





National Information Technology Development Agency (NITDA)

SERVICE CHARTER

3rd Edition

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FOREWORD BY THE DIRECTOR -GENERAL

It is with great pleasure that I present the third edition of the service charter for the National Information Technology Development Agency (NITDA). The basis of this service charter is to evaluate and improve on the delivery of quality service to meet the needs of Nigerians in relation to the “Change” mantra of the Federal Republic of Nigeria, and also to reflect the eight (8) key priority areas of the Agency namely:

1. Developmental Regulation
2. Digital Literacy and Skills
3. Solid Infrastructure
4. Service Infrastructure
5. Digital Services Development and Promotion
6. Software Infrastructure
7. Digital Society and Emerging Technologies
8. Indigenous Content Development and Adoption

This policy document serves as a foundation upon which subsequent service delivery plans would be developed and built. It also sets out the roles and responsibilities to improve performance, enhance and fast track delivery of services. It also states the commitment of the organisation to provide its customers with quality services. Effective service delivery is of paramount importance in order to optimize customer satisfaction.

The need to review the second edition of the service charter was based on the fact that there have been changes in the organizational structure of NITDA, and the rebranding of the Agency, and its regulatory role.

NITDA is a world-class Agency with the responsibility of regulating the Information Technology Sector in Nigeria. In order to deliver its statutory mandate, NITDA must foster local content, build IT capacity and create jobs to enable a sustainable knowledge-based economy, and nurture transparency and accountability in Government through the use of IT for governance. These objectives are premised on the eight (8) key priority areas listed above.

My appreciation goes to all those who contributed to the development and review of this service charter and look forward to working with staff, customers and stakeholders for its execution.

KASHIFU INUWA ABDULLAHI, CCIE

1. INTRODUCTION

- i. The charter for the National Information Technology Development Agency (NITDA), stipulates the services provided by the primary service windows in the Agency and the standards to which these services are performed within the specific period. It also informs the staff, stakeholders and customers of the procedure for registering complaints in the event of any service failure.
- ii. The contents of the charter are subject to periodic review in line with structural, administrative or policy changes that are necessary for the improvement of service delivery and the attainment of organizational mandates and strategic goals.

1.1 SERVICOM

- i. SERVICOM is an acronym derived from the words SERVICE COMPACT. While COMPACT is a formal agreement between two or more people. SERVICOM is primarily about “Service”. Public service is the only contact that most people have with the Government. Hence, it focuses on the quality of that contact or the lack of it. SERVICOM is a social contract between the Federal Government of Nigeria and its people, which provides the right to demand quality service. The SERVICOM golden rule is to “serve others as you would like to be served”.
- ii. During the inaugural session of the National Assembly, the former President of the Federal Republic of Nigeria, Chief Olusegun Obasanjo, GCFR, in his address declared that: “Public Offices are the shopping floor for Government business. Regrettably, Nigerians have for long been feeling short-changed by the quality of public service delivery by which decisions are not made without undue outside influence, and files do not move without being pushed with inducement. Our public offices have for too long been for the combine evils of inefficiency and corruption, whilst being impediment to effective implementation of government policies. Nigerians deserved better. And we will ensure they get what is better.”
- iii. The present administration underscores the commitment to improving service delivery as a priority. SERVICOM is therefore, a public service reform conceived to be the engineer for service delivery programs.

3. BRIEF HISTORY OF NITDA

The need to bridge the digital divide and for Nigeria to effectively join the emerging global economy driven by Information and Communication Technologies (ICT), necessitated the development of a National Information Technology Policy and subsequent establishment of the National Information Technology Development Agency (NITDA). The Federal Executive Council (FEC) approved the National Information Technology Policy in March 2001 and NITDA commenced its activities in April 2001. The enabling Act No. 28 was passed into law on April 24th, 2007.

3.1 The Mission

As an apex IT Agency, NITDA creates an enabling environment where Nigerians will develop, adopt and derive value from digital technology.

3.2 Vision Statement

NITDA's vision is to proactively facilitate the development of Nigeria into a sustainable digital economy.

3.3 Core Values

The National Information Technology Development Agency (NITDA) shall endeavor to uphold the following key values in the delivery of services to all customers and stakeholders:

- i. People First: to make the most impact, we focus on the most important problems of the people (Focus on Impact). we ensure optimal response to the request and demands of our stakeholders (Responsive) and we strive to ensure that all individuals are included (Inclusion).
- ii. Innovative: to have a clear foresight of our short term and long-term goals as they relate to attaining our vision (vision), brave and confident to take bold decisions in the best of NITDA's vision and the Nation (courage).
- iii. Professionalism: we uphold the highest standards of integrity in all of our actions (Integrity), NITDA's staff are smart and experienced. They strive for excellence while evolving and adapting to challenges, rotating jobs and searching for knowledge (Evolve and Adapt).

4. THE MANDATE

The following are the mandate(s) of NITDA:

- i. Operate and implement the National IT Policy and effect the provisions of the National Information Technology Development Agency (NITDA) Act of 2007.
- ii. Ensure that the entire citizenry is empowered with Information Technology through the development of a critical mass IT proficient and globally competitive work force.
- iii. Develop and regulate the Information Communication Technology Sector in Nigeria.
- iv. Create IT awareness and ensure universal access in order to promote IT diffusion in all sectors of our national life.
- v. Ensure Simple, Moral, Accountable, Responsive and Transparent (SMART) governance, using the instrument of Information Technology.
- vi. Eliminate waste and ensure that governance and businesses are done in the global standard of using IT for easier, faster and cheaper delivery of services.
- vii. The transformation of the Nigerian economy from a natural resources-based economy to a knowledge-driven one.
- viii. Improve food production and security.
- ix. Render advisory services to the public sector on IT programs and projects. Ensure that Information Technology resources are readily available to promote National Development.
- x. Ensure that Nigeria would benefit maximally and contribute meaningfully to the global solutions and to the challenges of the Information Age.
- xi. Empower Nigerians to participate in software and IT systems development.
- xii. Improve access to public information for all citizens, bringing transparency to government processes.
- xiii. Establish and develop IT infrastructure and maximize its use nationwide.

- xiv. Stimulate the private sector to become the driving force for IT creativity, productivity and competitiveness.
- xv. Enhance national security and law enforcement.

5. STAKEHOLDERS

NITDA has the following major stakeholders:

- i. Federal Government and its organs
- ii. State Governments
- iii. Local Governments
- iv. NITDA's Board
- v. Staff of the Agency
- vi. Universities, Polytechnics and Colleges of Education
- vii. Secondary and Primary Schools
- viii. Armed Forces (Nigeria Army, Navy and Air Force)
- ix. Nigerian Police Force (NPF)
- x. All paramilitary Organizations
- xi. Media
- xii. Association of Telecom Companies of Nigeria (ATCON)
- xiii. Nigerian Computer Society (NCS)
- xiv. Institute of Software Practitioners of Nigeria (ISPON)
- xv. Nigeria Internet Registration Association (NIRA)
- xvi. National Association of Computer Science Students (NACOSS)
- xvii. Information Technology Association of Nigeria (ITAN)
- xviii. Internet Service Providers Association of Nigeria (ISPAN)
- xix. Young innovators of Nigeria
- xx. Nigerian Society of Engineers (NSE)
- xxi. Artisans (Mobile Phone Association)
- xxii. Council for the Regulation of Engineering in Nigeria (COREN)
- xxiii. Computer and Allied Products Developers Association of Nigeria (CAPDAN)
- xxiv. Computer Professional (Registration Council) of Nigeria (CPN)
- xxv. National Association of Software and Service Companies (NASSCOM)
- xxvi. High Tech Centre for Nigeria Women & Youth

- xxvii. Civil Society Organizations
- xxviii. Non-Governmental Organizations
- xxix. Economic Community of West African State (ECOWAS)
- xxx. Federal Inland Revenue Service (FIRS)
- xxxi. Nigeria Communication Commission (NCC)
- xxxii. Nigerian National Petroleum Corporation (NNPC)
- xxxiii. National Youth Service Corp (NYSC)
- xxxiv. Nigerian Universities Commission (NUC)
- xxxv. West African Examination Council (WAEC)
- xxxvi. National Examinations Council (NECO)
- xxxvii. Joint Admission and Matriculation Board (JAMB)
- xxxviii. IT Hubs
- xxxix. All MDAs including Subsidiary Companies
- xl. Financial Institutions
- xli. Library and Information Technology Today (LITT)

6. DEPARTMENTAL/UNIT SERVICE CHARTER

6.1 THE DIRECTOR - GENERAL'S OFFICE

The Director-General's Office supervises the entire operations of the Agency and ensures the attainment of its corporate objectives through effective and efficient management and co-ordination of the operations of the Agency.

