Coordination and Service Improvement Department came into existence in March 2014 vide a circular Ref. No. HCSF/CMO/243/17 of the Office of the Head of Civil Service of The Federation.

### 2. VISION STATEMENT

Providing the necessary framework for repositioning the Federal Ministry of Water Resources towards enhancing an effective, efficient, prudent and transparent service delivery machinery whereby customer/user satisfaction will be paramount and guaranteed.

### 3. MISSION STATEMENT

The Department serves as a focal point for driving all change reform innovations and improvement efforts within the Ministry in line with the overall framework set by the BPSR, OHCSF and other Central Agencies of the Government.

### 4. SERVICE RENDERED

- (a) Enhancing the necessary framework to ensuring efficiency, prudence, transparency, equity, accountability and adherence to due process in the conduct of Government business.
- (b) Work with leadership of the Ministry to identify processes, systems and service gaps with the BPSR and OHCSF to develop interventions to eliminate such gaps, manage and drive SERVICOM aims and initiatives within the Ministry, troubleshoot service failures and develop proposals to address them.
- (c) Being part of the monitoring team of on-going and completed projects to ensure that due process is followed at each stage/level of



execution of projects and to ensure customer satisfaction.

(d) Receiving and attending to complaints/petitions from aggrieved citizens, staff, public and external bodies in respect of service failure, complaints of non-adherence to due process(es) in procurement procedures.

(e) Proffering advice and identifying good practices that can be adopted/adapted to improve service delivery in line with the charter of the Ministry towards ensuring safe water to meet the cultural, social and economic needs of Nigerians.

(f) Membership of committees handling promotion, recruitment, monitoring of projects, discipline, training and procurement procedures in order to ensure that due process, equity, transparency, prudence are adhered to.

(g) Organising awareness and sensitization programmes for Staff.

(h) Maintaining a Charter desk office to collate inputs from the public, the Ministry, its Departments and Agencies.

(i) Establishing a complaints/customer Service Desk to receive and address complaints and grievances from within and outside the Ministry on Service failure(s) with a view to resolving such lapses.

(j) Setting up a Service Improvement Desk to receive advice, suggestions and inputs on how services can be improved.

(k) Serving as a focal point for driving all the change, reform, innovation and improvement efforts within the Ministry and other Agencies of Government.

**5. LIST OF CUSTOMERS**

The Services of the Department is open to all Nigerians, Staff of the Ministry, Parastatals and Agencies, Inter Ministerial Government, The National Assembly, The Judiciary, States, Local Governments, wherever complaints/grievances originate from, External and Public Customers, Corporate Organizations, National and International, All clients of the Ministry of Water Resources.

**6. PERFORMANCE TARGETS**

1. Enhancing the process of providing sustainable access to safe and sufficient water to meet the cultural and socio-economic needs of all Nigerians in a way that will promote public health, food security and poverty reduction while maintaining the integrity of fresh water ecosystems of the Nation in line with the vision statement of the Ministry.
2. Producing an effective, prudent, efficient and transparent work force.
3. Entrenching transparency and adherence to due process and rule of law in the conduct of Government business.
4. Conducting researches and identifying best practices that can be adopted to improve service delivery while addressing gaps in the system.

**7. OBLIGATION TO CUSTOMERS**

- (i) By acquainting themselves with the Charter;
- (ii) Follow approved procedures for obtaining required services;
- (iii) Bringing to the attention of the Ministry, areas where services have failed or are failing including grievances/ complaints;



- (iv) Make enquiries and complaints in a courteous manner, not making anonymous complaints/petitions/claims.
- (v) Follow any one or combination of complaints methods contained in the Charter.

## 8. OBLIGATIONS OF STAFF

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

## 9. OBLIGATIONS OF MANAGEMENT

Providing conducive work environment, work materials and adequate funding.

## 10. COMPLAINTS METHODS AND PROCEDURES

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal of Ministry Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-

6463, or directly to

d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five(5) working days.***

## **11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The Stakeholders in the Department include but not limited to the following;

- i. All water users.
- ii. Water contractors and consultants.
- iii. Water Engineers/Hydrologists/ Hydro-geologists.
- iv. International Governments and non-Governmental Organizations.
- v. Federal, States and Local Governments.
- vi. Water Boards and business individuals involved in the water sector.

The participation of stakeholders is very much an essential element in the provision of services.

It is expected that the Department should also get involved in the participation of activities involving stakeholders which include Organizing/Participation in Annual conferences like;

- vii. African Ministerial Conference on Water (AMCOW)





- viii. National Council on Water Resources.
- ix. International Commission on Large Dams (ICOLD)  
and
- x. International Commission on Irrigation and Drainage  
(ICID)

*The department is expected to meet with the stakeholders annually.*

## 12. LIMITATIONS

There are however limitations in the following areas:-

- Inadequate funding to carry-out the various enlightenment programmes of the Department, viz; sensitization programmes, seminars, workshops, lectures, monitoring and investigations.
- Inadequate support staff in the Administrative Cadres to man the mandatory Servicom Desks.
- Acute shortage of office accommodation, furniture and working materials.



## **12. LOCAL CHARTER FOR GENERAL SERVICES DEPARTMENT**

### **1. INTRODUCTION**

The Department was created by the Office of the Office of the Head of the Civil Service of the Federation through Circular No. HCSF/CMO/EM/243/17 dated 11<sup>th</sup> March, 2014.

The Department is one of the four Services Departments in the Ministry of Water Resources; The General Services department was created service-wide with the following duties:

- Transport Administration
- Utility Services
- Store Administration
- Facility Management
- Maintenance Services
- Office Allocation
- Security

It is a service-oriented Department that ensures that a conducive working atmosphere is created for the other departments to operate successfully in delivering services to the Technical Departments as well as the public.

### **2. VISION STATEMENT**

The Department is to provide the required support and conducive services required to make the Ministry achieve its set objectives of providing safe water to meet the cultural, social and economic needs of all Nigerians.



### 3. MISSION STATEMENT

To ensure that through its day to day operations, it renders and provides support, facilities and a conducive environment to enable all Departments of the Ministry provide efficient, transparent and prompt services to customers.

### 4. SERVICES RENDERED

Ensures the Provision of a good and secure working environment for efficient service delivery by the various professional departments through;

1. Provision of good and functional office accommodation and other support services, such as office equipment and furniture,
2. Ensures that all staff have adequate facilities needed to enable them offer the best of services by providing good offices fitted with air conditioners, tables, chairs, refrigerators as well as stationery items and other allied work tools.
3. Provision of a secured working environment.
4. Provision of a clean and hygienic work environment.

### 5. LIST OF CUSTOMERS

Our customers are basically the staff of the Ministry as well as Contractors.

### 6. PERFORMANCE TARGETS

- To provide efficient and prompt services by our qualified and seasoned staff that man our service delivery processes.



- To ensure quick processing and payment of utility bills for the Ministry.
- To ensure a clean and conducive work environment
- To ensure the provision of adequate working tools for the staff of the Ministry.

**7. OBLIGATIONS OF CUSTOMERS**

1. Acquaint themselves with this service charter
2. Follow approved procedures for obtaining required services
3. Attach all required or requested copies of information
4. Make enquiries in a courteous manner
5. Follow any one or a combination of complaints methods contained in the Charter.

**8. OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to



seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

## **11. STAKEHOLDERS' PARTICIPATION IN SERVICE PROVISION**

The Stakeholders of the Department includes, but not limited to the following;

- Staff of the Ministry
- Contractors and other stakeholders

***The department is expected to meet with the stakeholders annually.***

## 12. LIMITATIONS

- There is lack of adequate funding to meet the needs of the Department.
- There is also acute shortage of office accommodation.



### 13. LOCAL CHARTER FOR LEGAL SERVICES DEPARTMENT

(i) INTRODUCTION

The Legal Department which is directly under the purview of the Honourable Minister renders Legal Services to the whole Ministry, its Parastatals/Agencies. These services include but not limited to drafting of Contract documents and MOUs and recommending same for Honourable Minister’s signature and representation of the Ministry in all legal matters, representing the Ministry in litigation.

(ii) VISION STATEMENT

The vision of the Legal Department is to guide the Ministry in all legal matters and to ensure that the interest of Government is protected.

(iii) MISSION STATEMENT

To make the Legal Department better by making sure that justice and fairness is done to all as regarding Government businesses.

(iv) SERVICES RENDERED

- (i) Rendering legal advice /opinion to the Ministry, Parastatals and its Agencies on policy matters, legislations, contracts, litigations, personnel matters, compensation matters and international relations.
- (ii) Preparation, drafting and vetting of legal documents like Agreement and Memorandum of Understanding(MoU)
- (iii) Defending the Ministry in law suits involving the Ministry all over the Federation and initiating suits on behalf of the Ministry when necessary.
- (iv) Representation in Procurement Committee and in the Ministerial Tenders Board (MTB).



- (v) Providing legal advice to various committees set up in the Ministry as members of these committees or non members.
- (vi) Liaison with the Federal Ministry of Justice and other MDAs in the discharge of various legal services as the need arises.
- (vii) The Department is also involved in the defence of the Ministry's yearly budget and its activities at the National Assembly.
- (viii) Representing the Ministry at meetings, conferences and seminars bordering on legal issues within and outside Nigeria.
- (ix) Providing updates to the Ministry on current judicial pronouncements and legal developments globally in respect of Water Resources Management.

(v)      **LIST OF CLIENTS**

Clients of the Legal Department are mainly staff of the Ministry, members of the public who do business with the Ministry, local and International, corporate organizations, contractors and consultants who handle projects of the Ministry.

(vi)      **PERFORMANCE TARGETS**

- Prompt action taken on each activity
- Prompt treatment of each matter, whenever they arise.
- Professionalism and dynamism in all areas.
- Proper handling of all matters involving the Ministry and enforcement of judgments against or in favour of the Ministry.





**(vii) OBLIGATIONS OF CLIENTS**

Clients are required to:

- Acquaint themselves with this service charter.
- Follow approved procedures for obtaining required services.
- Attach all required or requested copies of information needed for processing requests for services.
- Make enquiries in a courteous manner.
- Follow any one or a combination of complaints methods contained in the Charter.

**(viii) OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

**(ix) OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**(x) COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,



- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

**(xi)      STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The Stakeholders of the Department includes but not limited to the following:

- (i)      All water users.
- (ii)     Water Contractors and Consultants.
- (iii)    Water Engineers/ Hydrologists/ Hydro-geologists.
- (iv)    International Government and non- Governmental Organizations.
- (v)    National, States and Local Governments.
- (vi)    Water Boards and businesses and individuals involved in the water sector.



The participation of the stakeholders is very much an essential element in the provision of service, without them the Legal Department will not have much activity e.g. Contract drafting and litigation which forms a major part of its functions.

*The department is expected to meet with the stakeholders annually.*

(xii) **LIMITATIONS**

- Inadequate funding
- Lack of adequate electricity to make the environment conducive to work.
- Lack of specialized training as it relates to the lawyers in the Department.
- Lack of updated Law Library in the Department.

## 14. LOCAL CHARTER FOR SPECIAL DUTIES DEPARTMENT

### 1. INTRODUCTION:

The Special Duties Department was established vide a circular from the Office of the Head of the Civil Service of the Federation circular Ref. No. HCSF/CMO/EM/234/17 dated 11<sup>th</sup> March, 2014.

### 2. VISION STATEMENT:

To provide the required support and assistance to the Permanent Secretary in the discharge of his/her duties.

### 3. MISSION STATEMENT:

To provide efficient and effective support services to the Permanent Secretary to facilitate the smooth running of his/her office towards the achievement of the Ministry's mandate.

### 4. SERVICES RENDERED:

- Assisting the Permanent Secretary to provide line supervision and general management to all staff in the Office of the Permanent Secretary;
- Execute assigned projects for the Permanent Secretary;
- Manage assigned direct reporting Units on behalf of the Permanent Secretary such as ACTU, Stock Verification, Gender, Survey, Climate Change, National Assembly Liaison, Protocol etc;
- Assist the Permanent Secretary as required to formulate or articulate his/her leadership agenda for the Ministry
- Provide support in time of leadership transition in the Ministry;
- Manage high level stakeholders access to the Permanent Secretary;



- Provide Secretarial Services to high level meetings of the Permanent Secretary;
- Assist the Permanent Secretary manage his/her schedule to ensure that the activities follow espoused priorities ;
- Coordinate the Permanent Secretary’s response to emergencies and schedule all staff meetings and briefings involving the Permanent Secretary;
- Coordinate the daily briefing sessions of the Permanent Secretary’s official schedule;
- Represent the Permanent Secretary at certain functions;
- Constituency projects; and
- Liaison with National Assembly.

## 5. LIST OF CUSTOMERS

Customers of the Special Duties Department are mainly staff of the Ministry, its Departments, Agencies, Parastatals and Stakeholders of the Water Sector and members of the public that have transactions with the Ministry.

## 6. PERFORMANCE TARGETS

- Ensure the smooth running and operation of the office of the Permanent Secretary;
- Prompt rendering of minutes/reports of meetings chaired by the Permanent Secretary;
- Proper handling of all matters assigned by the Permanent Secretary;
- Proper and effective verification, monitoring and supervision of all Constituency projects;
- Close liaison with the National Assembly on issues

bordering on the Ministry’s annual budget/projects; and

- Effective and efficient response to emergencies as they may arise in the water sector.

**7. OBLIGATION OF CUSTOMERS:**

Customers are required to:

1. Acquaint themselves with this service charter
2. Follow approved procedures for obtaining required Services;
3. Attach required or requested copies of information needed for processing requests for services;
4. Make enquiries in courteous manner and
5. Follow any one or a combination of complaints methods contained in the charter.

**8. OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:



- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five(5) working days.***

## **11.      STAKEHOLDERS’ PARTICIPATION IN SERVICE PROVISION**

The stakeholders of the Department include, but not limited to the following:

- i.        Staff of the Ministry;
- ii.       Agencies and Parastatals under the Ministry
- iii.      All Water Sector Stakeholders
- iv.      National, States and Local Governments

***The department is expected to meet with the stakeholders annually.***

## 12. LIMITATIONS

The Special Duties Department is limited in terms of the following:

- i) Office space
- ii) Inadequate staffing
- iii) Capacity Building ; and
- iv) Inadequate funding





## 15. LOCAL CHARTER FOR PRESS AND PUBLIC RELATIONS DEPARTMENT

### 1. INTRODUCTION

The Press and Public Relations Department is under the Minister's office. It is charged with the responsibility of projecting the activities of the Ministry and managing the public image of the Ministry.

