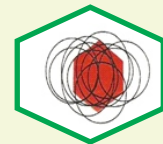




MINISTRY OF MINES AND STEEL DEVELOPMENT

SERVICE CHARTER



MMSD
OCTOBER, 2023

SERVICE CHARTER

FOREWORD

The 2023 Edition of the Integrated Ministerial Service Charter is a review of the 2020 Edition which clearly specifies the mandate and services provided by the Ministry.

We are committed to offering quality services using our well-trained staff and maintain a transparent and accountable culture.

I wish to thank everyone that contributed to the process of reviewing this Service Charter and also the SERVICOM office (Presidency) for providing guidance and support.

I, therefore, urge all staff, esteemed customers and other stakeholders to utilize the mechanisms provided in this Charter for their constructive feedbacks.



Dr. Mary A. Ogbe
Permanent Secretary
30th October, 2023

SERVICE CHARTER

TABLE OF CONTENTS

PAGE

	Foreword	i
	List of Acronyms	iii
1.0	Introduction.....	1
1.1	Vision.....	1
1.2	Mission	1
1.3	Mandates of the Ministry.....	1
2.0	Departments/Agencies of the Ministry.....	2
2.1	Departments/Units in the Ministry.....	2
2.2	Agencies of the Ministry.....	2
3.0	Customers/Stakeholders of the Ministry.....	3
3.1	Ministry's obligation to Stakeholders and Customers.....	3
3.2	Obligations of Stakeholders/Customers	4
4.0	Service Provision as Applicable to the Ministry.....	5
5.0	Stakeholders Participation.....	31
5.1	Monitoring and Publication	31
6.0	Grievance Redressal Mechanism/Complaint Procedure Grievance/Complaints....	32
6.1	Time Frame For Redressal of Grievances/Complaints.....	32
7.0	Limitations/Constraints	33
8.0	Charter Review	33
9.0	Conclusion	33

SERVICE CHARTER

LIST OF ACRONYMS

ADB	African Development Fund
ANFO	Ammonium Nitrate Fuel Oil
CBN	Central Bank of Nigeria
CAC	Corporate Affairs Commission
DFID	Department for Industrial Development
EIA	Environmental Impact Analysis
ER	Explosive Responsible
EUC	Excellent Used Condition
FMO	Federal Mines Officer
JICA	Japan Internal Cooperation Agency
LPPM	Licence to Possess and Purchase Minerals
N/A	Not Applicable
NMMA	Nigerian Minerals and Mining Act
NMMR	Nigerian Minerals and Mining Regulations
NGO	Non-Governmental Organisation
MDAs	Ministry Departments and Agencies
SERVICOM	Service Compact with all Nigerians
SSML	Small Scale Mining Licence
TSA	Treasury Single Account
UNDP	United Nations Development Programme
UNICEF	United Nations International Children Emergency Fund
UNIDO	United Nations Industrial Development Organisation
ZMO	Zonal Mines Officer

SERVICE CHARTER

1.0 INTRODUCTION

The Ministry of Mines and Steel Development was established in 1995 by the Government of the Federal Republic of Nigeria to ensure sustainable development of the nation's Minerals and Metals sector.

The Ministry is highly technical and project based; and most of its activities revolve around exploration and exploitation of the vast solid minerals and metals resources of the country and the enforcement of the Laws and Regulations guiding its activities. The Ministry maintains state offices in all the states of the Federation, including the Federal Capital Territory (FCT) Abuja for effective coverage of its activities.

This Charter provides relevant information to our customers and the general public that may require the services of the Ministry. It serves as a benchmark for measuring the performance of the Ministry and will be updated from time to time as and when it becomes necessary.

1.1 VISION

To facilitate the transformation of the Nigerian Minerals and Metals Sector for sustainable industrial growth and economic surplus.

1.2 MISSION

To exploit the nation's mineral endowments in an environmentally sustainable manner and establish a vibrant minerals and metals industry for wealth creation, poverty reduction, promotion of economic growth and significant contribution to the Gross Domestic Product (GDP) of Nigeria.