- a. INTERNAL AUDIT UNIT
 - i. Provide reliable financial information that will promote operational efficiency and effectiveness, on a daily basis.
 - ii. Safeguard assets and records.
 - iii. Encourage adherence to prescribed policies, on a daily basis.
 - iv. Daily compliance with regulatory instruments such as Financial Regulations, Audit Act 1958, Financial Warrants, Circulars, NITDA Act 2007, and others.
 - v. Examination of financial transactions, on a daily basis.
 - vi. Fair view of financial compliance with the legal guide to government operations.
 - vii. Monitoring of management roles and their limits of financial authority, on a daily basis.

- viii. Monitor and ensure the effectiveness of internal control system, on a daily basis.
 - ix. Quarterly submission of audit report to the Director-General and Office of the Accountant General of the Federation (OAGF).
 - x. Advise the Director-General as at when due on financial and related matters.
 - xi. Implementation of Information Security Management System (ISMS) through ISO/27001:2013.
- b. LEGAL SERVICES AND BOARD MATTERS UNIT
- i. Advise the Agency on the creation, maintenance and determination of relationships entered into by the Agency in its corporate capacity, with staff, contractors, government agencies or private sector bodies by way of agreements and Memoranda of Understanding (MOUs).
 - ii. Advising the Agency in the area of compliance with internal and external laws and regulations as regards the activities of the Agency.
 - iii. Collaborating with the Standards, Guidelines and Frameworks Department by making inputs into the core functions of the Agency, which is the creation and enforcement of Standards, Guidelines and Frameworks.
 - iv. Advising the Agency on the implementation of the legal aspects of the Digital Economy Policy & Strategy and the NITDA Act 2007.
 - v. Providing draft legislation in the areas of Information Technology in order to create and enable the environment in Nigeria for development of Information Technology.
 - vi. To serve as the secretariat to the Governing Board of the Agency.
 - vii. To provide any other legal and advisory services that may be required of the unit by the Agency from time to time.
 - viii. To ensure compliance with extant laws and Regulations of the Federal Republic of Nigeria.
 - ix. Negotiate and structure legal relationships on behalf of the Agency.
 - x. Provide support for regulatory compliance & enforcement services for NITDA regulations

c. PROCUREMENT UNIT

- i. Develop yearly procurement plan driven by objective and transparent needs assessment by the last quarter of each preceding year.
- ii. Advertise projects at least six weeks before the submission of tenders.
- iii. Ensure transparent pre-qualification.
- iv. Coordinate bid submission, opening and evaluation (Technical and Financial bids) transparently.
- v. Coordinate the Procurement Planning Committee and Tenders Board Meetings.
- vi. Ensure proper execution of projects and effective monitoring quarterly.
- vii. Advertise and solicit for bids in compliance with guidelines issued by the Bureau of Public Procurement from time to time.
- viii. Receive and maintain appropriate documentation for bids received, examine bids received, obtain a “Certificate of ‘No Objection’ to Contractor Award” from the Bureau of Public Procurement (BPP), and make submissions to the Tenders’ Board.
- ix. Debrief the bid losers on request.
- x. Resolve complaints and disputes, if any.
- xi. Obtain and confirm the validity of any performance guarantee.
- xii. Announce and publicize contract awards.
- xiii. Execute all contract agreements.
- xiv. Implement the overhead components of the budget of the Agency.

d. SERVICOM UNIT

- i. Spearhead the Agency’s service delivery initiatives through SERVICOM compliance.
- ii. Monitor the yearly performance of the Charter.
- iii. Biannual review and production of the Charter.
- iv. Manage the Agency’s Customer Relation Policy including providing opportunities for customer feedback on services.
- v. Institute a complaints procedure including Grievance Redress Mechanism for the Agency.
- vi. Institute appropriate market research techniques for identifying customer needs and expectations, and report to management.
- vii. Promotion of quality assurance and best practices in the Agency’s performance of its functions.

- viii. Provide a comprehensive and effective training policy for frontline staff on Customer Relation and related matters and ensure implementation.
 - ix. Disseminate best practices and other tips on service delivery improvement periodically.
 - x. Serve as a link between the Agency and the SERVICOM Office.
 - xi. Serve as the Secretariat of the Agency's Service Delivery Committee, which meet quarterly.
 - xii. Manage links with strategic partners and other stakeholders on Service Delivery, Market Research, Customer Care/Relations, etc.
 - xiii. Facilitate a safe and conducive working environment for staff at all levels of service delivery, and ensure compliance with health and safety policies.
 - xiv. Organize service delivery meetings/workshops seminars and conferences.
 - xv. Report to the Director-General on performance against agreed objectives, timescales and budgets quarterly.
 - xvi. Coordinate and monitor the activities of all Liaison Offices of the Agency quarterly.
 - xvii. Establish project and departmental Key Performance Indicators (KPIs) including the establishment and maintenance of a fully functional and efficient service/help desk.
 - xviii. Manage the Agencies front office.
 - xix. Manage the agencies communication channels i.e telephones, website, website e.t.c
- e. FREEDOM OF INFORMATION UNIT
- i. Advice the Executive Management, Board and Staff on the understanding of the legal and compliance requirements of the Freedom of Information Act (FOIA) 2011 with a culture of strict adherence.
 - ii. Advice and articulate guidelines on how best to operate the FOI Unit to facilitate the understanding of the processes and procedures in all facets of the Agency's business as they relate to the provisions of the FOI Act 2011.
 - iii. Ensure that the Agency's website and other printed materials comply with the requirement of proactive disclosure as stipulated under Section 3 of the FOI Act and undertake periodic review of the Agency's website in this regard.
 - iv. Liaise with the Legal Unit, ICT Unit and other Departments/Units of the Agency where and when necessary, in order to achieve the objectives and goals of the Unit and the Agency in general as they relate to compliance with the provisions of the FOI Act.
 - v. Liaise with the Federal Ministry of Justice in respect of compliance with the provisions of the FOI Act, particularly Section 29 (1) with respect to the submission of an Annual Report

- in the prescribed Format (Microsoft Excel format and submitted electronically), to the Honorable Attorney General of the Federation on or before February 1st each year.
- vi. Provide from time to time, other Legal Advisory Services in respect of compliance with the provisions of the FOI Act, which may be required by the Board, the Director-General and or Executive Management/Staff of the Agency.
 - vii. Training and sensitization of Staff of the Agency on the provisions of the Act.
 - viii. Undertake any other tasks, assignments and duties as may be directed by the Board, the Director-General and or Executive Management.
- f. BUDGET DEVELOPMENT AND MONITORING UNIT
- i. Collate and review inputs for the Agency's annual budget from all Units and Departments.
 - ii. Ensure that the line items in the budget are designed to meet the Agency's targets and objectives.
 - iii. Interact with all units and Departments in streamlining and allocating financial resources for their functions.
 - iv. Preparation and presentation of Final Annual Budget to Management for approval.
 - v. Quarterly monitoring of budget implementation by the various Units and Departments of the Agency.
 - vi. Serve as liaison between the Finance Management and Control Department and the rest of the Agency in budget matters only.
 - vii. Perform any other duty/duties as may be assigned to it by the Director- General.
- g. SPECIAL DUTIES UNIT
- i. Monitor the implementation of management decisions and the Director-Generals directives.
 - ii. Preparation and recommendations to the Director-General special recognition for staff who have contributed immensely to the development of the Agency.
 - iii. Co-ordination and preparation of the itinerary for the Director-Generals international engagements.
 - iv. Preparation and compilation of speeches and presentation by the Director-General.
 - v. Monitoring and evaluation of operations of the Units under the Office of the Director-General