### 2. MISSION STATEMENT

To project the programmes and policies of the Ministry, in such a way that the public image of the Ministry is favorable especially in service delivery.

### 3. VISION STATEMENT

To project and situate the Ministry as a viable reference point for water management matters through the formulation and articulations of dynamic media and public relations strategies for the Ministry and its Parastatals.

### 4. SERVICES RENDERED

(I) Projecting the programmes, policies, plans and activities of the Ministry through Press Releases, Press Conferences, feature articles, pamphlets, brochures, posters, films/photos, Journals, Magazines, Documentaries, News commentaries, Public Lectures, Seminars and Workshops.

(ii) Providing adequate Press Coverage of all activities of the Ministry and ensuring prompt and detailed publicity of the Ministry's policies and programmes.

(III) Informing, educating and enlightening the public about the activities, actions, policies and programmes of the Ministry. This is achievable through effective, accurate and prompt information dissemination about the Ministry through prompt issuance of Press Releases, Press Statements or whatever means is considered

appropriate.

(iv) Procurement of newspapers and other information materials for the Ministry.

(v) Monitoring of all shades of public opinions and reactions to the Ministry’s plans, policies, Projects and achievements. This is achievable through review and analysis of local and foreign media and social media on regular basis. The Department keeps a data of reports from electronic and prints media and also a photo news bank in areas of concern to the ministry and its Departments.

(vi) The activities of the Ministry are also projected to the World through production of in-house magazine. The Ministry’s activities are also posted on the Ministry’s website. Federal Ministry of Information’s website, NAN’s website and online news medium and the social media.

(vii) Daily monitoring and review of Ministry’s activities in the media as it affects the Ministry. Compilation of review reports and circulation of such among key officers in the ministry. Issuing of Rejoinders, Press Statements or follow-ups when the need arises.

(viii) Carrying out post event evaluation (Post Mortem) with a view to improving on service delivery.

(ix) The department is responsible for the placement of all advertisements, jingles and announcements for the Ministry and its Departments in the media.

(x) Liaison with the Federal Ministry of Information & Culture and related Government Agencies.

(xi) Creating cordial and effective rapport with media Practitioners for maximum coverage and productivity; and,

(xii) Organizing the Honourable Minister’s Press interviews and engagements.



**5. LIST OF CUSTOMERS**

Customers of the Department include staff of the Ministry, National and International media and the general public.

**6. PERFORMANCE TARGETS**

- (i) Early planning.
- (ii) Acquisition of working tools.
- (iii) Availability, Accessibility of all media sources including the latest development in news gathering and dissemination.
- (iv) Achieving closer and cordial working relationships with other departments and units.

**7. OBLIGATIONS OF CUSTOMERS**

Customers are required to:

- i. Acquaint themselves with this service charter
- ii. Follow approved procedure for obtaining required services.
- iii. Attach all required or requested copies of information needed for processing requests for services
- iv. Make enquiries in courteous manner
- v. Follow any one or a combination of complaints methods contained in this Charter.

**8. OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.



**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals.

***All Complaints/Petitions should be addressed within five(5) working days.***



## 11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

The stakeholders of the department include, but not limited to the following :-

- All stakeholders in water sector
- All Media Organizations
- The General Public

The participation of stakeholders is very much an essential element in provision of services and serves as coordinator and facilitator in the process of integrating these views and participations of these various interests to enhance the image of the Ministry.

*The department is expected to meet with the stakeholders annually.*

## 12. LIMITATIONS

There are limitations in terms of the following:-

- Inadequate funds for publicity
- Capacity building

## 16. LOCAL CHARTER FOR SURVEY UNIT

### 1. INTRODUCTION:

The Survey unit in the Federal Ministry of Water Resources is a part of the pooling office of the Office of the Surveyor-General of the Federation (OSGOF), an Extra-Ministerial Department; providing Geo-information for planning, design and construction of infrastructure for water resources development and management.

### 2. VISION STATEMENT:

To be a leading and exemplary geomatic organization that can adequately and effectively meet geo-information needs of all sectors of the Nigerian economy for sustainable development.

### 3. MISSION STATEMENT:

To provide timely, reliable and accurate map and geo-spatial information to all end users.

### 4 SERVICES RENDERED:

1. Cadastral and Legal Survey of properties in Federal Ministry of Water Resources.
2. Monitoring and deformation studies of dams and reservoirs.
3. Production of Geo-information, maps to all users.
4. Co-ordinating Survey activities in all departments, Units and Agencies within the Ministry.
5. Leveling aimed at the production of topographic maps.
6. Engineering and infrastructure Survey.
7. Hydrographic and Bathymetric Surveying and other Geo-spatial related jobs.



8. Demarcation and percellation of irrigation schemes.
9. Asbuilt survey and preparation of site plans.
10. Liaising with the Federal Ministry of Water Resources (FMWR) on behalf of the Office of the Surveyor General of the Federation, (OSGOF).

**5 LIST OF CUSTOMERS:**

Our customers include all the Departments, Units, Agencies and Parastatal in the Federal Ministry of Water resources. Others are Consultants, Contractors and other levels of government.

**6 PERFORMANCE TARGETS:**

1. Creating awareness for Surveying and Mapping in all ramifications in the Federal Ministry of Water resources.
2. Entrench a system for monitoring and deformation studies of dams for optimal maintenance and performance.
3. Production of improved and enhanced maps and map substitutes for water resources infrastructure sustainability.
4. Participating in the creation of water resources information management system (WATRIMS) for all the facilities and infrastructure in water shed to facilitate land management for agriculture, watershed management and climate change effects in irrigation and adaptation.
5. Provision of geo-information for better decision making and policy formulation in the Federal Ministry of Water Resources.



**7            OBLIGATION OF CUSTOMERS:**

Customers are required to:

- (i)        Acquaint themselves with the Service Charter.
- (ii)      Follow approved procedure for obtaining required services.
- (iii)     Attach all required or requested copies of information needed for processing request for services.
- (iv)      Make enquiries in a courteous manner.
- (v)      Follow any one or combination of complaints, methods contained in the Charter.

**8            OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9            OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10          COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline





concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.

c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to

d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/Parastatals.

***All Complaints/Petitions should be addressed within five (5) working days.***

## **11 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION:**

- a) All water users.
- b) All Departments, Units, Parastatals and Agencies in the Federal Ministry of Water Resources.
- c) Water contractors and consultants.
- d) Government at all levels.

***The Unit is expected to meet with the stakeholders annually.***

## **12 LIMITATIONS:**

- Inadequate funding/budgetary provision.
- Inadequate capacity building.
- Insufficient office space.

## 17. LOCAL CHARTER FOR ANTI-CORRUPTION AND TRANSPARENCY MONITORING UNIT

### INTRODUCTION

The Corrupt Practices and other Related Offences Act, 2000, came into effect on 13<sup>th</sup> June, 2000 by an Act of the National Assembly. It seeks to prohibit and prescribe punishment for corrupt practices and other related offences in the country. To accomplish this, an Independent Corrupt Practices and Other Related Offences Commission (ICPC) was vested with the responsibility for investigation and prosecution of offences under the Act.

In the light of the above, the ACTU of the FMWR was constituted in October, 2010. The Unit is charged with the responsibility of serving as a watch dog and whistle blower in matters pertaining to corruption and other social vices within the Ministry, including its Parastatals, Agencies and Institutes.

### VISION STATEMENT

The vision of the Unit is to eliminate or reduce corruption to the barest minimum, so as to foster equitable and sustainable provision of water for all uses to all Nigerians whether they live in the rural or urban areas of the country.

### MISSION STATEMENT

The Mission of the Unit is to act as the eye and ear of the Independent Corrupt Practices and Other Related Offences Commission in the Federal Ministry of Water Resources and Its Parastatals to entrench a culture of due process, accountability, transparency, equity and good governance in the exploration, development and management of the Nation's water resources.

### SERVICES RENDERED

- i. The Anti-Corruption and Transparency Unit provides the main link between the Ministry and Parastatals on one hand



and The Independent Corrupt Practices and Other Offences Commission (ICPC)

- ii. Receiving oral and written reports of corrupt practices or conspiracy to commit or attempt to commit an offense of corruption from the members of the public and staff of the Ministry.
- iii. To examine the Practices, systems and procedures in the Ministry and its Parastatals and where such practices, systems and procedures aid/facilitate fraud or corruption and take appropriate actions/measures to prevent them.
- iv. To make recommendations as to the specific number of days a file should spend or stay on an officer's desk, taking into account the special peculiarity or subject matter of the Ministry/Parastatals.
- v. Corruption Risk Assessment (CRA) examines the practices, system and procedures in the Ministry and Parastatals to see if there are preventive or procedures that aid/facilitate fraud or corruption and recommend ways of tackling them.
- vi. To educate all officials of the Ministry/Parastatals etc. on and against bribery, corruption and other related offences by organizing seminars, lectures, placing appropriate and well-reasoned anti-corruption posters in very conspicuous places within the Ministry/Parastatals' premises and distribution of anti-corruption hand bills to visitors of the Ministry/Parastatals.
- vii. To educate the public through enlightenment and public support against bribery, corruption and related offences and to enlist and foster public support to combating corruption.
- viii. To constantly consult with the Independent Corrupt Practices and Other Related Offences Commission (ICPC) through retreats, letters, meetings, reports etc.

- ix. Submits annual report of its activities to the commission with copies to the Permanent Secretary.

### **LIST OF CUSTOMERS**

Customers of the Anti-Corruption Unit are mainly staff of the Ministry, its Department and Parastatals, members of the Public who do business with the Ministry.

### **PERFORMANCE TARGETS**

- Effective liaison and communication between the Ministry/ Parastatals and the Independent Corrupt Practices and Other Related Offences Commission (ICPC) on combating corruption and other related offences.
- Ensuring effective and efficient public service delivery through corruption free practices, systems and procedures in the Ministry /Parastatals.
- Committed to the provision of services within realistic set time frame and without undue delay, extortion, influence, expectations and favoritism etc.
- Provision of quality service designed around the requirement of their customers.
- Being responsive/sensitive to the report(s) of complainants.
- Provide details of agencies and government officials to whom complaints are to be directed to.
- Maintain suggestion boxes and publish details ACTUs programmes and activities in conspicuous places.
- Assisting competent and reliable institutions with well-trained personnel committed to fighting corruption and its attendant ills in the society.



## OBLIGATIONS OF CUSTOMERS

Customers are required to;

- (i) Acquaint themselves with this Service Charter.
- (ii) Follow approved procedures for obtaining required services.
- (iii) Attach all required or requested copies of information needed for processing requests for service.
- (iv) Make enquiries in a courteous manner.
- (v) Follow any one or a combination of complaints methods contained in the Charter.
- (vi) Members of the public and Staff of the Ministry can take the Anti-Corruption Unit into confidence by giving to nit correct and true information at all times.
- (vii) Customers should endeavour to make use of the suggestion boxes strategically located within the ministry to file relevant information that will assist the Unit in discharging its mandate.

## OBLIGATIONS OF STAFF

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

## OBLIGATIONS OF MANAGEMENT

Providing conducive work environment, work materials and adequate funding.



## COMPLAINTS METHODS AND PROCEDURES

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals.

***All Complaints/Petitions should be addressed within five(5) working days.***

## STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

The Stakeholders with regards to Anti-Corruption Unit includes, but not limited to the following;

- (i) All Water users, all Staff of the Ministry and all Corporate Organizations and Individuals doing business with the Ministry.



- (ii) The Participation of stakeholders is very much an essential element in the provision of services. Stakeholders are expected to forward complaints to the Unit for improved service delivery.

*The Unit is expected to meet with the stakeholders annually.*

## LIMITATIONS

- (iii) Lack of Office space
- (iv) Insufficient budget to carry out planned programmes of the Unit.
- (v) Sometimes antagonism by staff of the Ministry is also an impediment.
- (vi) Inability to conduct a system study review to address or mitigate the frequent and rampant cases of corruption, numerous cases of abuse and stealing of official vehicles by both retired and serving officers.
- (vii) Non-Involvement of the Unit in some relevant committees which will enable the Unit deliver on its mandate eg;
- Budget implementation and monitoring committee
  - Disciplinary Committee
  - Audit Committee
  - Technical Committee

## 18. LOCAL CHARTER FOR CLIMATE CHANGE UNIT

### ▪ INTRODUCTION

Water has been identified as the primary medium through which Climate Change will have impact on people, ecosystems and the economies worldwide. The Climate change Unit is responsible for mainstreaming of climate change issues into water sector planning and management. Also to conduct regular training and re-training of staff for proper understanding of the Climate Change phenomena. This is to enhance regular information dissemination, knowledge sharing and to foster collaboration amongst stakeholders, to minimize the uncertainties associated with issues of Climate Change.

### ▪ VISION STATEMENT

To properly mainstream Climate Change into water sector and adoption of environmentally friendly practices and innovation towards maintaining the balance between water resources and ecosystems towards the attainment of SDGs.

### ▪ MISSION STATEMENT

To regularly provide information for water sector on Climate Change adaptation and mitigation measures for improved stakeholders' resilience to effects of Climate Change and sustainable development of the nation's water resources with a view to ensuring disaster reduction.

### ▪ SERVICES RENDERED

- Carry out joint studies with the stakeholders and other MDAs to proffer solutions to ameliorate, control and mitigate effects of Climate Change on the nation's water resources, by putting in place appropriate adaptation measures.
- Liaise with other MDAs such as Ministry of Environment, NIMET, NEMA, etc on issues relating to Climate Change.
- Liaise with International Organizations, Donor Agencies etc. for update on meetings, Seminars, workshops on Climate Change and new trends and approach /methods of ameliorating effects





of Climate Change and participate in some of these international Conferences. Also, draw Donor Agencies into funding some programmes that encourage positive use of effects of Climate Change for development of mankind in the water sector.