1.3 MANDATES OF THE MINISTRY

- Ensure the orderly and sustainable development of Nigeria's mineral resources;
- Develop the metals sub-sector to contribute to the industrialization of Nigeria;
- Create an enabling environment for private investment, both foreign and domestic by providing adequate infrastructure for mining activities and identify areas where government intervention is desirable in achieving policy goals and proper perspective in mineral resources development;
- Accelerate the development of technical and professional manpower required in the Minerals and Metals sector;
- Generate revenue for Government through collection of fees, royalties, taxes etc.;
- Provide information and knowledge for enhancing investment in the sector working with security institutions to ensure safety and security in the sector through strict monitoring of movement and usage of explosives.

SERVICE CHARTER

2.0 DEPARTMENTS/AGENCIES OF THE MINISTRY

The Ministry functions through its Departments and Agencies. Details of services provided by the Agencies can be obtained in their respective service charters.

2.1 Departments/Units in the Ministry:

- Human Resource Management (HRM)
- Mines Inspectorate (MI)
- Steel and Non-Ferrous Metal (S&NFM)
- Mines Environmental Compliance (MEC)
- Metallurgical Inspectorate and Raw Materials Development (MI&RMD)
- Artisanal and Small-Scale Mining (ASM)
- Investment Promotion and Minerals Trade (IPMT)
- Planning Research and Statistics (PRS)
- Reform Coordination and Service Improvement (RC&SI)
- Finance and Account (F&A)
- Special Duties (SD)
- Procurement
- General Services (GS)
- Internal Audit (IA)
- Legal Services
- Press and Public Relations

2.2 AGENCIES OF THE MINISTRY

- Ajaokuta Steel Company Ltd (ASCL), Ajaokuta
- Council of Nigerian Mining Engineers and Geoscientists (COMEG), Abuja
- Metallurgical Training Institute (MTI), Onitsha
- Mining Cadastre Office (MCO), Abuja
- National Metallurgical Development Centre (NMDC), Jos
- National Iron Ore Mining Company (NIOMCO), Itakpe
- National Steel Raw Materials Exploration Agency (NSRMEA), Kaduna
- Nigerian Geological Survey Agency (NGSA), Abuja
- Nigerian Institute of Mining and Geosciences (NIMG), Jos
- Solid Mineral Development Fund (SMDF), Abuja

SERVICE CHARTER

3.0 CUSTOMERS/STAKEHOLDERS OF THE MINISTRY

Nigerians and other residents 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; -

i. **INTRA- MINISTERIAL CUSTOMERS**

- Staff of the Ministry and Agencies

ii. **INTER -MINISTERIAL/GOVERNMENT CUSTOMERS**

- Other Ministries, Department and Agencies of the Federal Government;

- The National Assembly, the Judiciary, States and Local Governments.

iii. **STAKEHOLDERS**

- Corporate Organizations, National and International; - Multinational, Multilateral and Bilateral Institutions, that do business with Nigeria, in terms of human development and health projects e.g. DFID, World Bank, European Union, UNDP, UNIDO, UNICEF, JICA, ADB etc.;

- Civil Society Organisation (CSO) and Individuals.

3.1 MINISTRY'S OBLIGATION TO STAKEHOLDERS AND CUSTOMERS

In our MDA, the customer is 'king', so we promise to treat our customers as such, in the following manner:

- (a) To be treated as 'Kings' and 'Queens';
- (b) Timely provision of necessary information required by Customers;
- (c) Prompt, courteous and satisfactory services;
- (d) Publication of all royalty, rents, fees, taxes, etc.;
- (e) Conducive, clean and healthy physical environment in all our offices nationwide;
- (f) Creation of an enabling economic environment to attract private investment through Government package of incentives, which would result to accelerated economic growth;
- (g) Ensuring resuscitation of the tin mining and smelting industries;
- (h) Providing interpreters in case of communication difficulties for foreign, local investors and in the course of community engagements;
- (I) Ministry staff should be conversant with extant circulars, rules, regulations and guidelines of the Public Service;
- (j) Staff are expected to be committed and loyal to enable the Ministry achieve its mandate/mission/vision; and
- (k) Management is expected to provide necessary support, co-operation and an enabling environment for the Ministry to succeed.