- vi. Serve as a secretariat for special committee set up by the Director-General.
- vii. Perform any other duty/duties as may be assigned to it by the Director-General.
- h. CORPORATE AFFAIRS AND EXTERNAL RELATIONS
 - i. Disseminate information to the media on the activities of the Agency as they occur, to ensure transparency and accountability daily.
 - ii. Ensure that media relations are favorable, productive and sustained at all times.
 - iii. Co-ordinate, collate and document the Agency's activities to conform to set standards and reflect organisational goals.
 - iv. Work with internal team to develop a strategic PR Strategy and provide counsel on media campaigns or project.
 - v. Proactively respond to editorial inquiries and requests as appropriate and manage the process accordingly.
 - vi. Maintain a functional, intra-departmental communication system whereby information is effectively communicated.
 - vii. Assist top management in strategic information/communication planning and leadership issues, including providing statistical analysis and management reports to facilitate decision making.
 - viii. Assist in strategy development and implementation of employee communication plans in support of NITDA's Mandates, Goals & Objectives.
 - ix. Monitor NITDA collaboration network with focal organisations and stakeholders.
 - x. Managing the Agency's social media handles.
 - xi. Issue press releases and circulars on NITDA IT initiatives and prepare briefs for the Director General and management for key interviews.
 - xii. Prepare visit schedule, coordinate the meetings and refreshments where needed.
 - xiii. Coordinate and anchor meetings and events.
 - xiv. Maintain primary contact database for the Agency.
 - xv. Draft routine official and social correspondence.

- i. NITDA ZONAL OFFICES DIRECTORATE
- i. Liaise with MDAs, SMEs, and educational institutions to identify their ICT needs/projects for collaborations.
- ii. Liaise with Development Partners for both solicited and unsolicited proposals and seek partnership funding for acceptable ICT projects.
- iii. Assist in developing linkages between NITDA and private companies /Civil Society Organisations for partnerships.
- iv. Assist the Director-General in policy formulation and strategy planning as it relates to multi-stakeholders partnership.
- v. Prepare periodic report on the performance of each donor for NITDA Management and Board.
- vi. In conjunction with Zonal Directorate, liaise with State and Local Governments for multi-stakeholder relations.
- vii. Coordinate all activities of the Agency within the geo-political zones in which they are located.
- viii. Identify external capacity development means and finding opportunities in collaboration with relevant departments.
- ix. Monitor the implementation and performance of project based on partnership.
- j. COMPUTER EMERGENCY READINESS AND RESPONSE (CERRT) UNIT
- i. Provide support in responding to cyber security incidents.
- ii. Ensure standardization of IT security infrastructure and business processes within Ministries, Departments and Agencies (MDAs) through policies and guidelines.
- iii. Publish alerts and advisories on latest cybersecurity threats and vulnerabilities.
- iv. Provide cybersecurity awareness and education to citizens.
- v. Encourage government and private sector collaboration in IT security development.
- vi. Develop bilateral and multilateral relationships in the area of cyber security with other countries for information sharing and cooperation.
- vii. Develop human capital with emphasis on IT security.
- viii. Managing the roles, procedures and policies associated with Public Key Infrastructure (PKI).

- ix. Enable the utilization of PKI infrastructure to contribute towards the achievement of digitization efforts.
- x. Stimulate international online trade through the offering of a secured and trustworthy medium to support digital economy.
- xi. Enable indigenous digital certificate service providers and provide them with the enabling environment to provide services to satisfy the Nigerian consumer.
- xii. Provide frameworks and legal instruments for the regulation and management of digital certificates within Nigeria.
- xiii. Facilitate the use of PKI for security and operational policies, security services, and interoperability protocols supporting the use of public key cryptography for the management of keys and certificates.
- k. ANTI-CORRUPTION.
 - i. Undertake preliminary investigation of petitions with minimum delay and forward findings to the Independent Corrupt Practices and Other Related Offences Commission (ICPC).
 - ii. Periodically examine the practices, systems and procedures in the Agency as provided in Section 6 (b-d) of the Act 2000.
 - iii. Monitor and ensure compliance in respect to the provisions in the annual budget of the Agency.
 - iv. Conduct in-house training for the staff of the Agency through workshops, seminars etc.
 - v. Monitor and assess ethics and compliance standards to Promote Ethics and Integrity in the Agency.
 - vi. Monitor report, and provide advice to management, with respect to compliance with the prohibitions covering behaviors that bear on corrupt practices as contained in the Corrupt Practices and Other Related Offences Act 2000.
- L. IT ASSET MANAGEMENT AND QUALITY ASSURANCE
The functions of this Unit are divided into three major areas.
 - A. Internal functions:
 - (1) Ensure that investments and deployment of IT:

- i. are strategically aligned with NITDA's corporate and statutory objectives.
 - ii. deliver the right value within the Agency through IT resource management
 - iii. Service Level Agreements with Service Providers
 - iv. Risk management
 - v. Performance management.
- (2) Create and implement programs and processes to inculcate in staff the culture of aligning actions, processes and use of IT infrastructure with the corporate goals of the Agency and Information Security within the Agency.
 - (3) Serve as secretariat for an IT Governance team in the Agency (which may comprise of the Director-General as overall head, Director ITIS, Director of Finance and others).
 - (4) Conduct quarterly or annual assessment of IT Governance implementation in the Agency and produce reports for the DG.
- B. Functions Relating to Industry (in line with the Regulatory mandate of NITDA)
- (1). Assist Management to:
 - a. develops regulatory instruments to catalyze and mandate the implementation of IT Governance in MDAs, state and local government in pursuant with achieving an overall IT strategy for the country as a whole;
 - b. plan and host stakeholder sensitization programs on IT Governance at MDA, local & state governments levels; and
 - c. develop and implement a plan for the establishment of an Information Systems Audit cadre, accredited by NITDA, in the public services for the implementation of IT Governance, including Information Assurance, Information Security and Management System, Consumer Protection and COBIT implementation.
 - (2) Produce periodic industry IT Governance reports or as may be required by the Director-General.

- C. Functions Relating to Quality Assurance
Assist the Agency to:
 - a. define its Quality Standards
 - b. develop and communicate a process excellence minimums
 - c. focus on continuous quality improvement
 - d. ensure that quality is maintained as defined in the Agency.

6.2 FINANCE AND MANAGEMENT CONTROL

- i. Shall ensure transparency in sourcing for revenue, disbursement and accounting for public funds with which government executes its programs.
- ii. Responsible for all matters relating to finance management and control functions of the Agency.
- iii. Advise the Chief Accounting Officer on major finance in-flows and expenditure(s) as per warrant, mandates and expenditure authorizations monthly.
- iv. Responsible for safe keep of all financial security documents, payment instruments and inventory accounting.
- v. Payroll management and payment of salaries/allowances on or before the 25th day of every month.
- vi. Ensure appropriate expenditure controls in conformity to vote book balance.
- vii. Processing and payment of all approved expenses in conformity with AIEs/Warrants & mandates on First-Come-First-Serve basis.
- viii. Processing and retirement of all approved advances within seven (7) days of approval.
- ix. Rendition of monthly accounting returns of revenue (if any) and expenditure including transcript to Office of the Accountant General of the Federation (OAGF).
- x. Monthly reconciliation of all the Agency's Accounts.
- xi. Annual budget preparation and administration.
- xii. Remittance of revenue generated (VAT, WHT, PAYE) and other miscellaneous revenue to FIRS and the Sub Treasury of the Federation monthly.