- Publish regularly, Maps , bulletins, etc with the view of disseminating information on climate change, as it relates to water resources development and management in the Country
- Advise the Ministry on technical approach for minimizing negative effects of Climate Change on the Nation’s water resources
- Focus on effective adaptation techniques of Climate Change phenomena to the benefits of humanity.
- Sensitize the public on Climate Change as it affects the Water sector.
- Also to conduct regular training and re-training of staff for proper understanding of the Climate Change phenomena. This is to enhance regular information dissemination, knowledge sharing and to foster collaboration amongst stakeholders, to minimize the uncertainties associated with issues of Climate Change.

▪ **LIST OF CUSTOMERS**

Customers of the Climate Change Unit are mainly staff of the Ministry, its Departments, RBDAs and Parastatals, members of the Public that do business with the Ministry.

• **PERFORMANCE TARGETS**

To periodically provide data/Information on Climate Change scenarios to stakeholders and water resources managers for effective management of the Nation’s water resources. Also to conduct regular training and re-training of staff for proper understanding of the Climate Change phenomena. This is to enhance regular information dissemination, knowledge sharing and to foster collaboration amongst stakeholders, to minimize the uncertainties associated with issues of Climate Change.



## • OBLIGATIONS OF CUSTOMERS

Customers are required to:

- Acquaint themselves with the Service Charter
- Follow approved procedures for obtaining required services.
- Attach all required or requested copies of information needed for processing requests for service.
- Make enquiries in a courteous manner.
- Follow any one or a combination of complaints methods contained in the Charter.
- Members of the public and employees of the Ministry can take the Climate Change Unit into confidence by giving to the Unit correct and true information at all times.

## OBLIGATIONS OF STAFF

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

## OBLIGATIONS OF MANAGEMENT

Providing conducive work environment, work materials and adequate funding.

## COMPLAINTS METHODS AND PROCEDURES

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,



- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal of Ministry Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five(5) working days.***

## **STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The Stakeholders with regards to Climate Change Unit include, but not limited to the following:

- i. All water users, all Staff of the Ministry and all corporate organizations and individuals doing business with the Ministry.
- ii. Nigeria Hydrological Services Agency (NIHSA);
- iii. Integrated Water Resources Commission (IWRC);
- iv. National Water Resources Institute (NWRI);
- v. Twelve (12) RBDAs;
- vi. Ministry of Environment;
- vii. NIMET, and

viii. NEMA

*The Unit is expected to meet with the stakeholders annually.*

### LIMITATIONS

The Limitations of the Unit are as follows:

1. Inadequate number of staff;
2. Lack of Adequate Funding; and,
3. Lack of State-of-the-Art equipment.



## 19. LOCAL CHARTER FOR NATIONAL ASSEMBLY LIAISON UNIT

### 1. INTRODUCTION

The Unit was set up primarily to liaise and bridge the yearning gap between the Ministry and the two Chambers of the National Assembly which are saddled with the responsibilities of overseeing the Ministry. This has brought about a boost in the relationship between the Ministry, the two Committees overseeing it and other related Committees of the National Assembly.

### 2. VISION STATEMENT

To boost the relationship between the Ministry and the two Committees overseeing it and other related Committees of the National Assembly. Its strategic liaison competence contributes immensely to the Ministry's appearances before the Senate and House Committees on Water Resources and other Committees.

### 3. MISSION STATEMENT

To facilitate the Ministry's activities with the oversight functions of the Committees on Water Resources, to minimize the level of misunderstanding between them and make the two supervising Committees to fully appreciate the Ministry's position on programmes/projects in MDAs.

### 4. SERVICES RENDERED

- Liaise between the Ministry and the two Committees on Water Resources in the National Assembly and other related Committees involving water related issues
- Projects, uphold and maintain the dignity and good image of the Ministry and its leadership before all the relevant Committees of the National Assembly

- Ensures that materials and responses from the Ministry and its Agencies are legislatively right and politically correct
- Facilitates timely interactions between the Ministry and various Committees of both Houses whenever the need arises
- Guides members of Committees on Water Resources of both Houses and other related Ministries, Parastatals and Agencies during their oversight functions/tours.
- Co-ordinates the Ministry’s presentations (written and oral) before the Committees of the National Assembly
- Protocol and Public Relation activities etc.

**5. LIST OF CUSTOMERS**

Customers of the National Assembly Liaison Unit are made up of all the Committees on Water Resources and other related Committees of the National Assembly.

**6. PERFORMANCE TARGETS**

In successive years till date, the unit has recorded 70% modest achievements in facilitating meetings resulting in the cordial relationship enjoyed by the Ministry and the Committees.

**7. OBLIGATIONS TO CUSTOMERS**

Customers are required to:

1. Acquaint themselves with the Service Charter
2. Follow approved procedures for obtaining required services.
3. Attach all required or requested copies of information



needed for processing requests for services.

4. Make enquiries in a courteous manner.
5. Follow any one or a combination of complaints methods contained in the Charter.
6. Members of the public and employees of the Ministry can take the National Assembly Liaison Unit into confidence by giving to the Unit correct and true information at all times.

## 8. OBLIGATIONS OF STAFF

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

## 9. OBLIGATIONS OF MANAGEMENT

Providing conducive work environment, work materials and adequate funding.

## 10. COMPLAINTS METHODS AND PROCEDURES

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.

c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to

d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five(5) working days.***

## **11.      STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The stakeholders with regards to National Assembly Liaison Unit include, but not limited to the following:

- Senate Committee on Water Resources
- House Committee on Water Resources
- Senate and House Public Accounts Committees
- House Committee on Rural Development
- House Committee on Civil Society and Donor Agencies
- Senate and House Committees on MDGs
- House Committee on Health
- House Committee on Agriculture
- House Committee on Appropriation
- House Committee on Public Procurement





- House Committee on Reform of Government Institutions
- House Committee on Environment
- House Committee on Constituency Outreach

*The Unit is expected to meet with the stakeholders annually.*

## 12. LIMITATIONS

The limitations of the Unit are as follows:-

- Adequate trained staff.
- Lack of funding.



## 20. LOCAL CHARTER FOR GENDER & HUMAN RIGHTS UNIT

### 1. INTRODUCTION

The Gender and Human Rights Unit is a “Specialize Unit” which was created in 2010. This is in realization of the Ministry’s commitment to support gender mainstreaming in the Water Sector, to ensure that issues and concerns of males, females, poor, rich, elderly and people living with disabilities are part of analysis, preparation, design, implementation, monitoring of programmes/projects cycle, as an essential tool to promote inclusive and dynamic development, aimed at addressing sustainability in water Resources Management.

### 2 VISION STATEMENT

Mainstreaming Gender in the Water sector and to ensure that issues and concerns of males, females, poor, rich, elderly and people living with disabilities are part of analysis. And to create gender awareness within the agencies and parastatals of the Ministry.

### 3. MISSION STATEMENT

Strengthening of gender focal points and conducting advocacy and sensitization workshop for the propagation to gender mainstreaming in the Water sector.

### 4. SERVICES RENDERED

- Establishment of gender desk officers in all departments and parastatals and agencies of the Ministry.
- Conducting workshops on strengthening gender focal points in the department and agencies of the main Ministry.
- Verification and follow-up of rural women and girls empowerment, on Water Vending and Sanitation related Business, in three Geo-political zones:



- Liaise with Federal Ministry of Women Affairs on matters related to gender matters.
- Stake holders' advocacy and Sensitization Workshop for Policy Makers on Gender Mainstreaming in the Water Sector.

## 5. LIST OF CUSTOMERS

### a. INTERNAL CUSTOMERS

- Staff of the Ministry
- Agencies and Parastatals of the Ministry

### b. THE EXTERNAL CUSTOMERS are:-

- NGOs
- Private Sectors
- States, LGAs and Communities
- General Public (Women and Girls, Men, the disabled and vulnerable groups, etc)

## 6. PERFORMANCE TARGETS

To develop gender – responsive policies and strategies together with sensitization and mobilization activities of gender mainstreaming.

It also collects and stores data on gender practices and gender roles in water projects and disseminates information.

## 7. OBLIGATIONS OF CUSTOMERS

Customers are required to:-

- (i) Be gender sensitive
- (ii) Support and collaborate with Gender and Human

Rights Unit

- (iii) Active participate in all Gender and Human Rights Unit programmes/workshops.
- (iv) To provide report on gender issues
- (v) Make enquiries on role of gender and human rights.
- (vi) Members of the public and employees of the Ministry can take Gender Unit into confidence by giving to the Unit correct and true information regarding gender activities.

**8. OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform



Coordination & Service Improvement Department Room 004.

c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to

d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or

e. Service Frontline Officers in the various Agencies/ Parastatals.

***All Complaints/Petitions should be addressed within five(5) working days.***

## **11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The stake holders regarding the Gender & Human Rights Unit include, the following:-

1. All the departments in the Ministry,
2. Parastatals and Agencies
3. The 12 RBDAs;
4. Ministry of Women Affairs and other line ministries.
5. Gender Desk Officers in the 12 RBDAs.
6. Stakeholders of all water Users.

***The Unit is expected to meet with the stakeholders annually.***

## 12. LIMITATIONS

The limitations of the Unit are as follows:

- Lack of adequate funding
- Lack of trained gender desk officers in the 12 RBDAs.



## 21. LOCAL CHARTER FOR NIGERIA HYDROLOGICAL SERVICES AGENCY (NIHSA)

### 1. INTRODUCTION

The Act for the creation of the Nigeria Hydrological Services Agency (**Establishment**) Act, 2010 was signed into law by Mr. President on the 27<sup>th</sup> day of August, 2010; (Federal Government of Nigeria Official Gazette No 100. Volume 97 of 31<sup>st</sup> of August 2010). The Agency is statutorily charged to carry out hydrological activities and services for assessment of the nation's vast water resources.

With this, the Agency is charged to collect hydrological and hydrogeological data and further process the data to provide information required for planning, design, management and development of water resources programmes and projects in the country.

This document is a Charter designed to outline the various activities of the Agency and its obligations to the public.

### 2. VISION STATEMENT

To create a dynamic and advanced hydrological service with capabilities of facilitating and supporting the harnessing, controlling, preserving, development and management of Nigeria's vast water resources in a sustainable manner.

### 3. MISSION STATEMENT

To provide information on the status and trends of the nation's water resources including its location in time and space, extent, dependability, quality and the possibilities of its utilization and control, through the provision of reliable and high quality hydrological and hydrogeological data on a continuous basis.

**4. SERVICES RENDERED**

i) *HYDROLOGICAL ACTIVITIES*

- Hydro-meteorological network design and data collection, processing and dissemination;
- Maintenance of all Hydrometric and telemetric installations;
- Discharge measurement and Rating Curve generation.
- Sediment transport sampling and analysis;
- River Engineering (channel hydraulics studies for improved conveyance of water);
- River flow forecasting;
- Surface water evaluation;
- Hydrological assessment of inter-basin water transfer;
- Bilateral/multilateral relations with UNECSO, WMO, UNDP, NBA, LCBC and other international organizations involved in global hydrology;
- Design, Fabrication and calibration of instruments for hydrological observation;
- Real-time forecasting of hydrometeorological phenomena - Hydro-Niger Project;

ii.) *HYDROGEOLOGICAL ACTIVITIES*

- Hydrogeological mapping of Nigeria on scales 1:250,000 and 1:500,000 including their production and sales;
- Hydrogeological data acquisition, storage retrieval and dissemination;





- Establishment of groundwater monitoring network and determination of aquifer parameters.
- Groundwater quality monitoring;
- Geotechnical site investigations of all water resources projects nationwide;
- Fracture analyses of finite and infinite aquifers using aerial photography and satellite imageries;
- Bilateral/Multilateral relationship with WMO, UNESCO, IAEA, OSS, NBA, LCBC, ESA and other International bodies.
- Initiate and promote groundwater bye-laws;
- Evolution of hydrogeological code of practice;
- Saline water intrusion and artificial recharge studies;
- Aquifer modeling;
- Visual, lithologic and tele-logging of exploratory boreholes and levelling of installation to mean sea level.
- Application of scientific techniques like isotope, Remote Sensing and GIS in water resources assessment.
- Trans-boundary Aquifer monitoring management (Jullemeden, Chad and Keta Basins and others).
- Groundwater exploration and geophysical survey.

## 5. LIST OF CUSTOMERS

The list of Customers include but not limited to the following:

- All water users.



- Water Contractors and Consultants.
- Water Engineers/Hydrologists/Hydrogeologists.
- International Governments and Non-Governmental Organizations.
- Federal, States and Local Governments.
- Water Boards and Business individuals involved in the Water Sector.
- National Planning Commission.
- International Organizations, such as: - WMO, UNESCO, IAEA, OSS, NBA, LCBC, ESA.
- Nigeria Metrological Agency (NIMET)

## 6. PERFORMANCE TARGETS

(i) A robust database containing information on all activities listed in the services rendered above, through annual Publication of:

- Hydrological Yearbooks and Hydrological and Scientific Bulletins
- Hydrogeological, Hydrological and related maps.
- Hydrological data for Consultants, Researchers and other end users.
- Processed data from Satellite Imageries of Water bodies and related Bulletins.
- Provision of specialised services in various areas of Water



Resources Management and Development.

- Annual provision of data on surface run-off and groundwater assessment of the nation's vast water resources potentials and provision of a real time basis forecasting of extreme hydrological events e.g. droughts, floods etc.
- Provision of information on available water resources in terms of spatial and temporal distribution, quantity and quality.

**7. OBLIGATIONS OF CUSTOMERS**

1. Acquaint themselves with the Service Charter.
2. Follow approved procedures for obtaining required services.
3. Attach all required or requested copies of information needed for processing requests for service.
4. Make enquiries in a courteous manner.
5. Follow any one or a combination of complaints methods contained in the charter.

**8. OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

Where clients/customers are dissatisfied with any aspect(s) of



the Ministry’s services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/ Parastatals, or to;
- f. The Director General, Nigeria Hydrological Services Agency (NIHSA), or the Servicom Focal Officer of the Agency.

***All Complaints/Petitions should be addressed within five(5) working days.***

## **9.        STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The stakeholders of the Agency include, but not limited to the following:

- All water users.



- Water Contractors and Consultants.
- Water Engineers/Hydrologists/Hydrogeologists.
- International Government and Non-Governmental Organizations.
- Federal, State and Local Governments.
- Water Boards and Business individuals involved in the Water Sector.
- Universities and Research Institutions involved in the Water Sector.

*The Agency is expected to meet with the stakeholders quarterly or as frequently as the need arises.*

#### 10. LIMITATIONS

- Inadequate funding for some of the projects of the Agency.
- Insufficient platforms constructed for the collection of hydrological and hydrogeological data in the country.
- Lack of permanent office building for the Agency.