SERVICE CHARTER

3.2 OBLIGATIONS OF STAKEHOLDERS/CUSTOMERS

- (i) The Ministry expects that all stakeholders/customers should ensure payment of royalties, rents, fees and taxes to the Ministry within the stipulated time frame;
- (ii) Stakeholders shall not enter into any unethical arrangements either with the employees of the Ministry, or with any third party to avoid illegal or unauthorized favour;
- (iii) The stakeholders and the Ministry staff should treat each other with mutual respect;
- (iv) To provide adequate information and genuine prescribed supporting documents when submitting applications for permits, etc.;
- (v) Adhere strictly to stated approval conditions for permits/licence etc.;
- (vi) To follow prescribed and published complaints procedure(s) in seeking atonement or redress for service failure;
- (vii) Compliance with the 2007 Nigeria Mining and Mineral Acts and its ancillary regulations of 2011, etc.;
- (viii) Advise on service improvement as they may deem fit;
- (ix) Consult the Ministry's Service Charter which is produced as handbills/website (www.minesandsteel.gov.ng) and also displayed on the Notice Boards in the offices (Headquarters, Zonal and State offices);
- (x) Show understanding for some of the constraints within which the office operates;
- (xi) Customers should be conversant with Government policies on Minerals and Metals development;
- (xii) Provide feedback to facilitate a bi-annual assessment/evaluation of the service delivery system;

SERVICE CHARTER

4.0 SERVICE PROVISION AS APPLICABLE TO THE MINISTRY

(a) ISSUANCE OF PERMIT

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
i.	Issuance of Permit to Manufacture Explosives	Explosives Dealers	<ul style="list-style-type: none"> • Certificate of Incorporation (2 copies); • Certified copies of Article & Memorandum of Association; • Curriculum Vitae/Credentials (CV) of Chairman/Key Directors; • Company Profile highlighting the human and financial resources capability; • Tax clearance certificate; • Evidence of Technically competent employees; • Evidence of adequate storage facilities • Type, source, 	1 year	10,000,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			<p>purpose, quality and certificate of chemical analysis of the explosives;</p> <ul style="list-style-type: none"> • Foreign Technical Profile and Plant process and design layout; • Factory site and detail EIA report; • Plant layout; • Plant design; • Waste management plan; • Proposed clients and mode of distribution; • Process flow sheet starting from the raw materials to the finished product describing the plant and equipment including types and quantities of materials handled; • Safety management plan detailing all safety measures (device, training etc.) in place; 			

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			<ul style="list-style-type: none"> Organizational structure stating assigned responsibilities and qualifications/experience or competence of personnel for assigned task; Payment of prescribed fees 			
ii.	Issuance of Gold Refining & Precious Minerals Permit	Mining Companies	<ul style="list-style-type: none"> Letter of application for mineral processing/refinery licence addressed to the Honourable Minister, stating the type of mineral to be refined; Certificate of Incorporation; Memorandum & articles of association of the company; Three years tax clearance certificate; Gold buying centre licence; Payment of prescribed fees; Approved EIA study 	14 days/ 6 months	1,000,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			report; <ul style="list-style-type: none"> • A processing plant design accompanied with a processing flow sheet; • Copy of mineral title if any or permit to purchase or possess minerals; • Site survey plan showing location of the proposed processing facility; • Copy of land title document in the company name (Certificate of Occupancy); • Site inspection by Mines Inspectorate and resulting inspection report to be attached. 			