6.3 HUMAN RESOURCE AND ADMINISTRATION

- i. Coordinate the recruitment, induction, confirmations, training, needs assessment, performance appraisals, leave, promotions, discipline, retirement and welfare of staff in an orderly, fair and transparent manner.
- ii. Safeguard and distribute all necessary goods and services in a transparent manner, and ensure their maintenance and cost effective usage at all times.
- iii. Ensure that all items and assets are not abused and utilized for the effective operations of the Agency.
- iv. Implement policies governing Human Resource (HR) and Administrative functions.
- v. Develop systems, procedures and structures of internal control.
- vi. Provide personnel and administrative support services to the Agency including reports and feedback to the management quarterly.
- vii. Define the strategic direction for HR & Admin function and develop strategies aligned to the overall strategic direction of the Agency.
- viii. Manage the administrative functions pertaining to proper running of the Agency.
- ix. Drive workforce planning processes periodically to ensure all resource requirements are based on periodic operational plans and are justified.
- x. Lead performance management activities (i.e. performance planning/target setting, performance monitoring and periodic performance appraisals) and ensure employee performance results adequately reflect corporate and departmental performance levels.
- xi. Develop and implement compensation strategies and processes that will attract, motivate and retain the right talent required.
- xii. Ensure that payroll data are maintained and managed by administrators ONLY in a secured and concise manner to prevent unauthorized access of payroll data by other staff and the public.
- xiii. Manage the overall culture of the organization, initiate programs to ensure all staff imbibe the culture of the Agency as enshrined in its Vision, Mission and Core Values.
- xiv. Supervise the employee benefits programme.
- xv. Implement safety, security, wellness/health ,and Staff Welfare Scheme.
- xvi. Monitor the facility to ensure that it remains safe, secured, and well-maintained.
- xvii. Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- xviii. Acquire, distribute and store supplies.

- xix. Plan, administer and control budgets for contracts, equipment and supplies.
- xx. Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- xxi. Manage the disciplinary and grievance processes within the Agency.
- xxii. Collect ongoing information regarding satisfaction of employees on salary packages and wages, working conditions, etc.
- xxiii. Support Executive Management to manage all change initiatives impacting staff within the Agency.
- xxiv. For transparency, seek to protect whistle blowers from being victimized by the Agency.
- xxv. Perform other roles as may be assigned by the Director-General.

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- i. Preparation of Rolling Strategic Plan for the Agency every three years.
- ii. Ensure the Monitoring and Evaluation of NITDA Projects annually and the presentation of a detailed report to management.
- iii. Organize researches in relevant areas of ICT for sustainable national development.
- iv. Research into relevant areas of operational modalities, jurisdiction and mandate of NITDA.
- v. Collection, Collation and processing of Information to aid in Strategic Planning and Research periodically.
- vi. Management of records and information references (data bank, registry, ICT companies by category, library etc) including all IT Projects implemented by MDAs over the years.
- vii. Liaise with relevant international and local organizations outside the Ministry/ Parastatal.
- viii. Organize conferences/workshops/seminars for the Agency annually.
- ix. Planning and hosting of NITDA's retreat for Management staff and Board members biannually.
- x. Promotion of IT innovations for best practice.
- xi. Collaboration with key Research and Development (R&D) institutions to produce Research and Development Framework.
- xii. Collaborate with the Ministry of Budget and National Planning for ICT policy agenda setting and implementation by all MDAs.

- xiii. Collaborate with the Finance and Management Control department to ensure that the budget for the next fiscal year is completed by the third month of the last quarter of the year.

6.5 INFORMATION TECHNOLOGY INFRASTRUCTURE SOLUTIONS

- i. Set up technical specification for all hardware and software materials for NITDA projects one month before the issuance of a Request For Proposal (RFP).
- ii. Deploy and maintain all IT infrastructure and services of the Agency daily.
- iii. Quarterly monitor and supervise the proper implementation of the Agency's projects awarded to private contractors.
- iv. Conduct training on IT knowledge and practice for manpower development for the MDAs quarterly.
- v. Run and maintain NITDA's Cisco Regional Academy.
- vi. Coordinate the meetings of Heads of IT in MDAs.
- vii. Contribute to inter-departmental policy/strategy development and implementation.
- viii. Coordinate the implementation of cobit5 and any subsequent versions in the Agency and MDAs.
- ix. Ensure IT hardware equipment supplied or purchased conform to required standard.
- x. Facilitate adoption and adaptation of emerging technologies in Nigeria through requisite capacity building.
- xi. Coordinate, design and deployment of the Agency's intervention projects.

6.6 STANDARDS GUIDELINES AND FRAMEWORKS

- i. To complete within one year of initiation all approved frameworks and revisions of the same for IT governance (monitoring, evaluation, coordination and regulation of the IT industry).
- ii. Initiate the process and work with other relevant departments to determine and develop standards for Information Technology in Nigeria (including e-Government and the process for domesticating global standards).
- iii. Develop guidelines along with other relevant departments for IT services and practices yearly.
- iv. Draft compliance framework for set standards, guidelines and regulations.
- v. Mediate between consumers and IT service providers.

- vi. Implementation and management of NITDA consumer helpdesk center.
- vii. Create a consumer protection platform where dissatisfied consumers can lodge complaints.
- viii. Create awareness on consumer right of information on IT products and services.
- ix. Development and implementation of IT dispute management and resolution policy
- x. Improve standards of IT processes through annual consumer protection forum with ICT stakeholders.

6.7 e-GOVERNMENT DEVELOPMENT AND REGULATORY

- i. To ensure coordination and implementation of National e-Government Master Plan.
- ii. To develop and drive strategies that will encourage and improve the adoption of the use of Information Technology in government service delivery.
- iii. To develop and monitor the uptake of minimum standards and guidelines for e-Government in Nigeria.
- iv. To coordinate and drive the development of e-Government capacity among MDAs.
- v. To collaborate with MDAs in developing tailor-made plans and strategies for e-Government in Nigeria.
- vi. To regulate and license all vendors that intend to do business or collaborate with MDAs in the delivery of IT products and services.
- vii. To monitor and ensure the implementation of standards for government websites and handle matters related to the.gov.ng domain.
- viii. To monitor and ensure compliance with all NITDA regulatory documents, National IT policies and directives.
- ix. To develop and regulate outsourcing in the IT sector as well as license all IT outsourcing practitioners.
- x. Supervise and maintain the country's Top-Level Domain (TLD) registry.
- xi. Serve as a registrar for.gov.ng domains requested for by the MDAs and other State Government institutions.
- xii. Coordinate and supervise the activities of the country's domain registrars through the Nigeria Internet Registration Association (NiRA).

6.8 CYBERSECURITY

- i. To ensure coordination and implementation of NITDA's role under the Cybercrime Act and National Cyber Security Strategy.
- ii. To ensure the development and management of a functional Public Key Infrastructure (PKI) for Nigeria.
- iii. To coordinate and support capacity building in cybersecurity issues for MDAs.
- iv. To collaborate with MDAs in developing tailor-made plans and strategies for cybersecurity in Nigeria.
- v. To track local and global cyber activities/ programmes/ incidences/ researches, analyze and share findings and mitigations with Nigerians.
- vi. To develop policies and guidelines on how to identify, protect, respond and recover from threats in cyber space, particularly as it affects MDAs.
- vii. Coordinate nationwide participation to realize national strategy and cybersecurity objectives.
- viii. Conduct studies to decipher global direction of cyber activities and knowledge requirements, and provide the enabling environment for active participation of all, to produce a contact stream of quality manpower for servicing internal needs and exporting skilled human capacity.
- ix. To keep track of such capacity in a national database and repository where needy agencies could access.
- x. Conduct research into risk and opportunities inherent in the business landscape of the Agency.