## 22. LOCAL CHARTER FOR NATIONAL WATER RESOURCES INSTITUTE (NWRI), KADUNA

### • INTRODUCTION/PURPOSE

The National Water Resources Institute, a Parastatal of the Federal Ministry of Water Resources was established in 1979 under Decree No. 3 of March 2<sup>nd</sup>, 1985, currently referred to as National Water Resources Institute Act, Cap No. 83, Laws of the Federation of Nigeria, 2004. The Institute being a research and capacity development organization is mandated to carry out training and retraining of water Engineers, Technologist, and Technicians in the water resources sector. Also as part of its mandates, the Institute is charged with the responsibilities of providing training for the various sector stakeholders on short courses and formulate programmes of work in the field of water resources.

### • MISSION STATEMENT

The Institute is committed to the practical training of sector stakeholders to develop their capacities and equip them with skills for implementing integrated water resources management.

In pursuance of excellence, the institute seeks to provide leadership and focus in the conduct of applied research acquisition analysis, storage and dissemination of water resources data and information in Nigeria.

### • VISION STATEMENT

To be the foremost institute for capacity development for sustainable water resources management nationally and internationally.

### • SERVICES RENDERED:

- In the area of capacity building, the institute aims to train Nigerian workforce in the water resources sector through short courses;



- At Africa Sub-regional level, the institute aims to deliver short-term courses every year depending on clients and sponsors;
- Locally, the institute mobilizes Nigerian Stakeholders in water and sanitation sectors to participate in Workshops/Seminars organized by it depending on clients and sponsors;
- In the interest of general public and professionals and in line with the provisions of the Act, the Institute develops the code of practice for the water sector.
- The Institute will continuously plan activities and execute applied research; which is aimed at solving problems in projects like flood control, water supply, sewage treatment etc. It will also offer Technical services including consultancy;
- In its effort to disseminate knowledge and research findings, will ensure regular flow of technical information, publish newsletters, bulletins, technical reports and journals annually; and will as a continuous exercise; maintain a well-stocked, up-to-date water resources library and a modern computer centre for data achieving and analysis.

Advise the Minister on National Water Resources training needs and priorities:

- Perform Engineering Research functions related to such major water resources as may be required for flood control, river regulation, reclamation, drainage, irrigation, domestic and industrial water supply sewage treatment;
- Perform ancillary services such as planning of water resources management and River Basin development and produce necessary code of practices in water resources Engineering suitable for Nigerian conditions;

- Promote the establishment of uniform national data collection system relating to surface and sub-surface water resources;
  - Provide training for Engineers and Technicians on short courses and formulate programmes of work in the field of water resources;
  - Establish and maintain a water resources library, documentation and conference centre;
  - Publish or sponsor publication of water resources journals;
  - Promote co-operation in water resources development management with similar bodies in other countries and with international bodies connected with water resources management and operation; and
  - Carryout such other activities as are necessary or expedient for the full discharge of its functions under this Decree.
- **LIST OF CUSTOMERS**
    - i. All Nigerians public;
    - ii. Interested corporate stakeholders;
    - iii. West African Sub-region;
    - iv. Contractors/Consultants;
    - v. Ministries, Inter Governmental Agencies, Parastatals or Organizations, institutions of learning, NGOs, Multilateral Agencies and bodies like UNICEF, World Bank, the EU; and
    - vi. Intra Staff of NWRI.





- **PERFORMANCE TARGETS;**
  - (i) To intensify short-term training in the institute and in-house training of workforce of the water resources sector;
  - (ii) To seek funds and gradually improve on our facilities, update equipment and expand the scope of training offered;
  - (iii) Extend training activities to cover the West African Sub-region;
  - (iv) To mobilize stakeholders in water and sanitation sectors to participate in workshops/seminars so as to facilitate the exchange of research results, analysis and proffering of solutions to general and specific problems;
  - (v) To intensify research activities so as to provide solutions to general and specific problems in flood control drainage, irrigation, water supply and sewage treatment;
  - (vi) To strengthen our structure so as to offer qualitative technical and consultancy services to interested Nigerian public, Ministries and institutions of learning and NGOs;
  - (vii) To ensure the dissemination of knowledge and research findings through regular publications of newsletters, bulletins, technical reports and journals;
  - (viii) To continually improve the conditions of services of staff of the institute;
  - (ix) To raise the quality of staff of the institute through in-house training as well as external training for improved service delivery.
  - (x) To strengthen mutually-beneficial cooperation with local and international NGOs, Multilateral Agencies and bodies like UNICEF, World Bank, the EU and other Governments.



- (xi) Interested corporate stakeholders are encouraged to initiate collaboration discussion with the institute on training, research use of library exchange of data and research results in national interest.

- **OBLIGATIONS OF CUSTOMERS**

- i. The institute has its own rules governing the initiation and conduct of Training, Research, Technical services and Consultancy services. This is intended to ensure orderliness, planning and to be consistent and methodical. Stakeholders must follow due process in all interactions with the institute;
- ii. Customers are expected to follow the Institute’s laid down rules/procedures for Training, Research, Technical services and Consultancy services;
- iii. Stakeholders should follow due process in all interactions with the institute;
- iv. Participants/Students, their sponsors and the general public should always bring to the notice of the Institute any shortcoming(s) as well as proffer suggestions on improving service delivery; and
- v. Make enquiries on Institute’s training, programmes and policies, etc.

**OBLIGATIONS OF STAFF**

Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.



## OBLIGATIONS OF MANAGEMENT

Providing conducive work environment, work materials and adequate funding.

## COMPLAINTS METHODS AND PROCEDURES

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals, or to;
- f. The Director General, National Water Resources Institute (NWRI) Headquarters, Mando Road, Kaduna or the Servicom Focal officer of the Institute.

***All Complaints/Petitions should be addressed within five (5) working days.***

- **STAKEHOLDERS PARTICIPATION IN SERVICE DELIVERY**

Stakeholders of the Institute include but is not limited to the following:-

- Stakeholders who are partners involved in meeting the Institute's set targets.
- The General Public, prospective students, internal and international organisations.

*The Institute is expected to meet with the stakeholders quaterly or as frequently as the need arises.*

- **LIMITATIONS**

- Insufficient funds; and
- Late release of Capital budget.



## 23. LOCAL CHARTER FOR GURARA WATER MANAGEMENT AUTHORITY (GWMA)

### 1. INTRODUCTION/PURPOSE

The Gurara Multi-Purpose Dam Project was developed by Federal Government of Nigeria (FGN) primarily to augment the raw water at Lower Usuman Dam for water supply to Federal Capital Territory (FCT), generate 30MW hydropower, and for the development of 6000 hectares of irrigable land, and other ancillary services like Fisheries and Tourism Development.

It comprises of a large dam, 880 million cubic metre storage capacity, 75 km long conveyance pipeline of 3m diameter from the dam to Lower Usuman Dam for FCT water supply. The dam is built on the upper reaches of Gurara River in kachia Local Government Area of Kaduna State. Other components of the project are the 30 MW hydropower plant, and the development of 6000 hectares for irrigation agriculture.

Gurara reservoir has since September, 2007 supplied raw water to the Lower Usuman Dam/Reservoir for portable water supply to the FCT and environs. This augments water available in the Usuman reservoir.

This project formed the backbone for the creation of the Gurara Water Management Authority.

### 2. VISION STATEMENT

The Vision of the Authority is to ensure that the supply of portable water meets ever-increasing population of the Federal Capital Territory (FCT) in the long run, as well as augment power supply to the FCT and alleviate food shortage in the Federal Capital Territory.

### 3. MISSION STATEMENT

The mission of the Authority is to ensure that policies and programmes of portable water supply of power generation and distribution, as well as irrigated agriculture, are implemented in line with the agenda of the present Administration.

#### 4. SERVICES RENDERED

- (i) To provide a sustainable source of water supply and sanitation to meet the over-stretched demand of the Federal Capital Territory;
- (ii) To generate hydroelectric power;
- (iii) To supply water for irrigation of about 6000 hectares of irrigable land for increased food production under commercially viable arrangements;
- (iv) To promote general development of the remote and under-developed catchment areas of the project in Kaduna State, Niger State and the FCT;
- (v) Ensure that comprehensive actions are taken to counteract any adverse effect the project might have on the local population and their environment;
- (vi) Operate and maintain, in top condition, all infrastructural facilities and services such as the main Dam and Appurtenant structure; the 75km long Transfer Tunnel; Hydro plant; Irrigation and drainage systems; access roads, camps, power, communication, etc.
- (vii) Maintain, at top level, the integrity of the reservoir and protection of the catchment areas;
- (viii) Arrange and maintain sound strategic security cover for the whole facility; and,
- (ix) To provide the opportunity to undertake ancillary developments such as Agro-allied industry, fisheries and tourism.

#### 5. LIST OF CUSTOMERS

Customers of the Authority are mainly staff of the Federal Ministry of Water Resources, staff of the Authority, Departments and parastatals of the Ministry, members of the public that have business with the Authority and investors tapping the facilities of the Authority for



profit and Business.

## **6. PERFORMANCE TARGETS**

The Authority is to ensure the development of water resources infrastructure, to supply water; to generate electricity and to also irrigate about 6000ha of land for food and fibre production, to monitor and evaluate resettlement and compensation programmes.

## **7. OBLIGATIONS OF CUSTOMERS**

Customers are required to:

- Acquaint themselves with the Service Charter
- Follow approved procedures for obtaining required services.
- Attach all required or requested copies of information needed for processing requests for service.
- Make enquiries in a courteous manner.
- Follow any one or a combination of complaints methods contained in the Charter.
- Members of the public and employees of the Authority can take the Authority into confidence by giving to the Authority correct and true information at all times.

## **8. OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

## **9. OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

## 10. COMPLAINTS METHODS AND PROCEDURES

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
  - c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
  - d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
  - e. Service Frontline Officers in the various Agencies/Parastatals.
- or to; The Coordinating Director, Gurara Water Management Agency, or the Servicom Focal Officer of the Authority.

***All Complaints/Petitions should be addressed within five(5) working days.***

## 11. STAKEHOLDER PARTICIPATION IN SERVICE PROVISION

The Stakeholder of Gurara Water Management Authority (GWMA) include, but not limited to the Following:

- All Water users, all staff of the Authority and all Corporate Organisations and individuals doing business with the Authority.





- Federal Ministry of Water Resources.
- FCT.
- Kaduna and Niger States.

***The Agency is expected to meet with the stakeholders quarterly or as frequently as the need arises.***

## 12. LIMITATIONS

The Limitations of the Agency include but not limited to the:

- Lack of legal backing establishing the Authority
- Inadequate staffing
- Underfunding.

## **24. LOCAL CHARTER FOR NIGERIA INTEGRATED WATER RESOURCES MANAGEMENT COMMISSION (NIWRMC)**

### **1. INTRODUCTION/PURPOSE**

The Commission, which came into being in early 2008, is an Institution which promotes the coordinated development and management of water and social welfare in an equitable manner without compromising the sustainability of vital ecosystems. The Commission is a unique organization, involving a partnership of the Federal, States and Local Governments, to build the capacity to conserve and regulate the development of water, allocate and manage the resources for the benefit of the Citizenry.

### **2. VISION STATEMENT**

To be a world class water resources management and regulatory agency in Nigeria delivering sufficient quantity and quality of water, for all uses and users.

### **3. MISSION STATEMENT**

To provide socially equitable, environmentally sustainable, as well as effective and economically efficient management of Nigeria's water resources.

### **4. SERVICES RENDERED**

- Implement regulatory policies on activities relating to the Management of Water Resources in Nigeria;
- Economic and technical regulation of all aspects of Water Resources exploitation and provision;
- Regulating standards for safety and quality of Water Resources development and public water services;
- Resolve conflicts in matters related to water resources use in



shared river course;

- Issue licenses and monitor the conduct of licenses in accordance with the provision of the Act, and,
- Advise the Honourable Minister on trans-boundary waters;

## 5. LIST OF CUSTOMERS

Customers of the Commission are mainly staff of the Federal Ministry of Water Resources, Agencies and Parastatals, States, Ministries, Policy makers, Developers and all stakeholders in the water and related sectors.

## 6. PERFORMANCE TARGETS

The Commission is to ensure that the integrated approach to water resources management is applied nationwide, as a means of fostering socially, economically, environmentally, efficient, equitable and sustainable water use.

## 7. OBLIGATIONS OF CUSTOMERS

Customers are required to:

- Acquaint themselves with the Service Charter.
- Follow approved procedures for obtaining required services.
- Attach all required or requested copies of information needed for processing requests for service.
- Make enquiries in a courteous manner.
- Follow any one or a combination of complaints methods contained in the Charter.
- Members of the public and employees of the Commission can take the Commission into confidence by giving it correct and true information at all times.

**8. OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
  - c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
  - d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
  - e. Service Frontline Officers in the various Agencies/Parastatals or to;
- The Coordinating Director, Nigeria Integrated Water Resources



Management Commission, or the Servicom Focal Officer of the Institute.

***All Complaints/Petitions should be addressed within five(5) working days.***

#### 11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

Stakeholders of the Nigeria Integrated Water Resources Management Commission include, but not limited to the following: All Staff of the Ministry, Agencies and its Parastatals, States, Ministries, Water Users, Policy Makers, Individual and all corporate organizations involved in water resources development and related sectors, NBA, LCBC etc.

***The Commission is expected to meet with the stakeholders quaterly or as frequently as the need arises.***

#### 12. LIMITATIONS

The limitations of the Commission include but not limited to the following:-

- Act of Parliament as approved by the Council of Ministers and currently in The Presidency ready for transmission to the National Assembly for deliberation and passage.
- Inadequate experienced and qualified professional staff.
- Yet to procure accommodation of its own.
- Inadequate funding of Capital Projects funding by Government.

## 25. LOCAL CHARTER FOR LOWER NIGER RIVER BASIN DEVELOPMENT AUTHORITY (LNRBDA), ILORIN

### 1. INTRODUCTION/PURPOSE

The Lower Niger River Basin Development Authority is a parastatal of the Federal Ministry of Water Resources: established to embark on, among other functions, “the development of both surface and underground water resources potentials of the Nation for multipurpose uses but with particular emphasis on the development of Irrigated Agriculture.