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
iii.	Issuance of Permit to Export Minerals for Commercial Purpose	LLPM holder, Mining/Quarry Operators	<ul style="list-style-type: none"> • Certificate of Incorporation including CAC form II & form VII; • Three years tax clearance certificate; • Evidence of registration with Nigerian export promotion council; • Evidence of source of supply of the mineral (mineral title or licence to purchase & possess); • Evidence of payment of royalties on the minerals to be exported(royalty shall be paid in the state where the mineral is mined or quarried); • Reason for exportation or contractual agreement with foreign buyer; • Payment of processing fee; 	14 days	Processing fee of ₦50,000.00 and payment of royalty on the exact quantity of mineral to be exported based on the royalty rate.	Mines Inspectorate
iv.	Issuance of Permit to Buy Explosives	Mining/Quarry Operators/	<ul style="list-style-type: none"> • 2 copies of Certificate of incorporation; 	30 days	20,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
		Construction Companies	<ul style="list-style-type: none"> • 2 copies of Certified copy of article & memorandum of association; • 2 copies of Form CAC containing details of the company board of directors; • 2 copies of current tax clearance certificate; • 2 copies of Company profile highlighting the human and financial resources capability of the company. It must contain list and address of the proposed clients; • Particulars of CV of the approved responsible person to be in charge of explosives; • Payment of prescribed fees; • Import permit from destination country; • Licence to 			

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			manufacture explosives; • Source of explosives (in case of dealers); • Types and quantities of explosives to be exported to; • Country where explosives are to be exported; • Certificate of analysis of the explosives product; • Evidence of registration with Nigerian Export Promotion Council (NEPC); • Inspection report on the confirmation of the types and quantities of explosives consignment to be exported; • Copy of import permit that was used to import these explosives items to the country;			

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			<ul style="list-style-type: none"> Copy of EUC that was used to clear the explosives consignment into the country. 			
v.	Issuance of Permit to Export Minerals for Analysis	<ul style="list-style-type: none"> Mineral Title Holders; Academic Institutions; Research Students. 	<ul style="list-style-type: none"> Certificate of Incorporation including CAC form II & form VII or letter of introduction of a student or government agency; Evidence of correspondence with the foreign laboratory where the analysis is to be carried out; Evidence of payment of prescribed fee; Evidence of source of supply of the mineral sample; Inspection report 	7 days	5,000.00	Mines Inspectorate
vi.	Issuance of Handlers Permit at the Zonal/Federal Mines office	Mineral Title Holders (LPPM)	<ul style="list-style-type: none"> Company's letter of recommendation; Bio data of the handler; Passport 	14 days	20,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			<ul style="list-style-type: none"> Copy of EUC that was used to clear the explosives consignment into the country. 			
v.	Issuance of Permit to Export Minerals for Analysis	<ul style="list-style-type: none"> Mineral Title Holders; Academic Institutions; Research Students. 	<ul style="list-style-type: none"> Certificate of Incorporation including CAC form II & form VII or letter of introduction of a student or government agency; Evidence of correspondence with the foreign laboratory where the analysis is to be carried out; Evidence of payment of prescribed fee; Evidence of source of supply of the mineral sample; Inspection report 	7 days	5,000.00	Mines Inspectorate
vi.	Issuance of Handlers Permit at the Zonal/Federal Mines office	Mineral Title Holders (LPPM)	<ul style="list-style-type: none"> Company's letter of recommendation; Bio data of the handler; Passport 	14 days	20,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) #	
			lease; • CAC form; • Tax Clearance Cert.; • Inspection report of the Area of operation; • Pictorial view of the outcrop to be blasted; • Magazine license; • Pictorial view of the magazine; • Colour Identification of the key personnel; • ER of technical competent person's profile/certificate; • Recommendation letter from the ZMO/FMO; • Monthly returns on explosives/quarry; • Royalty payment			
xii.	Registration to Operate a Waste Management Facility	Oil Servicing Companies	• Application letter; • Department of Petroleum Resources Permit; • Company Tax Clearance; • CAC Documents.	14 days	1,000,000.00	Mines Inspectorate
xiii.	Night Operation in Quarries/Mines	Quarry Companies	• Functional clinic; • Ambulance; • Seat bay;	14 days	200,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			<ul style="list-style-type: none"> • Sufficient flood light; • Armed security; personnel. 			
xiv.	De-Commissioning of Storage Facility	Mining/Quarry Operators	<ul style="list-style-type: none"> • Application letter; • Inspection report from the Zonal/ Federal Mines officer; • Payment of the prescribed fees; • Pictorial view of the storage facilities; • ER 9 (I) certificate • Reasons for decommissioning. 	14 days	100,000.00	Mines Inspectorate
xv.	Renewal of Storage Box	Mining/Quarry Operators	<ul style="list-style-type: none"> • Mineral Title (extant); • (ER) 9 (I); • Blasting certificate (extant); • Duly completed form II by ER 9 (I) officer; • Certificate of inspection duly signed by ZMO/FMO; • Evidence of payment of the prescribed fees; • Pictorial view of the storage facilities; • Mineral production returns; 	14 days	30,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			<ul style="list-style-type: none"> Explosives returns 			
xvi.	Renewal of Bulk Emulsion Trucks	Manufacturing Companies	<ul style="list-style-type: none"> Certificate of incorporation; Tax clearance certificate; Import and manufacturing licence; Mineral (extant); Expired licence to be renewed; Inspection report 	14 days	50,000.00	Mines Inspectorate
xvii.	Issuance of permit to purchase scrap materials/Operate a metal scrap yard in the Country	All scrap dealers and local steel processing Companies or Plants	<ul style="list-style-type: none"> Submission of application via a letter to the Ministry; To make payment via the TSA; Customer to furnish the Ministry with the necessary details to enable processing/ approval. 	21 working days	50,000	Metallurgical Inspectorate & Raw Material Development
xviii	Issuance of permit to import Metal Products	All importers of metal products	<ul style="list-style-type: none"> Submission of Request permit via the Ministry; To make payment via the TSA; To print out Permit. 	5 working days	20,000	Metallurgical Inspectorate & Raw Material Development
xix.	Issuance of permit to Install/Erect a Metallurgical Facility	All Metallurgical Operators with the intention to	<ul style="list-style-type: none"> Submission of application via a letter to the Ministry; 	21 working days	50,000	Metallurgical Inspectorate & Raw Material