6.9 DIGITAL ECONOMY DEVELOPMENT

- i. Facilitate the transformation to digital business models and markets across all sectors and industries.
- ii. Provide enabling environment for exchanges of digital services and digital goods.
- iii. Propose guidelines, frameworks, and regulations to enhance digital economy in Nigeria.
- iv. Promote digital society through digital literacy programs especially capacity building.
- v. Maintain e-Commerce directory in Nigeria.
- vi. Support legislations that promote the digital economy.
- vii. Facilitate the creation and maintenance of a National Digital Skills Register.
- viii. Develop adequate opportunities for the discovery and fusion of emerging technologies to the mainstream of all sectors of Nigeria's economy amongst others.

7. OFFICE FOR NIGERIAN CONTENT DEVELOPMENT (ONC)
 - i. Create awareness of the Guidelines for Nigerian Content Development (ONC) in ICT amongst industry participants especially on the provisions which are time-bound.
 - ii. Develop compliance and enforcement framework for the Guidelines of Nigerian Content Development, including the issuance of incidental and further guidelines to give effect to the Guidelines for Nigerian Content Development in ICT.
 - iii. Ensure that all existing government circulars, directives and memos on Nigerian content development are considered in developing the compliance framework.
 - iv. Monitor companies to ensure compliance with the Nigeria content guidelines and provisions.
 - v. Investigate on errant firms to determine culpability and seriousness of offence.
 - vi. Enforce the Guidelines and instituting penalties for errant organizations.
 - vii. Conduct baseline and regular researches on matters relating to different sub-sectors of the Nigerian content in ICT for purposes of planning and measurement.
 - viii. Maintain and update annual statistics on progress made in each sub-sector of Nigerian content development as inputs into the report of the Director-General of NITDA and the Hon. Minister of Communications and Digital Economy.
 - ix. Generate demand and consumer adoption of Nigerian ICT products.
 - x. Provide access to funds for indigenous manufacturers, innovators and developers.
 - xi. Ensure product quality and service delivery, as well as create awareness for Nigerian content products.
 - xii. Assist with strategic positioning of Nigerian firms for government procurements.
 - xiii. Promotion of local businesses/investments, discouraging imports and encouraging exports.
 - xiv. Encourage the use of local resources; human and material.
 - xv. Manage the review process for the Guidelines of Nigerian Content Development in ICT.

7.1 OFFICE FOR ICT INNOVATION AND ENTREPRENEURSHIP (OIIE)

- i. Drive programs and policies that support innovation in ICT development.
- ii. Develop, establish, support and incentivize ICT innovation hubs, IT parks, community enterprise hubs across Nigeria.
- iii. Implement, monitor and revise guidelines for setting up of information technology parks and community enterprise hubs across Nigeria.
- iv. Collaborate with private sector, development partners, Ministries, Departments and Agencies (MDAs) at both Federal and State levels on policies and programs that support ICT entrepreneurship and commercialization.
- v. Support the Federal and State MDAs in formulating and implementing ICT innovation and entrepreneurship programs.
- vi. Render advisory services in all ICT innovation.

7.2 NATIONAL OUTSOURCING PROGRAMME OFFICE (NOPO)

- i. Implement the National Outsourcing Strategy (NOS).
- ii. Develop programs, policies and plans consistent with the thrust and objectives of the NOS.
- iii. Build and maintain effective engagements among local and international stakeholders.
- iv. Identify new local and international markets for the promotion of outsourcing job and business opportunities for Nigerians.
- v. Develop human capacity in collaboration with local and international education systems.
- vi. Design and manage the administrative structure.

7.3 NATIONAL PUBLIC KEY INFRASTRUCTURE OFFICE (NPKIO)

- i. Enable the utilization of PKI infrastructure to contribute towards the achievement of national digitization efforts.
- ii. Stimulate international online trade through the offering of a secured and trustworthy medium to support digital economy.
- iii. Enable indigenous digital certificate service providers and provide them with the enabling environment to provide services to satisfy the Nigerian consumer.
- iv. Provide frameworks and legal instruments for the regulation and managements of digital certificate within Nigeria.

- v. Facilitate the use of PKI for security and operational policies, security services, and interoperability protocols supporting the use of public-key cryptography for the management of keys and certificates.

7. OFFICE FOR IT RESEARCH AND DEVELOPMENT

- i. Support in the development of technology specifications, guidelines, and any regulatory instruments for research and development.
- ii. Facilitate research into new trends within the industry and analysis of Information Technology products being created by businesses enterprises.
- iii. Collaborate with MDAs, private sector players, suppliers, customers, distributors, universities, makers community etc. in technology system integrations.
- iv. Facilitate statistical surveys to identify Gaps in digital technology adoptions and adaptations, and the creation of potential solutions, as well as monitoring and evaluation used as a feedback system.
- v. Recommend advanced R&D development methodology to Management for adoption by ICT services providers and stakeholders.
- vi. Identify ICT related R&D activities in the academia etc. and create support systems to facilitate materialization of indigenous products and services.
- vii. Create awareness and capacity development programs in emerging technologies across the nation.

8. SERVICE STANDARDS/PROVISION

- i. Subject to the overall Agenda of the Federal Government, publish not later than December 31st of every year, a national ICT Agenda to be the focus and guide for the development of ICT in Nigeria for the upcoming year.
- ii. Maintain an Agency (with headquarters and zonal offices) which is open and available to all Nigerians from 8:30am - 4:30pm (Monday - Friday). Execute the Agency's mandate through a virile public-private partnership where public services of commercial nature or magnitude are provided through credible private sector companies under the Agency's supervision.

- iii. Respond to all enquiries and acknowledge all correspondences within 48hours through electronic means but enquiries involving several departments may take-up-to a week for full processing.
- iv. Respond to correspondences promptly.
- v. Attend to visitors promptly upon arrival.
- vi. Provide prior notice of our meetings in good time, at least two days in advance.
- vii. Prompt payment for goods, services and works in line with Government procurement rules and regulations.
- viii. Deal with tasks efficiently and effectively.
- ix. If all requirements are met, requests for registration and update of .govng domain are effected within 24hours.
- x. Routinely publish all guidelines and regulatory information on our website, office notice boards, journals, and in other public places accessible to the generality of Nigerians.
- xi. Provide equal opportunity employment through an open and competitive staff selection process.
- xii. Enter into strategic alliance with the private sector as well as international organizations for the actualization of the IT vision.
- xiii. Facilitate private sector and Foreign Direct Investments (FDI) in the IT sector in Nigeria.
- xiv. Develop and review IT legislation for the regulation of the sector yearly.
- xv. Serve as a clearing-house for all IT procurements and services in the public sector.
- xvi. Establish and develop IT infrastructure and maximize its use nationwide.
- xvii. Develop human capital through effective training with emphasis on creating and supporting a knowledge-based society on a yearly basis.
- xviii. If all requirements are met, request for IT projects clearance interim certificate will be issued within 21 working days from date of application.
- xix. Provide our services to all our stakeholders without any form of bias.
- xx. Information requested from the Agency will be provided within 7 working days as enshrined in the FOI Act 2011.
- xxi. If all requirements are met, a provisional certificate for contractors and service providers will be issued within 5 working days and the substantive certificate issued within 6 months subject to verification of documents submitted, from the date of issue of the provisional certificate.

- xxii. Subject to meeting all the requirements for registration of Data Protection Compliance Organisations, certificates will be issued within 6 months of application.

9. SERVICE PROCEDURE S

9.1. CERTIFICATION & LICENSING OF ORIGINAL EQUIPMENT MANUFACTURERS (OEM)

- i. Submit a formal application for License, along with the product(s) for testing, to the Agency with a cover letter addressed to the Director-General/CEO.
- ii. The product will be subjected to internal testing in line with the standards and test criteria.
- iii. The outcome of test data and the application will be evaluated.
- iv. If outcome of the evaluation does not meet the minimum standards of the scheme, further review will be conducted and formal report along with advice on how to meet the specifications will be issued to the applicant.
- v. If outcome of the evaluation meets the minimum standards of the scheme, a Monitoring and Surveillance (M&S) team will carry out site inspection .
- vi. If outcome of the inspection does not meet the minimum standards, the applicant will be advised accordingly and further inspection will be conducted afterwards.
- vii. If the inspection meets the minimum standards, final report along with recommendations is considered for approval.
- viii. If approved, the Agency will issue the applicant a “Provisional License”, along with certification and renewal conditions upon payment of fee of N250,000.00 (Two Hundred and Fifty Thousand Naira Only).
- ix. Applications will only be processed if documents required are complete as indicated in relevant forms.
- x. The approved product(s) will be listed in the Systems Software Database.