### 2. VISION STATEMENT

To ensure effective and efficient implementation of the Nation’s Water Resources Development Policies, through optimal exploitation, conservation and overall development of the Nation’s abundant surface and underground water resources potentials; with a view to improvising the quality of life of every Nigerian particularly those within Lower Niger Basins of the River Niger.

### 3. MISSION STATEMENT

To serve as a viable and veritable implementing Agency of Government in the effective utilization of all the water resources potentials within the Lower Basin of the River Niger with a view to improving the quality of lives of the people in the area through development of irrigation agronomy, bulk and potable water supply and other water shed management projects.

### 4. SERVICES RENDERED

- i. Farmers assisted programmes where interested farmers contact the Authority for use of its farm machineries for a fee.



- ii.      **Out grower programme:-** Under this programme, commercial farmers make use of the Authority’s farmlands and farm machineries in some cases. However, all other farm inputs are supplied by the commercial farmers but engage local farmers to oversee/manage the farm on their behalf. The sharing arrangement of the proceeds between the former and the latter is usually agreed upon at the inception of their engagement.
  
- iii.     **Borehole Drilling:-** The Authority also engages in borehole drilling for interested members of the Public on payment of reasonable charges.
  
- iv.      **Laboratory Services:-** The Authority also has a functional laboratory where soil, water and other laboratory tests are carried out as may be requested by customers on payment of reasonable charges.
  
- v.       **Sales of poultry products** such as eggs, broilers, spent layers and fishery products.
  
- vi.      Provision of lodging facility to interested members of public.
  
- vii.     Co-ordination or supervision of Federal Government capital projects.

5.        **LIST OF CUSTOMERS**

- I.        Members of water Users’ Association
  
- ii.      Contractors and consultants in water related industries
  
- iii.     Federal, States, Local Governments and Agencies
  
- iv.      Students and Researchers
  
- v.        General Public.



**6. PERFORMANCE TARGET**

The projects or services involved determine the completion target. The Authority’s performance target can be summarized as follows:

- Raising at least 500 broilers and layer birds twice in a year.
- Cultivation of at least 500 hectares of rain-fed farming in a year under the Authority’s direct crop production programme.
- Preparation of at least 500 hectares of land under the farmer assisted programme of the Authority in each rainy season
- Cultivation of at least 100 hectares of irrigated farm land each year during the dry season through partnership with members of the Water User Association
- Direct cultivation of at least 20 hectares of irrigable farm land under direct production in dry season
- Drilling of productive boreholes.
- Carrying out as many as possible laboratory tests referred to us by customers
- Effective supervision of Federal Government Projects as contained in the terms of contracts.

**7. OBLIGATION OF CUSTOMERS**

- i. Acquaint themselves with the Authority’s modus operandi of doing business;
- ii. Follow the Authority’s procedure of doing things.
- iii. Make enquiries in the courteous manner.
- iv. Providing succinct information, including attachments where necessary for processing service requests.





**8. OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
  - c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
  - d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
  - e. Service Frontline Officers in the various Agencies/Parastatals. or to;
  - The Managing Director/CEO, Lower Niger River Basin



Development Authority Headquarters Ilorin Kwara State, or the Servicom Focal Officer of the Authority.

*All Complaints/Petitions should be addressed within five(5) working days.*

## 11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

- Members of water Users' Association
- Contractors and consultants in water related industries
- Federal, States, Local Governments and Agencies
- Students and Researchers
- General Public.

*The Authority is expected to meet with the stakeholders quaterly or as frequently as the need arises.*

## 12. LIMITATIONS

The challenges facing the Authority, among others include:

- Inadequate funding
- Low staff morale
- Inadequate staff welfare



## 26. LOCAL CHARTER FOR ANAMBRA-IMO RIVER BASIN DEVELOPMENT AUTHORITY (AIRBDA) OWERRI

### ➤ INTRODUCTION/PURPOSE

Anambra/Imo River Basin Development Authority is one of the twelve River Basins established in 1976 by Decree No. 25 under the then Military Government of President Olusegun Obasanjo. It is a Federal Government Parastatal under the Federal Ministry of Water Resources. The Administrative Headquarters is located at Agbala in the Owerri North Local Government Area of Imo State. With the amended Decree No. 35 of 1987, the functions of the Authority were limited to development of water resources potentials of its catchment areas comprising the five States of Abia, Anambra, Ebonyi, Enugu and Imo as well as the construction, operation and maintenance of infrastructural services such as roads and bridges linking project sites as well as agricultural Services functions.

### ➤ VISION STATEMENT

To provide leadership in integrated rural development through sustainable development of the human, land, water and environmental resources for multi-purpose uses in Anambra – Imo River Basin.

### ➤ MISSION STATEMENT

To sustainably harness and utilize water resources of Anambra Imo River Basin for improvement of lives and livelihood of Nigerians in the Basin.

### ➤ SERVICES RENDERED

- Irrigation Development for farmers to do irrigated farming
- Underground Water Development for Potable water supply and sanitation

- Dam Construction for both Agricultural and other uses
- Flood and Erosion Control
- Hydrological data collection and collation programme
- Agricultural Services
- Hiring of plants and Machines etc

➤ **LIST OF CUSTOMERS**

1. All Nigerians especially communities within the South East Geopolitical zone of Abia, Anambra, Ebonyi, Enugu and Imo States.
2. Project Farmers within the Zone
3. Contractors / Consultants
4. Inter Governmental Agencies, Parastatals or Organizations
5. Intra Staff of AIRBDA

➤ **PERFORMANCE TARGET**

1. Increasing food security through irrigated agriculture by developing irrigation facilities for about 4000ha of land within the South Eastern States.
2. Productive Borehole drilling within the South East Zone so as to increase access to potable water and sanitation.
3. Carrying out proper supervision of Federal Government Projects within the South Eastern Zone.
4. Cultivation of at least 200ha of rain fed farming in a year under direct farming for the production of different food crops.



5. Production of about 2000 Broilers and Layers in a year.
6. Maintenance of cordial relationship with host communities.
7. Establishment of Songhai Model integrated farms for Market Garden Production in the five states of Abia, Anambra, Ebonyi, Enugu and Imo.
8. Control of Flood and erosion as well as road stabilization within the Zone.

➤ **OBLIGATIONS OF CUSTOMERS**

1. Assistance and co-operation with the Authority.
2. Protection of all Authority's installations.
3. Proper operation and maintenance of facilities installed by the Authority.
4. Report major faults of breakdown promptly to the Authority.
5. Payment of prescribed fees.
6. Provision of useful feedbacks and constructive suggestions.

• **OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

• **OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.



• **COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
- Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- Service Frontline Officers in the various Agencies/Parastatals. or to;
- The Managing Director/CEO, Anambra-Imo River Basin Development Authority Headquarters Owerri Imo State, or the Servicom Focal Officer of the Authority.

***All Complaints/Petitions should be addressed within five(5) working days.***

• **STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

Our Stakeholders are also partners and are involved with us in meeting our set targets as mentioned above.

***The Authority is expected to meet with the stakeholders quarterly***



*or as frequently as the need arises.*

- **LIMITATIONS:**

- Inadequate funding
- Bureaucratic bottlenecks



## **27. LOCAL CHARTER FOR CROSS RIVER BASIN DEVELOPMENT AUTHORITY (CRBDA) CALABAR**

### **1.0 INTRODUCTION/PURPOSE**

The Cross River Basin Development Authority is charged with the responsibility of harnessing its water resources for growth and social-economic development of the citizenry within the catchment areas through the Construction of Dams, Irrigation schemes, Boreholes, Control of Flood and Erosion problems as well as providing Engineering consultancy and other related services.

The Authority is committed to deliver services through its shared mission and vision as stated below;

### **2.0 VISION STATEMENT**

To undertake comprehensive and sustainable development of the land and water Resources of the Cross River Basin for multipurpose use to meet the Socio-economic needs of the catchment area.

### **3.0 MISSION STATEMENT**

To develop the Water Resources of the Cross River Basin for multipurpose use through the construction of dams, irrigation schemes, boreholes, control of flood and erosion problems and simultaneously, provide backup plant hire, engineering consultancy and other related services to ensure an effective, efficient and responsible corporate organization.

### **4.0 SERVICES RENDERED**

The following listed services are obtainable in Cross River Basin Development Authority and are rendered through four (4) departments:





- Comprehensive development of surface and underground water for multipurpose use.
- Construction of infrastructural services such as roads, drains and culverts to control erosion.
- Supply Water from the Authority’s complete storage schemes to all users for a fee.
- Construction, operation and maintenance of dams, dykes, boreholes, irrigation and drainage systems.
- Hydro-meteorological network design with outlets that collect data, process and disseminate information.
- Ground water quality monitoring.
- Hydrological data acquisition, storage and retrieval.
- Develop and keep up to date comprehensive water resources master plan.

## 5.0 LIST OF CUSTOMERS

All Nigerians and people living in Nigeria are the Cross River Development Authority’s Customers. However the Authority deals with certain groups of people on a more regular basis than the others, as follows;

- i) INTRA OR MINISTERIAL CUSTOMERS;
  - Federal Ministry of Water Resources
  - Other RBDAS
- ii) INTER – MINISTERIAL/GOVERNMENT

CUSTOMERS;

- Other Ministries and Parastatal of the Federal Government.
- The National Assembly, the Judiciary, States and Local Governments.

iii) EXTERNAL / PUBLIC CUSTOMERS

- Corporate organizations, Nationally and Internationally.
- Multilateral and bilateral institutions that do business with Nigeria, in terms of human development and health projects e.g European Union, JICA, ADB, DFID, UNICEF and World bank.

iv) INDIVIDUALS.

- Water Sector Contractors, consultants and other stakeholders in the sector
- Farmers and Water user's Association e.t.c

**6.0 PERFORMANCE TARGETS/CUSTOMER EXPECTATIONS**

- Efficient and improved services from customer sensitive staff who man the various service delivery frontlines.
- Technical and Financial assistance from International bodies to be sourced within six months of every year for implementation of water projects.
- Regular update information on water resources development.
- Improved water supply for irrigation and other uses through development of functional dams.
- Annual provision of data on surface run-off and ground



water for assessment of the Nation’s vast resources potentials and provision of near real-time forecasting of extreme hydrological events.

- Regular supply of irrigation water during insufficient rainfall period and improved irrigation development.
- Increased access to water supply and sanitation to additional 70% of Nigeria’s population by the end of 2017 and 100% coverage by 2030.

## **7.0      OBLIGATIONS OF CUSTOMERS**

Customers are required to:-

- Acquaint themselves with the Service Charter of the Ministry and those of its Service frontlines.
- Follow approved procedures for obtaining required services by adhering to the Public Procurement Act.
- Attach all required or requested copies of information needed for processing request for services.
- Make enquiries in a courteous manner.
- Follow any one or a combination of complaints methods contained in the Charter of the Service frontline of interest.

## **8.0      OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.



**9.0      OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10.      COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
  - c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
  - d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
  - e. Service Frontline Officers in the various Agencies/Parastatals. or to;
  - f. The Managing Director/CEO, Cross River Basin Development Authority Headquarters Calabar, Cross River State, or the Servicom Focal Officer of the Authority.

***All Complaints/Petitions should be addressed within five(5) working days.***



## **11.0     STAKEHOLDERS PARTICIPATION IN SERVICE                  PROVISION**

The Stakeholders in the Water Sector include, but not limited to the following;

- All Water users;
- Water Contractors and consultants;
- Water Engineers/Hydrologists/Hydro geologists;
- International, Governments and Non-Governmental Organizations;
- Federal, States and Local Governments;
- Water Boards, businesses and individuals involved in the water sector.
- Rural Water Supply and Sanitation Agencies (RUWATSSA, WASH Dept., WASHCOMM).

The participation of stakeholders is very much an essential element in the provision of services in the water sector. In view of the above, therefore the ministry serves as coordinator and facilitator in the process of integrating these various interests to yield positive results in terms of the provision, maintenance and preservation of fresh water ecosystem in the country. These include the organization/participation in annual conferences like;

- African Ministerial Conference on Water (AMCOW)
- National Council on Water Resources (NCWR)
- International Committee on Large Dams (ICOLD)



- International Committee on Irrigation and Drainage (ICID)
- Nigerian National Committee on Irrigation and Drainage (NINCID)
- Niger Basin Authority (NBA)

At these meetings and conferences within the aforementioned institutions, stakeholders exchange ideas and review ideas, policies and new technologies in the water delivery system.

***The Authority is expected to meet with the stakeholders quarterly or as frequently as the need arises.***

## 12.0 LIMITATIONS

The enormity of the process of water in the country seems to make the huge capital outlay expended on water provision look inadequate, due primarily to the following reasons:

- Lack of adequate funding
- Late release of appropriated funds
- Time limitation for project completion
- Need for more massive training of technical staff,
- Need for capacity building on new techniques in Water Resources development.
- Need for continuous provision of huge capital outlay over a long period to stem the problems of water resources development.
- Dearth of trained personnel in the water resources sector.



## **28. LOCAL CHARTER FOR UPPER BENUE RIVER BASIN DEVELOPMENT AUTHORITY, (UBRBDA) YOLA**

### **INTRODUCTION/PURPOSE:**

Upper Benue River Basin Development Authority is one of the Twelve (12) River Basins established in 1976 by Decree, No. 25 under The then Military Government of President Olusegun Obasanjo. It is a Federal Government Parastatal under the Federal Ministry of Water Resources. The Administrative Headquarters is located Along Mbamba-Fufore Road, Yola South Local Government Area of Adamawa State. With the amended Decree No. 35 of 1987, the functions of the Authority were limited to development of water resources potentials of its catchment areas comprising the Four (4) States of Adamawa, Bauchi, Gombe and Taraba.

The Upper Benue River Development Authority is charged with the responsibility of harnessing the water resources of the Upper Benue Basin for growth and for socio-economic development of her people. This entails the development, maintenance, improvement of water resources infrastructure such as roads, dams, hydraulic structures, linking communities, project sites, supply of water for all productive economic activities; including the conservation and protection of all fresh water ecosystems, as well as agricultural services functions in the basin. This charter document is the expression of the Authority's commitment towards the delivery of services to the people and how the Authority is committed to deliver services through its shared mission and vision, goals and objectives, which are carried out by the Authority's developments as postulated below:

### **1. VISION STATEMENT:**

The Authority's Vision is to provide sustainable access to safe and efficient water to meet the cultural and socio-economic needs of the people within the Upper Benue Basin in a way that will enhance public health, food security and poverty reduction, hydro power generation, erosion or flood control and water shade management,



while maintaining the integrity of fresh water ecosystem of the basin.

