



**INFRASTRUCTURE CONCESSION REGULATORY COMMISSION**

# **SERVICOM CHARTER**

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## **About Our Charter**

Our Charter states our commitment to our stakeholders and:

1. Defines our role;
2. Outlines our service commitment to our stakeholders;
3. Highlights our expectations of our stakeholders;
4. Provides information on how our stakeholders can contact us;
5. Gives information on our feedback mechanism;
6. Fits into our Business Management Framework;
7. Constitutes an integral part of the way we conduct our business; and
8. Defines our relationship with all our stakeholders.

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### Our Vision

To create a sustainable regulatory environment that attracts private investments for the delivery of public infrastructure services in Nigeria

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### Our Mission

Issuing PPP regulations and guidelines that promote transparency, competition and value for money while ensuring compliance.

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### Our Core Values

1. Professionalism
2. Transparency
3. Accountability
4. Integrity
5. Efficiency
6. Performance Driven

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### Who We Are

The Infrastructure Concession Regulatory Commission (ICRC) is a public agency created by the Infrastructure Concession Regulatory Commission (Establishment, etc) Act 2005.

Our specific responsibilities amongst others include:

- Providing general policy guidelines, rules and regulations.
- Ensuring efficient execution of any Concession Agreements or Contract entered into by the Federal Government.
- Taking custody of every concession agreements between the Federal Government of Nigeria and third parties.

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#### Who We Serve

Our stakeholders include:

- The Presidency
- The Board
- Office of the Secretary to the Government of the Federation,
- Federal Ministries, Departments and Agencies (MDAs) –Federal Ministry of Finance, Federal Ministry of Works & Housing, Federal Ministry of Justice, Central Bank of Nigeria, National Panning Commission, etc, Private Sector partners- Concessionaires; Business and Professional Associations; Development Partners- World Bank, International Donor Agencies and Multilateral Institutions; Civil Societies; Media, Contractors and Consultants.
- The General Public
- Staff of ICRC.

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#### Our Charter

In accordance with our core values, our Charter states our commitment to consistently provide excellent service to our stakeholders. It also pledges to achieve this effectively and efficiently with the highest standard of integrity, transparency and accountability.

To us the Charter is much more than a statement of our commitment to quality service. It is a contract with you, our stakeholders.

This contract puts you at the centre of our service delivery and requires that you inform us about your expectations regarding our services as well as provide us with feedback on our performance.

## Our Service Delivery Standards

We commit to:

1. Treat you with respect, courtesy and professionalism;
2. Respond to issues in a timely manner;
3. Continuously keep you informed of what we are doing;
4. Publicly and widely disseminate information that will foster transparency and forthrightness in all our dealings;
5. Ensure that you have easy access to us and our services;
6. Be efficient in our use of public resources;
7. Be accountable for our actions as they relate to you;
8. Ensure that our website is easy to use, well set out, up to date and answers your needs;
9. Ensure that the quality of our services remains efficient and effective by incorporating relevant advances in Information and Communications Technology in our business process;

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## Our Expectations from those We Serve

We expect all our external stakeholders to:

- Treat us with respect and courtesy;
- Provide us with reliable and timely information about their needs; and
- Give us prompt and constructive feedback.

We expect all members of staff of the ICRC to:

- Be punctual, prompt, diligent, courteous and transparent in the performance of their duties;

- Uphold the ICRC Core Values
  - Be worthy ambassadors of the Commission at all times.
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### Our Grievance Redress Procedures

The ICRC operates an eight hour Servicom office. If you call us;

- we will handle your call between 9:00am and 5:00pm on each working day;
- the person answering your call will identify himself/herself by name ;
- we aim to resolve your enquiry during the call;
- we will refer you to an appropriate source if we are unable to assist you in the first instance;
- If we are unable to address your enquiry during the call, we will respond to you within five (5) working days.

If you send us an email; or drop a complaint at our office building reception, we will:

- Respond to you within five (5) working days of receipt;

Where an immediate response is not possible due to the nature of the inquiry, we will:

- Inform you of the time needed to provide a final response; and
- Give you a name and a telephone number to call if you would like to follow up.

In relation to our dealings with contractors, consultants, suppliers and the administration of contracts we will ensure that:

- Every submission made follows the Due Process requirement of the Federal Government;
- We treat everybody fairly and equitably in our selection process;
- Payments are made in accordance with relevant schedules or contractual obligations.

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## Feedback

To fulfil our commitment to quality service, we would appreciate your constant feedback to us. This is the only way we can measure our performance in providing you with the services you need to make improvements where required.

We welcome your comments and suggestions regarding our performance including the quality, efficiency and timeliness of our services. Your suggestions on improvements or variations would be of great value to us.

You can use our online feedback form on our website at [www.icrc.gov.ng](http://www.icrc.gov.ng) or write to us and send to our permanent office at:

Plot 1270 Ayangba Street,

Near FCDA, Garki Area 11, Abuja, FCT.

We also encourage you to contact our Nodal Officer, Michael Ohiani:

By telephone on 23496409400

Or by email: [j.ohiani@icrc.gov.ng](mailto:j.ohiani@icrc.gov.ng)

[info@icrc.gov.ng](mailto:info@icrc.gov.ng)

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