Mode of Communication:

All requests are to be submitted through official letters and addressed to the Director-General. Subsequent communications will be through phone calls, emails and other social media platforms. Final decision will be communicated through official letter along with relevant documents.

Timeline:

If all requirements are provided and NITDA is able to verify requests, internal testing and evaluation of test results will be carried out within five (5) working days. Site inspection and reporting will be carried out within 30 working days of the completion of internal testing, subject to logistical constraints.

9.2 DATA PROTECTION COMPLIANCE ORGANIZATION (DPCO) CRITERIA

Article 1(3j) of the Nigerian Data Protection Regulation (NDPR) provides that a Data Protection Compliance Organization (DPCO) is any entity duly licensed by NITDA for the purpose of training, auditing, consulting and rendering services aimed at ensuring compliance with this Regulation or any foreign Data Protection law or regulation having effect in Nigeria.

A DPCO may be one or more of the following:

- i. Professional Service Consultancy firm
- ii. IT Service Provider
- iii. Audit firm
- iv. Law firm.

With evidence of professional, academic certification or experiences in one or more of the following areas:

- i. Data Science
- ii. Data Protection and Privacy
- iii. Information Privacy
- iv. Information Audit
- v. Data Management
- vi. Information Security
- vii. Data Protection Legal Services
- viii. Information Technology Due Diligence
- ix. EU GDPR Implementation and Compliance
- x. Cyber Security/Cyber Security Law
- xi. Data Analytics
- xii. Data Governance.

DPCOs are licensed to provide one or more of these services:

- i. Data protection regulations compliance and breach services for Data Controllers and Data Administrators
- ii. Data protection and privacy advisory services
- iii. Data protection training and awareness services
- iv. Data Regulations Contracts drafting and advisory
- v. Data protection and privacy breach remediation planning and support services
- vi. Information privacy audit
- vii. Data privacy breach impact assessment
- viii. Data Protection and Privacy Due Diligence Investigation
- ix. Outsourced Data Protection Officer etc.

Documents Required for Licensing include:

- i. CAC Registration
- ii. Evidence of Tax Clearance
- iii. Relevant professional or academic qualification of at least 2 listed staff (these need not be Directors)
- iv. Valid means of identification of two Directors i.e. International Passport, Drivers' License, NIN Registration etc.
- v. Website registration on .ng domain
- vi. Evidence of payment of prescribed licensing fees by NITDA

DPCO Relationship with NITDA

Liabilities of a DPCO

Article 3.14 of the Regulation provides that: The Agency shall by this Regulation register and license Data Protection Compliance Organizations (DPCOs) who shall on behalf of the Agency monitor, audit, conduct training and provide data protection compliance consulting to all Data Controllers under this Regulation. The DPCOs shall be subject to Regulations and Directives of NITDA issued from time to time.

Every filing by Data Controllers pursuant to this Regulation shall be accompanied by a DPCO Verification Statement. NITDA may appoint other DPCOs or by itself conduct investigation into a suspected breach of the Regulation.

Financial Obligations of DPCO's:

1.	Registration	Free
2.	Annual License Fee	N50,000
3.	Filing of Report of less than 10,000 Data Subjects	N5,000
4.	Filing of Report between 10,000-50,000 Data Subjects	N10,000
5.	Filing of Report of more than 50,000 Data Subjects	N20,000.00

Treasury Single Account (TSA) Payment should be made into:
NITDA Revenue e -Collection Account
0020164261019

NB:

1. A firm (including its subsidiary or agent) engaged to provide financial audit for a Data Controller, is precluded from acting as its Data Protection Compliance Organisation (DPCO).
2. Payments made in respect of this application is non-refundable and NITDA shall not be obliged to grant a license to every applicant. Qualified applicants are required to download DPCO form at <https://nitda.gov.ng/wp-content/uploads/2020/06/DATA-PROTECTION-COMPLIANCE-FORM.pdf> fill the form and upload requisite documents. For further information and enquiries, kindly contact info@nitda.gov.ng.

9.3 DOMAIN REGISTRATION

All websites/portal of government constituents at all levels (Federal, State and Local Governments) or specialized projects of Government that would last for 18 months or more are required to register on .gov.ng and .mil.ng zone.

NOTE: There are two ways to register a .gov.ng or .mil.ng domain name. You can either send a written application to National Information Technology Development Agency (NITDA) or Nigeria internet Registration Association (NIRA) through an accredited registrar.

Registration through a NiRA accredited Registrar

- i. To register a .gov.ng or .mil.ng domain name through a NIRA accredited registrar, the Institution/MDA, through the registrar, must provide a scanned copy of an authorization letter signed by the head of the institution/MDA or the next officer in hierarchy.
- ii. The letter should be addressed to the Chief Operating Officer of NIRA.
- iii. The scanned copy must be submitted to support@nira.org.ng by the registrar.
- iv. The letter should provide the following additional information:
 - a) Minimum of two-name servers;
 - b) Two contact details of admin and technical persons;
 - c) The admin contact must be a member of staff of the institution/MDA. The technical contact can either be a member of staff or a consultant to the institution/MDA in case a technical staff is not available; and
 - d) A name, designation, reachable phone number and email address must be stated for each of the contacts provided.

HOW IT WORKS:

- i. NiRA sends the letter to NITDA for verification and approval.
- ii. NITDA verifies by confirming the authenticity of the letter through a standard verification process and approves the requested domain name strictly in line with the .gov.ng and .mil.ng Domain Name Policy.
- iii. If the application successfully passes through the verification and approval process, NITDA sends an approval confirmation to the registrar through NiRA. Else, NITDA advises the registrar and registrant on the appropriate next step.
- iv. The registrar creates the domain and NiRA activates.

Registration through NITDA

- i. To register a .gov.ng domain through NITDA, the Institution/MDA must provide an authorization letter signed by the Head of the Institution/MDA or the next officer in hierarchy.
- ii. The letter must be addressed to the Director-General of NITDA and a scanned copy can be submitted to domains@nitda.gov.ng.
- iii. The letter should provide the following additional information:
 - a) Minimum of two-name servers.

- b) Two contact details of admin and technical persons.
- c) The admin contact must be a member of staff of the institution/MDA. The technical contact can either be a member of staff or a consultant to the institution/MDA in case a technical staff is not available.
- d) A name, designation, reachable phone number and email address must be stated in each of the contacts provided.
- iv. NITDA verifies by confirming the authenticity of the letter through a standard verification process and approves the requested domain name strictly in line with the .GOV.NG Domain Name Policy.
- v. If the application successfully passes through the verification and approval processes, NITDA creates the domain and authorizes NiRA to activate. Else, NITDA advises the registrant on the appropriate next step.

Registration by States and Local Governments

Registration at the 3rd level is ONLY permitted for the Federal Government, State Government, Federal Ministries, Departments, Parastatals and Institutions. Registrations on the 4th level are available for State Ministries, Departments, Parastatals, Institutions and Local governments on their respective zones.