**2. MISSION STATEMENT:**

The Authority’s mission is to peruse the objective of harnessing, developing and conserving available land and water resources in the upper Benue Basin with a view to contributing optimally to the socio-economic activities of the basin through comprehensive planning, and provision of the enabling environment for integrated conservation, development and management of various water users, for the preservation of the quality and quantity of fresh water ecosystem, leading to improved environment protection, development of irrigated agriculture for allocation of all the aforementioned amongst the communities within the Upper Benue Basin.

**3. SERVICES RENDERED:**

The Authority functions through its Departments, from where full details of service charter can be obtained. The following is therefore only a summary of services rendered by the Authority:

- Undertake the planning, design, supervision and downstream irrigation infrastructure development in the Upper Benue Basin;
- Maintain hydrological and hydro-geological data and information on water in the Basin through the assessment of water resources in terms of occurrence, quality, quantity, availability and their variability in time and space;
- Undertake comprehensive development of surface and underground water resources for multipurpose use with particular emphasis on the provision of irrigation infrastructure and control of floods and erosion and for water shade management;
- Public/Private Partnership (PPP) through concessional agreement for hydro power development, and small and large irrigation scheme for production of sugar, rice, cotton and vegetables; etc.
- Minor irrigation schemes by drilling of shallow high yielding





wash-boreholes and tube-wells to peasant farmers along the flood plains of Upper Benue Basin for production of rice, sugar cane, maize, vegetables as a means of poverty alleviation to small scale farmers.

- Water Supply Intervention Projects, Supply and Distribution of Water Pumps through Water Users Association (WUA) within Authority's catchment areas in Adamawa, Bauchi, Gombe, and Taraba States respectively from 2004 – 2016.
- Plan for Youth Empowerment Program through Songhai Model Integrated Farms.

#### 4. LIST OF CUSTOMERS:

- All Nigerians especially communities within the North-East Geopolitical Zone of Adamawa, Bauchi, Gombe and Taraba States.
- Contractors, Consultants, Private Individuals, Corporate organizations, government Agencies and other stakeholders.
- Intra staff of UBRBDA.

#### 5. PERFORMANCE TARGETS

- Increasing food security through irrigated agriculture by developing irrigation facilities for about 500ha of land within the North Eastern State.
- Productive Borehole drilling within the North Zone so as to increase access to potable water and sanitation.
- Carrying out of proper supervision of Federal Government Projects within the North Eastern Zone.
- Cultivation of at least 500ha of rain fed farming in a year under direct farming for production of different food crops.

- Maintenance of cordial relationship with host communities.
- Establishment of Songhai Model Integrated Farms for youth empowerment.
- Control of flood and erosion as well as road stabilization within the Zone.
- Efficient and improved services from staff who man the various services delivery frontlines;
- Improved water supply for irrigation and other uses through development of functional dams;
- Provision of data on surface run-off and ground water for assessment of the Basin vast water resources potentials;
- Regular update of information on water resources development.

**7. OBLIGATIONS OF CUSTOMERS:**

- Acquaint themselves with the Service Charter of the Authority and those of its service frontline;
- Follow approved procedures of the public Procurement Act;
- Make enquiries in a courteous manner;
- Follow complaint procedure as contained in the Charter when aggrieved.

**8. OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.



## 9. OBLIGATIONS OF MANAGEMENT

- Providing conducive work environment, work materials and adequate funding.

## 10. COMPLAINTS METHODS AND PROCEDURES

Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:

- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals. or to;
- f. The Managing Director/CEO, Upper Benue River Basin Development Authority Headquarters Yola, or the Servicom Focal Officer of the Authority.

***All Complaints/Petitions should be addressed within five(5) working days.***



**11.      STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION:**

The participation of stakeholders is very much an essential element in the provision of services in the Basin. However, the Authority serves as coordinator and facilitator in the process of integrating those various interests to yield positive results in terms of provision maintenance and preservation of projects executed by the Authority in all the Authority’s catchment areas through a body called the Advisory Committee.

*The Authority is expected to meet with the stakeholders quaterly or as frequently as the need arises.*

**12.      LIMITATIONS:**

Provision of water for multipurpose use require huge capital which is grossly inadequate. However, with time, the future is looking bright. Apart from fund limitation that affects most of our projects, other limitation is existing legislation establishing the Authority i.e. Decree No. 35 of 1987 otherwise known as CAP 396.



## **29. LOCAL CHARTER FOR SOKOTO RIMA RIVER BASIN DEVELOPMENT AUTHORITY (SRRBDA) SOKOTO**

### **1 INTRODUCTION/PURPOSE**

Sokoto Rima River Basin Development Authority (SRRBDA) was established by Decree No. 33 of 1973 and became operational in April, 1973 and sustained by Decree No. 25 of 1976 which also created ten (10) other River Basin Development Authorities in the Federation. The scope and range of activities of River Basin Development Authorities by Decree No. 87 of 1979 which was further amended by act No. 7 of 1981 which then superseded all previous Decrees in respect of River Basin Development Authorities in 1984, the Federal Government increased the number of River Basin Development Authorities from eleven (11) to eighteen (18) and reorganization exercises commended. This limited the Sokoto Rima River Basin Development authority's operational area to Sokoto State (including present Kebbi and Zamfara States) and leaving the Northern part of Kaduna State and Kastina State which were under SRRBDA's jurisdiction before the newly created Kaduna-Karaduwa River Basin Development authority, with Headquarters in Dutsin-ma in Katsina State.

### **2 MISSION STATEMENT**

The Mission Statement of Sokoto Rima River Basin Development Authority is to procure the objectives of harnessing, developing, conserving, organizing and efficient utilization of available land and water resources within the Basin, with a view to improving the standard of living and quality of lives of Nigerians particularly, those in the rural areas through irrigation agronomy and supply of potable water for both human and animal consumption through constant cost reduction, efficient communication and better services.

### 3            VISION STATEMENT

To reform the people within the catchment areas to become highly productive communities, through efficient and effective supply of water for multi-purpose use for the development and alleviation of poverty. Also to increase more food production, water supply, control of drought, flood and erosion to ensure better living and jobs for the people in the catchment areas.

### 4            SERVICES RENDERED

The services rendered by Sokoto Rima River Basin Development Authority include:-

- i. To undertake comprehensive development of both surface and underground water resources for multi-purpose use with particular emphasis on the provision of irrigation infrastructures.
- ii. To undertake schemes for the control of floods and water shed management.
- iii. To construct and maintain dams, dykes polders, wells, boreholes, irrigation and drainage systems and other related activities necessary for the achievement of the authority's functions.
- iv. To provide water for reservoirs, wells and boreholes under the control of the Authority for irrigation, urban and rural water supply schemes on request by state governments for a fee to be determined by the parties concerned, subject to the approval of the Honourable Minister.
- v. To control pollution in the rivers and lakes (natural and man-made) in the Authority's area of jurisdiction in accordance with laid down standards.
- vi. To operate water legislation and control measures.



- vii. To provide infrastructural services such as roads, bridges, etc. to link projects and to develop and keep up to date and comprehensive water resources master plan of the Authority's area of operation.
- viii. To collect and collate water resources socio-economic and environmental data of the Basin.
- ix. To provide services to the communities and farmers within the catchment areas.
- x. To procure and maintain inputs and other related equipment for extension services.
- xi. Hiring/leasing of Authority's machines and equipment for maximum revenue returns.
- xii. To canvass for and secure contracts. Jobs, etc, for maximum revenue returns.
- xiii. To develop efficient information system and set realistic and relevant targets.

## 5 LIST OF CUSTOMERS

Customers of Sokoto Rima River Basin development Authority include:-

- i. Four State Governments, namely Sokoto, Kebbi, Zamfara and Kastina states.
- ii. Government agencies and private organizations.
- iii. Farmers within catchment areas.
- iv. General contractors.
- v. General Public within the catchment areas.



- vi. Staff of the Authority.

## 6 PERFORMANCE TARGET

- Provide Services of adequate quality to all citizens within 1-2 weeks of request of any available service
- Provide credible bills for payment of services rendered to all citizens within a week
- Publish tariff table for the information of all citizens periodically
- Establish a minimum of one commercial centre in every project office
- Publish contact telephone numbers for commercial centre, service staff, project management and Headquarters' management
- Ensure continuous improvement in citizen service delivery through periodic reviews of service benchmarks
- Provide suggestion boxes at all Authority's commercial centre and locations for feedback from citizens
- Treat every citizen issue with diligence and respect.

## 7 OBLIGATIONS OF CUSTOMERS

- i) Make enquires in a courteous manner;
- ii) Follow all necessary procedures for obtaining required service;





**8. OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
  - c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
  - d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
  - e. Service Frontline Officers in the various Agencies/Parastatals. or to the Managing Director/CEO, Sokoto Rima River Basin Development Authority (SRRBDA) Headquarters; or the Servicom Focal Officer of the Authority.



*All Complaints/Petitions should be addressed within five(5) working days.*

**11. STAKEHOLDERS PARTICIPATION IN SERVICE DELIVERY**

- Members of water Users' Association
- Contractors and consultants in water related industries
- Federal, States and Local Government Agencies
- Students and Researchers
- The General Public.

*The Authority is expected to meet with the stakeholders quaterly or as frequently as the need arises.*

**12. LIMITATIONS:**

- i) Lack of adequate funding;
- ii) Lack of qualified staff.
- iii) Lack of adequate training for staff.



## **30. LOCAL CHARTER FOR BENIN-OWENA RIVER BASIN DEVELOPMENT AUTHORITY (BORBDA) BENIN CITY**

### **1 INTRODUCTION/PURPOSE**

This Charter targets the Nigerian populace, businesses, institutions and various stakeholders in the Water Resources sector of the economy, particularly within the Benin-Owena River Basin Development Authority’s area. The Charter will continue to be updated and improved upon in response to government policy directives.

This document sets out in writing, an undertaking by Benin-Owena River Basin Development Authority, on the quality and level of services that our customers can expect as spelt out in the Decree establishing Benin-Owena River Basin Development Authority together with the various amendments.

### **2 VISION STATEMENT**

To ensure sustainable access of safe and sufficient water resources to meet the culture and socio-economic development needs, for all uses, in ways that contribute to public health, eradicating poverty, enhancing food security, using proven technology and friendly work force, while maintaining the integrity of freshwater ecosystems of the Basin.

### **3 MISSION STATEMENT**

To undertake comprehensive development of surface and underground water resources for multi-purpose use with particular emphasis on the provision of irrigation infrastructure and watershed management within the Basin area.

**4            SERVICES RENDERED**

- Provision of potable water through underground and surface water development for domestic and sanitation purposes
- Provision of surface water resource for industrial and irrigation purposes
- Design and construction of irrigation infrastructure in order to make irrigable land available
- Operation and maintenance of irrigation schemes to ensure sustainable farming activities
- Collection, collation and analysis of hydrometereological data for the publication of hydrological yearbook
- Investigation, studies, design and construction of soil erosion and flood control measures of identified devastated locations within the Basin area.
- Hiring of plants and equipment.
- Raising and sales of improved seedlings (oil palm, coconuts,) to the public.
- Laboratory services for analysis of water and Agricultural soils.
- Production of table water (bottled and sachets)

**5            LIST OF CUSTOMERS**

- Contractors
- Consultants
- Farmers



- Government Agencies
- Staff
- General Public

## 6 PERFORMANCE TARGETS

- Services should be provided from the hours of 8am to 4pm.
- Cost of services should be displayed at service windows for the customers.
- Polite, trained and well informed staff at service windows
- Conducive Waiting Area (Reception)
- Adequate customers' car park
- Easy identification of offices/officers
- Well-articulated complaints procedure.
- Timely provision of desired services.
- Customer should receive response within five (5) days of making a complaints or reporting faults.
- Customer should be treated courteously and not to be kept waiting unnecessarily when in the Authority to transact business.

## 7 OBLIGATIONS OF CUSTOMERS

- Cooperation with the Authority for successful project operations.
- Customers should endeavour to protect infrastructures provided in their locality.

- Prompt payment for services rendered to ensure sustainability.
- Customers should endeavour to abide by the rules and regulations of the Authority.
- Customers should treat staff with respect and dignity.

**8. OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
  - c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to



- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals. or to;
- f. The Managing Director/CEO, Benin-Owena River Basin Development Authority Headquarters Benin-City, Edo State, or the Servicom Focal Officer of the Authority.

***All Complaints/Petitions should be addressed within five(5) working days.***

## **11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

1. Benefiting communities should be involved from the project planning to execution and operation to ensure that they are carried along.
2. Communal cooperation is also expected for successful project implementation.

***The Authority is expected to meet with the stakeholders quarterly or as frequently as the need arises.***

## **12. LIMITATIONS**

- Inadequate funding.
- Non-timely release of funds
- Lack of functional equipment due to old age and obsolescence.
- Bureaucratic bottlenecks.
- Frequent change in Government policy directives.

## 31. LOCAL CHARTER FOR HADEJIA JAMA'ARE RIVER BASIN AUTHORITY

### (HJRBDA) KANO

#### 1 INTRODUCTION/PURPOSE

Our main business is to provide access to water for all the people within the Basin for agriculture, domestic and other uses in a sustainable way.

The Charter targets Nigerian populace, business institutions and various stakeholders in water resources development and agriculture. It is a compact entered between Hadejia Jama'are River Basin Development Authority, Kano (H-JRBDA) and our customers on the services we provide as a right, and the quality and standards of service delivery.

#### 2 VISION STATEMENT

To be the River Basin Development Authority with the largest functioning infrastructures for agriculture, irrigation and water supply that meets the socio-economic needs of its clientele.

#### 3 MISSION STATEMENT

Effective management of Water Resources for the development of socio-economic activities of the people within the basin through access to water for irrigation, domestic and other uses in a sustainable manner.

The ultimate aim is to efficiently utilize the available water resources with a view to improving the socio-economic status and quality of life, particularly, of the people living within the Authority's catchment areas through supply of water for irrigation, human and livestock consumption, fisheries development and industrial uses.