Zones [-]

ab.gov.ng	ad.gov.ng	ak.gov.ng	an.gov.ng	be.gov.ng	bo.gov.ng
bu.gov.ng	by.gov.ng	cr.gov.ng	dl.gov.ng	eb.gov.ng	ed.gov.ng
ek.gov.ng	en.gov.ng	gm.gov.ng	im.gov.ng	ig.gov.ng	kb.gov.ng
kd.gov.ng	kg.gov.ng	kn.gov.ng	kt.gov.ng	kw.gov.ng	lg.gov.ng
na.gov.ng	ni.gov.ng	og.gov.ng	on.gov.ng	os.gov.ng	oy.gov.ng
pl.gov.ng	rv.gov.ng	sk.gov.ng	tr.gov.ng	yb.gov.ng	zm.gov.ng
abj.gov.ng					

Update of Domain Name Registration Information

To update registration information through NITDA, an authorization letter containing the information to be updated should be communicated as stated in “Registration through NITDA” above. The verification and approval for update follow the same process in “Registration through NITDA” as well and update is affected accordingly. Only domains created through NITDA can be updated by NITDA. Kindly <https://whois.nic.net.ng/whois.jsp> for status of the domain.

Fees

NITDA currently charges no fee for gov.ng and mil.ng domain name registration and update. However, if a GOVNG or .MIL.NG domain name is registered through a NiRA accredited registrar, it is expected that the registrar would charge a reasonable consultancy fee for associated services.

Mode of Communication

NITDA uses domains@nitda.gov.ng, phone calls (through 08140504418, 08119130085 and 08119131085) or official letters to verify the authenticity of the authorization letter and communicate application rejections and approvals.

Time Line

If all requirements are provided in the authorization letter and NITDA is able to verify the authenticity of the contents of the letter, the approval, registration and/or update is carried out within 24 hours.

94 PROCUREMENT

The procurement process of the Agency is as stipulated below:

Advertisement: After the Federal Government's appropriation of funds through the National Information Technology Development Agency (NITDA) for the execution of its projects under Goods, Works and Services, NITDA will place advertisement in at least two (2) national dailies, Federal Tender Journal, Agency's Website and the Notice Board to invite interested, qualified, capable, competent and reputable Contractors and Consultants with relevant experience, and good track records to apply for Expressions of Interest/Invitation to Tender in compliance with the eligibility criteria that will be stated on the advertisement.

Eligibility Criteria:

The Eligibility Criteria will be chosen based on the extant laws and the particular professional qualifications/needs as it affects to each project and will be published.

Time Requirement for Advertisement: The timeline for advertisement is six (6) weeks in the case of Invitation to Tender and fourteen (14) days in the case of Expressions of Interest and as will be stipulated in the advertisement.

Technical Bid Opening Exercise:

Technical Bid Opening exercise takes place immediately after the deadline stipulated on advert for the submission of bids to allow bidders examine their submissions to ascertain that the bids have not been tampered with while the financial submission will remain sealed and kept in a secure bid-box until they are opened publicly. Only the companies that qualified at the technical stage will have their financial submissions opened.

Technical Bid Examination/Evaluation Exercise:

After the public opening of Technical Bids, the Bid Evaluation Sub-committee will carry out detailed Bid Evaluation/Examination Exercise in accordance with the evaluation criteria stipulated in the bidding documents in order to select the lowest evaluated responsive bid in the case of goods and works or lowest cost, quality and cost in the case of consultancy services.

Financial Bid Opening/Evaluation Exercise:

At the end of the Technical Bid Evaluation Exercise, the financial proposals of the shortlisted contractors/consultants, who satisfied the technical requirements will be publicly opened on a stipulated date and time and thereafter evaluated. The contractors/consultants whose bids are evaluated and seen to be among the lowest evaluated responsive bid in the case of goods and works or lowest cost, quality, quality and cost in the case of consultancy services will be shortlisted and forwarded to the Parastatals Tenders Board for approvals for award of contracts.

9.5 NITDA SCHOLARSHIP SCHEME

1. The Agency places an advert in two National dailies.
2. The Agency opens the portal (scholarship.nitda.gov.ng) for application, which will be open for 6 weeks from the date of advert.
3. Qualified applicants are shortlisted to write an aptitude test and contacted via email and SMS.
4. Successful applicants are notified through email and SMS.
5. Verification of original certificates and oral interview of successful applicants.
6. Release of award letters to successful candidates.

CONDITIONS FOR APPLICANT

Criteria:

The Scholarship award is strictly based on merit and is equally distributed between the six geo-political zones for PhD and the 36 states and FCT for MSc.

Duration:

The Masters programme will run for one year while the Doctorate programme is expected to run for three years.

Eligibility:

- PhD: University/Polytechnic lecturers with MSc in any Information Technology related field are eligible to apply for sponsorship.
- MSc: All citizens of Nigeria with First Class or Second Class (Upper) Honours Bachelor's degree, (B.Sc) in Information Technology related field and have not previously benefited from the Agency's Scholarship Scheme.

9.6 IT PROJECT CLEARANCE

- i. MDAs shall obtain an electronic certificate of approval from NITDA, for all their IT projects via the compliance portal and email.
- ii. MDAs requesting for approval from NITDA, with respect to their IT projects shall fill a copy of FORM ITC.1 via <https://compliance.nitda.gov.ng> and shall comply with the following requirements:
 - a) Describe in detail each proposed IT project and the designated location for each project.
 - b) Describe in detail the service or specification and configuration of the IT products and services required for each project.
 - c) Specify the current market prices of all products or estimated cost of services needed to actualize each project.
 - d) Specify the expected duration for each project implementation
 - e) Fully comply with the provisions contained in the Regulatory Guidelines for Nigerian Content Development in ICT.
 - f) Provide justification and deliverables for the proposed IT project.

- iii. Upon submission of the above application, NITDA shall carry out technical evaluation of the proposed IT projects and make a decision.
- iv. NITDA shall ensure that a decision is made within 10 working days from the submission of the application and shall revert accordingly to the MDAs via email and through the Compliance Portal.
- v. Where NITDA is unable to carry out a conclusive technical evaluation of the IT project within 10 working days, NITDA shall.
 - a. Reach out through email and the Compliance Portal to such MDA informing the MDA of the delay;
 - b. Specify in detail, the reason for the delay
- vi. Where NITDA is unable to make a decision within 10 working days as specified in Section 5 subsection 5 and further fails to reach out to the MDA as specified in Section 5 Subsection 5(a), it shall be assumed that IT project has been approved for execution.
- vii. Notwithstanding Section 5 Subsection 5, NITDA may withhold approval for all IT projects where the proposed project does not satisfy or meet NITDA's requirements, NITDA may refuse to give its approval.
- viii. Refusal of approval for any IT project will be communicated through email and the Compliance Portal and shall:
 - a. Specify in detail the reason for the refusal.
 - b. Give advice to the MDA on how NITDA's requirements can be met.

97 . REGISTRATION OF CONTRACTORS AND SERVICE PROVIDERS

- i. Complete and upload all relevant information and documents on the registration portal at icp.nitda.gov.ng .
- ii. Submit the completed form with all accompanying documents stipulated in the form and a duly signed application Letter (addressed to the Director General of NITDA) to the Director General's Registry.
- iii. The applicant shall be issued a provisional registration certificate valid for an initial period of 6 (six) months, if the Agency is satisfied that all registration requirements stipulated in the guidelines are met.
- iv. A formal report or letter, containing advice/recommendations on how to comply with all registration requirements stipulated in the guidelines, will be sent to an applicant who (in the opinion of the Agency) failed to satisfy all registration requirements.

- v. The Agency shall carry out verification to ascertain the veracity of all information and documents submitted by the applicant. Subsequently the Agency shall issue the applicant a substantive registration certificate which shall be valid for a period of 2 (two) years commencing from the initial date of issuance of provisional certificate.
- vi. The Agency shall revoke applicant's provisional license and refuse the issuance of a substantive registration certificate, if satisfied that any, some or all documents submitted by the applicant are fabricated/untrue.
- vii. All applications for renewal of substantive registration certificates must be submitted at least 3 months before the expiration of issued certificates.
- viii. All IT service Providers/Consultants issued substantive registration certificates will be listed in the NITDA's National Database for Indigenous IT companies.