#### 4            **SERVICES RENDERED**

- a. Undertaking a comprehensive development of underground and surface water resources for multipurpose use with emphasis on provision of irrigation water
- b. Undertaking schemes for erosion and flood control and for water shed management including afforestation and orchard development.
- c. Construction, and maintenance of dams, dykes polders, wells, boreholes; irrigation and drainage systems.
- d. Providing water from reservoirs and lakes for irrigation purpose to farmers as well as urban and rural water supply.
- e. Implementing water legislation and control measures and development; and updating water resources master plan of the area of Authority’s development and management; and
- f. Undertaking jobs on contract basis for Federal, States and Local Governments and private clients.
- g. Construction of small irrigation schemes and small earth dams
- h. Maintenance of irrigation infrastructures (Water Conveyance System)
- i. Construction and maintenance of feeder roads within the schemes.
- j. Establishment and Management of hydro-metrological stations within the Basin.

Apart from established departments of Admin& Finance, Engineering, Planning and Services, the Authority has Project areas that render services within its catchment areas of Kano, Jigawa and two thirds of Bauchi State as follows: -



1. Kano River Irrigation Project (West) Kura
2. Kano River Irrigation Project (East), Bunkure
3. Hadejia Valley Irrigation Project
4. Challawa Gorge Dam Project
5. KafinZaki Dam Project
6. Jama'are Valley Project, Zigau
7. Katagum Irrigation Project
8. Galala Dam Project
9. Wudil Pilot Farm
10. Challawa Irrigation Project
11. Tiga Dam

## **5 LIST OF CUSTOMERS**

- Contractors
- Consultants
- Farmers
- Other Government Agencies
- General Public

## **6 PERFORMANCE TARGET**

- Provision of adequate water supply to all customers/ stakeholders.
- Staff should courteously listen to complaints and address



grievances from customers at all times.

- Improved customer-service centres in all project areas, zones and sectors for continuous contact between the customers, service-centres and the Headquarters of the Authority for effective and efficient feed-back mechanism.
- Adequate logistics, tools, equipment, vehicles, motorcycles and necessary materials to facilitate effective service delivery.
- Disciplined, trained and skillful personnel.
- Deliberate designed schedules of access to water in such a way that neither the up-stream nor the down-stream customers of the Basin suffer unnecessarily.

## 7      **OBLIGATIONS TO CUSTOMERS**

- Timely and adequate supply of water for irrigation, domestic and other uses.
- The right to know any reason for non-supply of adequate water at any particular time.
- Provision of sustainable irrigation structures for effective water supply to all field and distributory canals.
- Strategically place Field/Contact officers in case of breakages and damages of irrigation structures in farm lands.
- The right to be informed four weeks before the time of closure of water access for routine maintenance.
- In situation of emergencies, customers would be informed 24 hours before the closure of water.



- Convenient schedules of maintenance of infrastructures: at a period of less water demand in the Basin.
- The right to be notified before an increase/decrease of water tariffs.
- To ensure timely completion of all on-going projects that have direct bearing to the customers.
- Pursue economic tariff structure required for Authority's financial sustainability towards meeting the service taker obligations.
- Ensure enforcement of payment for services rendered to individuals and institutional service takers, States, Government Agencies and Parastatals.

**8. OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,



- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals. or to;
- f. The Managing Director/CEO, Hadejia-Jama'are River Basin Development Authority Headquarters kano State, or the Servicom Focal Officer of the Authority.

***All Complaints/Petitions should be addressed within five(5) working days.***

## **11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

- i. Members of water Users' Association
- ii. Contractors and consultants in water related industries.
- iii. Federal, States and Local Government Agencies
- iv. Students and Researchers
- v. The General Public.

***The Authority is expected to meet with the stakeholders quarterly or as frequently as the need arises.***

**12. LIMITATIONS**

- Lack of adequate funding
- Obsolete Plant and equipment
- Lack of adequate training for staff



## **32. LOCAL CHARTER FOR NIGER DELTA BASIN DEVELOPMENT AUTHORITY (NDRBDA) PORT HARCOURT**

### **1 INTRODUCTION/PURPOSE**

Niger Delta Basin Development Authority was created by the Federal Government of Nigeria by Decree No. 37 of 3<sup>rd</sup> August 1976 and consolidated by degree No. 87 of 29<sup>th</sup> September 1979. The areas of operation were limited to be geographical boundaries of Rivers and Bayelsa States. However decree 35 of 1987 readjusted the boundaries to include 18 Local Government Areas of Delta State. The Local Government Areas are: Bomadi, Burutu, Ethiope East, Ethiope West, Isoko North, Isoko South, Ndokwa East, Ndokwa West, Okpe, Patani, Sapele, Ughelli North, Ughelli South, Udu, Warri Central, Warri North and Warri South.

### **2 VISION STATEMENT**

To harness efficiently and effectively the Nation's water resources in an integrated and sustainable manner to meet present and future agricultural, industrial and domestic water requirements of the people in the authority's area of jurisdiction.

### **3 MISSION STATEMENT**

To pursue the policy and objectives of harnessing, developing, and conserving available land and water resources in an efficient manner through irrigation, while at the same time ensuring quality and sanitation, using proven technology and well-motivated and friendly workforce and paying attention to the preservation of the ecosystem.

### **4 SERVICES RENDERED**

1. Provision of potable water through underground and surface water development for domestic and sanitation purposes.
2. Provision of surface water resources for industrial and

irrigation purposes.

3. To construct, operate and maintain dykes, polders, wells, boreholes, irrigation and drainages systems and handover the land to be cultivated under the irrigation schemes to the farmers.
4. To provide roads, bridges linking to project sites provided that such infrastructural services are included and form an integral part of the list of approved projects.
5. Provide irrigation water to all users at a fee to be determined by the authority with the approval of the Honorable Minister of Water Resources.
6. Develop and keep up to date comprehensive water resources requirement in the authority area of operation through adequate collection and collation of water resources, water use socio-economic and environmental data of River Basins.
  - Hiring of plants and equipment
  - Raising, distribution and sales of improved seedlings to farmers.
  - Providing laboratory services for water and agricultural soil analysis
  - Provision and sale of table water
  - Improve the skill and motivation of the workforce as part of the machinery for the attainment of the set goals.

## 5 LIST OF CUSTOMERS

- The general public especially persons from the authority's area of jurisdiction (Rivers, Bayelsa and parts of Delta State)





- Government, Contractors and Consultants
- Federal Ministry of Water Resources
- Water Supply Related departments and Agencies especially those in Rivers, Bayelsa and parts of Delta States.
- Individuals and stakeholders
- Staff of Niger Delta Basin Development Authority

## 6      **PERFORMANCE TARGET**

- Service should be provided from the hours of 8am to 4pm Monday – Friday
- Due process guidelines and all cost of services to be displayed at all service windows
- Trained, disciplined and well informed staff at service windows
- Conducive Waiting area (Reception)
- Adequate customers’ car park.
- Easy identification of offices/officers
- Well-articulated complaints procedures
- Timely delivery of expected services
- Customers to receive response within (7) working days after making a complaint or reporting a fault.



**7            OBLIGATIONS OF CUSTOMERS**

- Protection of infrastructural facilities in their locality
- Cooperation with the authority for successful implementation of projects
- Prompt and efficient execution of jobs awarded to them
- Abide by the rules and regulations of the Authority
- Treat staff with respect and dignity

**8.            OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9.            OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10.          COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.



- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals. or to;
- f. The Managing Director/CEO, Niger Delta River Basin Development Authority Headquarters Port Harcourt Rivers State, or the Servicom Focal Officer of the Authority.

***All Complaints/Petitions should be addressed within five(5) working days.***

## **11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

- Citing of Projects and Programmes should be demand driven. Beneficial Communities to be involved from the planning stage to full implementation.
- Community cooperation is needed for successful Project/Programme implementation.

***The Authority is expected to meet with the stakeholders quaterly or as frequently as the need arises.***

## **12. LIMITATIONS**

- Inadequate funding;
- Delay in the release of approved funds;
- Lack of functional plants, equipment and Machinery;

- Bureaucratic bottlenecks;
- Difficult terrain of the Niger Delta;
- Iron and saline intrusion in borehole waters;
- Activities of the militants; and
- Frequent changes in Federal Government policies.



### **33. LOCAL CHARTER FOR OGUN-OSHUN RIVER BASIN DEVELOPMENT AUTHORITY**

#### **(OORBDA) ABEOKUTA**

**i) INTRODUCTION/PURPOSE**

This charter targets various stakeholders in water resources sector of the economy. Thus, the functions of the Authority can be seen as an overall development and optimization of the land and water resources potentials of it areas of operations.

**ii) VISION STATEMENT**

To be an effective and efficient Government establishment, irrevocably committed to quality service delivery in water resources management for sustainable development of the communities covered by our operation.

**iii) MISSION STATEMENT**

To develop and manage surface and groundwater resources within our areas of coverage, and provide access to safe and adequate water for domestic, industrial and agricultural purposes to enhance quality of life of the people and promote the socio-economic development of the country.

**4.0 SERVICES RENDERED**

- i) To undertake comprehensive development of both surface and underground water resources for multipurpose uses;
- ii) To undertake schemes for the control of floods and erosion, and for water shed management including afforestation;
- iii) To provide water from reservoirs and lakes under the control of the Authority for irrigation purposes to farmers and recognized associations;



- iv) To control pollution in rivers, lakes, lagoons and creeks in the Authority’s catchment areas in accordance with laid down standards;
- v) To undertake the mechanized clearing and cultivations of lands for the production of crops and livestock;
- vi) To develop fishery and improve navigations on the rivers, lakes, reservoirs, lagoons and creeks in the Authority’s catchment areas.

**5.0 LIST OF CUSTOMERS**

- 1 Contractors
- 2 Consultants
- 3 Farmers
- 4 Other Government Agencies
- 5 General Public

**6.0 PERFORMANCE TARGETS**

- i. To keep members of staff aware of all matters i.e. relating to corruption and other offences;
- ii. Always encouraging members of staff to report any corrupt practice to the unit;
- iii. Ensuring that the reception area looks presentable at all times since it reflects the core mandate of the Ministry, the vision and mission statements;
- iv. Conducting due diligent exercise on companies intending to engage in the procurement exercises;
- v. Ensuring that the ministry complies with due process guidelines in all of its activities.



- vi. The Department engages the services of professionals in the field of Fisheries, Livestock, crops (Arable and cash crops) and Land Resources Officers.
- vii. It is also saddled with the responsibilities of optimizing agriculture and integrating rural development for the transformation of the Nigerian economy with a view to attaining food security and positioning Nigeria as a net food exporter for socio-economic development.

## **7.0 OBLIGATIONS OF CUSTOMERS**

- Customers are required to:-
  1. Be fully acquainted with the services charter of the Authority and those of all its service front lines of interest to them.
  2. Make enquiries in a courteous manner.
  3. Customer is expected to see it as a civic obligation to protect the water courses, dams and other structures in the Authority's project areas.
  4. Customers are expected to follow a duly laid down complaints procedures contained in the charter of the service front line of interest.
  5. Customers can demand to know the identity of every Authority's personnel especially those who have direct contact with the customers.

## **8.0 OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.



**9.0      OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10.0     COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
  - c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
  - d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
  - e. Service Frontline Officers in the various Agencies/Parastatals. or to;
  - f. The Managing Director/CEO, Ogun-Oshun River Basin Development Authority Headquarters Abeokuta Ogun State, or the Servicom Focal Officer of the Authority.

***All Complaints/Petitions should be addressed within five(5) working days.***





## 11.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

1. Farmers group;
2. Civil societies;
3. Private sectors;
4. States and local governments;
5. Staffs;
6. Youths.

*The Authority is expected to meet with the stakeholders quaterly or as frequently as the need arises.*

## 12.0 LIMITATIONS

- Lack of regular and prompt training;
- Frequent change in government Policies and directives;
- Lack of funding;
- Outdated and non-functional equipment.

## 34. LOCAL CHARTER FOR UPPER NIGER RIVER BASIN DEVELOPMENT AUTHORITY

### (UNRBDA) MINNA

#### 1 INTRODUCTION/PURPOSE

Upper Niger River Basin Development Authority (UNRBDA) is a Parastatal established by the Federal Government of Nigeria. The Authority was created out of the earlier existing 18 River Basin Rural Development Authorities (RBRDAS) under Decree No 35 of 1<sup>st</sup> October 1986 to cover areas in Kaduna State, Niger State and Federal Capital Territory under the supervision of Federal Ministry of Water Resources.

This charter targets the communities within the Upper Niger Basin, business partners, organizations, institutions and various stakeholders in the Water and Agricultural Sectors and will continue to be updated and improved upon as the Authority structurally attains higher levels of improvement in service delivery.

We expect the citizens and other stakeholders within the Upper Niger Basin to measure and benchmark our performance against the set standards. Feedback is welcome and necessary, as it will provide useful input, for improvement in our service delivery.

#### 2 VISION STATEMENT

To facilitate optimal utilization of water resources in a sustainable manner for enhanced economic, social and rural development within the catchment areas of Upper Niger Basin Development Authority.

#### 3 MISSION STATEMENT

To pursue the objectives of harnessing, developing, conserving available land and water resources in the Upper segment of the Niger River Basin, this is with a view to improving the standard of living of Nigerians, particularly those in the rural areas through irrigation



agronomy and animal husbandry.

To develop and maintain up to date water resources master plan.

#### **4 SERVICES RENDERED**

The Services the Authority provides include;

1. Undertaking development of surface and underground water for multipurpose uses.
2. Constructing, operating and maintenance of dams, dykes, wells, polders, boreholes, drainage system and land to be cultivated under irrigation schemes.
3. Building of water storage and supplying same to users for a fee.
4. Construction, operation and maintenance of infrastructural facilities like roads and bridges linking up project sites of the Authority.
5. Developing and keeping up- to- date comprehensive water resources master plan, collecting and collating data for socio-economic and environmental break -through of the Authority.
6. Construction works of earth dams, weirs, irrigation projects, dykes, flood/erosion control, access/feeder roads, fish ponds etc.
7. Consultancy services such as Geophysical and Geotechnical investigations, Engineering designs, Dam maintenance and operation and socio-economic survey etc.
8. Plant hire services of heavy duty machineries and equipments,

agricultural tractors and implements, water pumps etc.