98 CERTIFICATION/ LICENSING OF OEMS

Process for Re -Certification/Licensing of OEM

- i. Download relevant forms from www.nitda.gov.ng/application.
- ii. Submission of Application Letter addressed to the Director General/CEO of NITDA to be accompanied by completed "Application for Re-Certification as OEM" forms, with required documents as stipulated in the forms.
- iii. Submission of two (2) Sample models of each product to be sold in Nigeria together with accompanying "Type Approval" forms for every model to be registered.
- iv. Each product model submitted shall be subjected to testing in line with the requirement and test criteria as indicated in the forms.
- v. Applicants are required to pay the sum of two hundred and fifty thousand naira only (N250, 000. 00) for recertification.
- vi. Applications will only be processed if documents required are complete as indicated in relevant forms.
- vii. All documents submitted shall be evaluated and analyzed.
- viii. Where the outcome of the evaluation does not meet the minimum requirements for relicensing, a formal report will be issued with advice to applicant on how to meet the specifications required by NITDA.
- ix. Where the outcome of evaluation meets the minimum standard of relicensing, an inspection team will carry out site inspection of facility for assembly and business offices (if separate from facility).

- x. At the inspection, technical staff will be interviewed to ascertain competence and assess comprehension of job role.
- xi. Where the Agency is not satisfied with the outcome of the above inspection, the applicant will be advised accordingly, and further inspection will be conducted afterwards.
- xii. Where the Agency is satisfied with the outcome of the above inspection, a renewed certification will be issued upon approval of the Agency.

10. OBLIGATIONS TO CUSTOMERS/STAKEHOLDER

We are committed to providing our customer/stakeholders with efficient, reliable, affordable, safe competitive market environment at each point of service delivery. We therefore, in this respect, commit ourselves to the following:

- i. provide a telephone enquiry service during regular office hours of 8:30am and 4:30pm (Monday to Friday), and our office will also be open during these hours;
- ii. will not compete with the private sector in the provision of IT services;
- iii. will not practice any form of discrimination against stakeholders;
- iv. will not abuse the privileges of our office, position, power and authority;
- v. be polite, helpful and demonstrate technical/professional competence at all times;
- vi. take all opportunities available to provide information about current and upcoming services and programme;
- vii. anticipate customers/stakeholders demands and create new opportunities for the delivery of our services;
- viii. advocate and practice a culture of continuous improvement of systems and processes;
- ix. ensure all customers/stakeholders are treated fairly and with utmost respect.
- x. showcases thorough knowledge and expertise of all our functions through data collections and research; and
- xi. ensure the website is available 24 hours a day, seven days a week, except during maintenance.

11. EXPECTATIONS FROM THE BOARD

The Board of the Agency is expected to:

- i. formulate overall policies for the management of the affairs of the Agency;
- ii. manage the National Information Technology Development Trust Fund established under the NITDA Act;

- iii. to appoint, promote, terminate, dismiss and exercise disciplinary control over the principal officers and senior staff of the Agency; and
- iv. structure the Agency into departments in a manner necessary for the effective discharge of the functions of the Agency.

12. OBLIGATIONS FROM EXTERNAL CUSTOMERS/STAKEHOLDERS

In order to serve you better, you can help us improve performance by:

- i. treating NITDA staff with courtesy and respect;
- ii. Abiding by the regulations governing the operations of NITDA.
- iii. providing accurate information and complete documentation where applicable to ensure efficient and fast service;
- iv. suggesting ways to improve our services at NITDA;
- v. providing NITDA with adequate feedback on service delivery through various channels e.g. Agency website, suggestion boxes, email, etc.

13. EXPECTATION FROM STAFF

NITDA's Staff are expected to:

- i. welcome customers/stakeholders, listen to them and serve them promptly and courteously;
- ii. treat files and memos promptly within 48hours;
- iii. attend to customers/stakeholders on "first come, first serve" basis;
- iv. not collect tips from customers/stakeholders before or after service is rendered;
- v. be punctual and observe official working hour between 8:30am and 4:30pm, display identity cards while on duty for ease of identification.
- vi. not be absent without approval from the appropriate authority.
- vii. process and pay contractors bills within as at when due.

In addition to the above, Management is expected to:

- viii. promote staff as at when due;
- ix. provide working tools to staff for quality service delivery;
- x. organize capacity building programs for staff on monthly and quarterly basis;
- xi. follow due process in the appointment and termination of employment of staff;
- xii. hold periodic interaction with stakeholders;

- xiii. set-out clear operational guidelines; and
- xiv. follow due process in the award of contracts.

14. SPECIAL NEEDS PROVISION

SERVICOM Officers are always available to assist Customers with special needs to access services of the Agency, and provide translators where necessary.

15. COMPLAINTS POLICY/PROCEDURE

POLICY

At NITDA we are committed to providing high quality service to all our stakeholders, with respect to all the services we provide and our intervention. This procedure will help us address your concerns and improve our services.

The Agency values feedback and where appropriate, will incorporate feedback into changes and modifications to our services and interventions based on the following:

- i. we aim to ensure that Making a complaint is as easy as possible;
- ii. we respond in the right way; and
- iii. we treat complaints as clear expression of service dissatisfaction, which needs urgent response.

Obligations of the Complainant

- i. complaints must be forwarded either in writing or electronically;
- ii. complainants must be accessible when needed in the process of handling complaints;
- iii. complainants must not withhold useful information;
- iv. complaints must be made only for legal issues within our mandate and the services we provide; and
- v. information supplied by complainants must be accurate with necessary documentations.

CONDITIONS:

- i. Stakeholders have the right to complaint when they believe they have received poor service.
- ii. NITDA is dedicated to ensuring that all stakeholders' complaints are resolved in a confidential timely and polite manner.
- iii. NITDA undertakes that complaints will be treated with utmost confidentiality.
- iv. NITDA assures that the complaint will not be subject to discriminative treatment or reprisal as a result of making the complaint.

PROCEDURES

- i. All complaints should be sent to the SERVICOM Unit and addressed to:
The Director General/CEO,
28, Port-Harcourt Crescent, off Gimbiya Street,
Area 11 Garki,
Abuja
It can also be sent electronically through our e-mail: complainants@nitda.gov.ng
or info@nitda.gov.ng
- ii. The complaint will be acknowledged immediately or within 24 hours i.e. 2 working days depending on the mode of submission.
- iii. If it is an informal complaint, our aim is to resolve informal concerns immediately, but if it cannot be resolved informally and immediately, then the formal procedure should be followed, which is to make a formal documented complaint.
- iv. Complaints received will be treated and feedback provided within ten (10) working days after taking the following steps: -
 - Ascertain the details of the complaint.
 - Inform the complainant of the timeframe and process for investigating the complaint.
 - Discuss the complaints with the person against whom the complaints is made where applicable.
 - Review all relevant documentation.
 - Inform the complainant in writing/mail of the outcome and decision made.

16. SERVICE NUMBERS

Reception: - +2347052420189/+2348168401851

Whatapp(only): - +2348168401851

Data protection: - +2348164913899

Service Provider Registration: - +2348131976463

Domain name registration: - +2348140504418/+2348119131085

Scholarship Scheme: - +2347056412933

CONTACTS

Head SERVICOM Unit,
Block A,
National Information Technology Development Agency (NITDA),
Plot 28, Port Harcourt Crescent, Off Gimbiya Street, Area 11,
Garki, Abuja.
Phone: 09051412240
Email: servicom@nitda.gov.ng

CORPORATE HEADQUARTERS

National Information Technology Development Agency (NITDA),
Plot 28, Port Harcourt Crescent, Off Gimbiya Street, Area 11,
Garki, Abuja.
Phone: 07052420189, 08168401851
Email: info@nitda.gov.ng
Website: www.nitda.gov.ng

ZONAL OFFICES

South West:
9 Kofo Abayomi street
Victoria Island
Lagos State

North West:
Plot No 168 Sheik Nasiru
Kabara Housing Estate
Along Zaria Kano
Kano State

South South:
2 Herbert Macauley Street
Amadi Flats Old G.R.A, Porthacourt
Rivers State

North East:
Plot No BA/15917 Ashaka Road
Opposite Federal Teaching Hospital
Gombe State