9. Borehole drilling for potable water supply.
10. Land development, clearing, preparation, management and leasing.
11. Soil and water testing Laboratory Services: Soil analysis survey and capability studies, water quality and treatment etc.
12. Environmental services, Landscaping, Orchards development, Horticultural service etc.

## 5 LIST OF CUSTOMERS

- i. Members of water Users' Association,
- ii. Contractors and consultants in water related industries,
- iii. Federal, States and Local Government Agencies,
- iv. Students and Researchers,
- v. Farmers,
- vi. The General Public.

## 6 PERFORMANCE TARGET

- ❖ Provide Services of adequate quality to all citizens within 1-2 weeks of request of any available service
- ❖ Provide credible bills for payment of services rendered to all citizens within a week
- ❖ Publish tariff table for the information of all citizens periodically
- ❖ Establish a minimum of one commercial centre in every



project office

- ❖ Publish contact telephone numbers for commercial centre, service staff, project management and Headquarters' management
- ❖ Ensure continuous improvement in citizen service delivery through periodic reviews of service benchmarks
- ❖ Provide suggestion boxes at all Authority's commercial centre and locations for feedback from citizens
- ❖ Treat every citizen issue with diligence and respect

## 7 OBLIGATION OF CUSTOMERS

- ❖ Customers are expected to pay the statutory fees for services offered by the Authority.
- ❖ Customers are expected to settle within a maximum of two weeks from the date of service delivery to settle outstanding bills before release of water or continuation of use of the service.
- ❖ Customers are expected to see it as civic obligation to protect Authority's infrastructure and/or equipment
- ❖ Demand receipts for any form of payments made to the Authority for services rendered.
- ❖ To assist Management in its ongoing drive to improve service delivery by reporting failed or services not rendered.

## 8. OBLIGATIONS OF STAFF

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
  - c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
  - d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
  - e. Service Frontline Officers in the various Agencies/Parastatals. or to;
  - f. The Managing Director/CEO, Upper Niger River Basin Development Authority Headquarters Minna Niger State, or the Servicom Focal Officer of the Authority.

***All Complaints/Petitions should be addressed within five(5) working days.***



**11. STAKEHOLDERS PARTICIPATION IN SERVICE DELIVERY**

- Members of water Users’ Association
- Contractors and consultants in water related industries
- Federal, States and Local Government Agencies
- Students and Researchers
- The General Public.

*The Authority is expected to meet with the stakeholders quarterly or as frequently as the need arises.*

**12. LIMITATIONS**

1. Lack of adequate funding
2. Obsolete Plant and equipment
3. Lack of adequate training for staff
4. Frequent Policy Changes



## 35. LOCAL CHARTER FOR CHAD RIVER BASIN DEVELOPMENT AUTHORITY

### (CBDA) MIADUGURI

#### a. INTRODUCTION/PURPOSE

The Chad Basin Development Authority was established under Decree NO. 32 of 1973 as amended by Decree No. 35 of 1986 and has the responsibility of harnessing both underground and surface water resources for multipurpose use within its statutory area. To carry out these responsibilities, its vision, mission and goals are shared out to its departments and projects under the following statements.

#### b. VISION

To facilitate optimal utilization of water resources in a sustainable manner for enhanced economic, social and rural development within the Authority's statutory areas.

#### c. MISSION

To satisfactorily meet the water demand of our stakeholders (customers) in the most cost effective manner. To meet the cultural and socio-economic development needs for all users, in ways that will contribute to public health, eradicating poverty, enhancing food security, using proven technology and as well as motivate customer friendly workforce with adequate consideration for the environment.

#### d. SERVICES RENDERED

The Decree establishing the Authority, makes provision for it to carry out several functions through its departments, units and projects. Detailed information regarding this can be obtained through the developments, units and projects. The Authority renders the following services:





- a. Undertaking comprehensive development of both surface and underground water resources for multipurpose uses.
- b. Constructing, operating and maintaining water resources structures and prepare land for irrigation purposes.
- c. Constructing, operating and maintaining infrastructural services to project sites.
- d. Provision of water on commercial basis to end users.
- e. Developing and keeping up to date water resources Master Plan and Data Bank within the Authority's area of operation.
- f. Flood and erosion control and watershed management.
- g. Leasing lands to famers on terms and conditions, determined by the Authority.
- h. Hiring available machinery and plants to customers who satisfy the conditions for such hire.
- i. Providing specified workshop services to customers at the authority's guest houses.
- j. To provide accommodation and catering services to clients on demand at stipulated rates.
- k. Renting available residential houses at the Authority's quarters at stipulated rates.
- l. Allowing boats, canoes and appropriate crafts passage in the Authority's intake channels for a fee.
- m. Granting fishing rights to clients in Authority's waterways and reservoirs for a fee.
- n. Staff school services

- o. Consultancy services
  - p. Extension services
  - q. Direct rainfall farming
  - r. Power generation
  - s. Training graduates on the N-Power policy of the Federal Government.
- e. **LIST OF CUSTOMERS**
- a. Local Government and other Federal Government Organisation.
  - b. Lake Chad Basin Commission
  - c. Contractors / Suppliers
  - d. Individual Citizens
  - e. Navigators / Fishermen
  - f. Members of staff
  - g. Commercial farmers
- f. **PERFORMANCE TARGETS**
- a. To facilitate development of additional 10,000 hectares under formal and private sector initiatives.
  - b. To improve water services to all irrigation farmers and optimize scheme efficiency.
  - c. To control environmental degradation and work towards sustainable operation and maintenance of irrigation facilities.



- d. To increase the volume of impounded water and carrying capacities of irrigation structures periodic rehabilitation of existing structures and expansion of undeveloped areas.
- e. To consolidate, operate and maintain the existing primary hydromet stations and increase the number as and when the need arises.
- f. To establish a robust database for planning, operation and maintenance of hydraulic structures such as dams, boreholes, canals etc.
- g. To rehabilitate the existing drilling machinery and acquire additional ones to support improved and safe water availability to cover more than (80%) eighty percent of the population in the Authority's catchment areas of operation.
- h. To monitor and evaluate water sector projects in order to ensure value for money.
- i. Customers are to receive early response for any fault reported or complaints lodged with immediate effect.
- j. To ensure continuous improvement in customer service delivery through periodic review in consultation with stakeholders.
- k. To provide adequate logistics to facilitate rapid detection of problems associated with the smooth operation of the Authority's activities
- l. To ensure enforcement of existing legislation against vandalization or tampering of water supply infrastructure and all other services being rendered by the Authority.



**g. OBLIGATIONS OF CUSTOMERS**

- Customers are required to:-
  - Be fully acquainted with the services charter of the Authority and those of all its service front lines of interest to them.
  - Make enquiries in a courteous manner.
  - Customer is expected to see it as a civic obligation to protect the water courses, dams and other structures in the Authority's project areas.
  - Customers are expected to follow a duly laid down complaints procedures contained in the charter of the service front line of interest.
  - Customers can demand to know the identity of every Authority's personnel especially those who have direct contact with the customers.

**h. OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry's services will be carried out in accordance with approved standards. Clients and customers' comments are vital for service improvement.

**i. OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**j. COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry's services they can use the following methods to seek redress:



- a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
- b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service Improvement Department Room 004.
- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals. or to;
- f. The Managing Director/CEO, Chad River Basin Development Authority Headquarters Maiduguri, Borno State, or the Servicom Focal Officer of the Authority.

*All Complaints/Petitions should be addressed within five(5) working days.*

**k. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

1. The Authority regularly participates in meetings and holds consultations with the Federal Ministry of Water Resources, Lake Chad Basin Commission, Lake Chad Research Institute, Nigerian Society of Engineers, National Water Resources Institute, States Ministries of Agriculture etc.
2. Workshop and conferences are regularly held in conjunction with the Industrial Training Fund, Federal Ministry of Water Resources and National Water Resources Institute for staff



training.

***The Authority is expected to meet with the stakeholders quarterly or as frequently as the need arises.***

## **I.           LIMITATIONS**

- The following are hindrances to achieving the above enumerated targets of the Authority.
  1. Inadequate and lack of trained staff for service frontlines
  2. Dwindling and late release of funds due to processing formalities
  3. Insufficient information and communication Technology equipment and trained staff for manning such equipment.
  4. Obsolete and aged machinery with non-availability of spare parts.
  5. Lack of maintenance of irrigation structures due to lack of adequate and timely funding.
  6. High cost involved in running the gigantic power house at New Marte for pumping / extension of the National grid to that part of the state.
  7. High poverty / illiteracy level of our farmers, as a result, they are unable to contribute more positively towards the sustenance of the Authority.



## 36. LOCAL CHARTER FOR LOWER BENUE RIVER BASIN DEVELOPMENT AUTHORITY (LBRBDA) MAKURDI

### 1 INTRODUCTION/PURPOSE

Lower Benue River Basin Development Authority (LBRBDA) was established alongside other River Basins by **Decree NO. 33 of 1973** and became operational in **April 1973**. Lower Benue RBDA faced several government restructuring policies until 1987 when Decree No. 35 was published and which superseded all eleven (11) previous Decrees and Acts in respect of River Basin Authorities. The LBRBDA currently covers four states namely; Benue, Nasarawa, Plateau and Eastern parts of Kogi, targeting the populace, Businesses, institutions and various stakeholders in the water resources related sector.

### 2 VISION STATEMENT

The vision of Lower Benue RBDA is to provide sustainable access to safe and sufficient water resources to meet the agricultural and socio-economic developmental needs of people in its catchment areas, and other various uses in ways, that contribute to public health, poverty eradication, enhanced food security while paying attention to the preservation of the freshwater ecosystem of her catchment areas.

### 3 MISSION STATEMENT

The Lower Benue RBDA is responsible for Planning, Conserving, Developing, Managing and delivering both surface and underground water resources and Allied services to all Nigerians in the catchment states of Benue, Plateau, Nasarawa and Kogi (East of River Niger) for multipurpose uses.

Our Mission as a service organisation is to satisfactorily meet our customers' water resources demand in the most cost effective manner using proven technology and a well motivated customer friendly workforce with adequate consideration for the environment.

#### 4            **SERVICES RENDERED**

The Lower Benue River Basin Development Authority is determined to effectively and efficiently deliver its services in a prompt and courteous manner to all its customers through the following:-

- i)     Increased access to water supply for domestic and industrial uses.
  
- ii)    Provision of water for irrigated agriculture by comprehensively developing downstream irrigation infrastructures of the clearing lands in the Authority’s project sites in the catchment areas
  
- iii)   Maintaining environmental integrity through regular infrastructural maintenance and evaluation
  
- iv)    Promotion of Basin/Client relationship through formation of Group farmers Society (GFS), Water Users Association (WUA), extension/agric education and farm level Advisory Councils.
  
- v)     Customers will when the need arises, be informed of constraints that impede satisfactory service delivery in water supply/sanitation and related matters through announcement on Radio, Television and/ or print media or any other appropriate information media.
  
- vi)    When no constraints exist, every customer is to be guaranteed services in water supply/sanitation.
  
- vii)   To continually improve our services to our customers
  
- viii) Realize full payment for timely, accurate and complete billing of services rendered.
  
- ix)    Institutionalize business and commercial orientation amongst the workforce.





- x) Gradually close the gap between demand and supply by rehabilitating upgrading, expanding service delivery distribution infrastructure.

## 5 LIST OF CUSTOMERS

The list of Lower Benue RBDA's customers include:-

- (iv) Federal, States and Local Governments, particularly the catchment states (Benue, Plateau, Nasarawa and Kogi).
- (v) Government Agencies and Private organisations.
- (vi) Farmers within the catchment areas.
- (vii) Contractors and the General Public.

## 6 PERFORMANCE TARGET

- (I) Implement the policy Directives under subsisting decree No. 35 of 1987 (CAP 396 LAWS of the FGN 1990)
- (II) Implement all water resources programmes within the statutory mandates and laws regulating its functions.
- (III) Ensure availability of funds for service delivery structures, equipment and materials.
- (IV) Monitor performance against service standards.
- (V) To work efficiently and effectively.
- (VI) To work in accordance with rules and regulations.
- (VII) To provide enough funds for the execution of projects.

**7 OBLIGATIONS OF CUSTOMERS**

- (i) Demand to know the identity of the Authority personnel who visit his premises or sites of work.
- (ii) Demand for receipt(s) for any form of payment
- (iii) Protect the facilities by ensuring that they are used efficiently and effectively to ensure environmental sustainability
- (iv) Be prompt in the fulfilment of their financial obligations to the Authority to ensure adequacy of services provided.

**8. OBLIGATIONS OF STAFF**

- Staff are expected to be polite, helpful and professional in their dealings with all clients, both internal and external. The Ministry’s services will be carried out in accordance with approved standards. Clients and customers’ comments are vital for service improvement.

**9. OBLIGATIONS OF MANAGEMENT**

- Providing conducive work environment, work materials and adequate funding.

**10. COMPLAINTS METHODS AND PROCEDURES**

- Where clients/customers are dissatisfied with any aspect(s) of the Ministry’s services they can use the following methods to seek redress:
  - a. Consult the Charter of the service frontline of interest and follow the complaints methods therein, or,
  - b. Seek redress from the Head of the service frontline concerned; Send complaints/petitions to the complaints/suggestion box for the attention of the Director, Reform Coordination & Service



Improvement Department Room 004.

- c. Direct complaints/Petitions to the Ministerial Nodal Officer, Otelemate Olusanya at Room 003, Ground Floor, New Building, Federal Ministry of Water Resources, Old Secretariat, Area 1, Garki, Abuja, Phone number 0803-435-6463, or directly to
- d. The Honourable Minister, Federal Ministry of Water Resources, Abuja. Or
- e. Service Frontline Officers in the various Agencies/Parastatals. or to;
- f. The Managing Director/CEO, Lower Benue Basin Development Authority Headquarters Makurdi, Benue State, or the Servicom Focal Officer of the Authority.

*All Complaints/Petitions should be addressed within five(5) working days.*

#### 11. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

- i. Members of water Users' Association
- ii. Contractors and consultants in water related industries
- iii. Federal, States and Local Government Agencies
- iv. Students and Researchers
- v. The General Public.

*The Authority is expected to meet with the stakeholders quarterly or as frequently as the need arises.*

**12. LIMITATIONS**

- Lack of adequate funding
- Obsolete Plant and equipment
- Lack of adequate training for staff







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