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) #	
		commence/expand operations.	<ul style="list-style-type: none"> To make payment via the TSA; Customer to furnish Ministry with the necessary details to enable processing/approval. 			Development
(b) ISSUANCE OF LICENCE						
i.	Issuance of Licence to Manufacture Explosives	Manufacturing Companies	<ul style="list-style-type: none"> Certificate of incorporation (2 copies); Certified copies of article & memorandum of association; Curriculum vitae/credentials of Chairman/Key Director(s); Company profile highlighting the human and financial resources capability of the company; Tax clearance certificate; Evidence of Technically competent employees; Evidence of adequate 	1 year	10,000,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			storage facilities; <ul style="list-style-type: none"> • Type, source, purpose, quality and certificate of chemical analysis of the explosives; • Foreign technical profile and plant process and design layout; • Factory site and detailed EIA report; • Plant layout; • Plant design; • Waste management plan; • Proposed clients and mode of distribution; • Process flow sheet starting from the raw materials to the finished product describing the plant and equipment including types and quantities of materials handled; • Safety management plan detailing all safety measures 			

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			(devices, training etc.) in place; • Organizational structure stating assigned responsibilities and qualification/experience or competence of personnel for assigned task; • Payment of prescribed fees			
ii.	Issuance of Licence to Erect/Renewal of Magazine (Trailer Mounted)	Oil Servicing Companies	• Mineral Title (extant); • (ER) 9 (I); • Blasting certificate (extant); • Duly completed form II by ER 9 (I) officer; • Certificate of inspection duly signed by ZMO/FMO; • Evidence of payment of the prescribed fees; • Pictorial view of the storage facilities; • Mineral production returns; • Explosives returns; • Evidence of payment	14 days	₦250,000.00 (for each facility for Oil Servicing Company)	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			of royalties; • Expired magazine licence to be renewed; • Coloured ID card of Key personnel of the company			
iii.	Issuance of Licence to Erect/Renewal of Magazine (Permanent)	Explosive Dealers	• Mineral Title (extant); • CV & Bio data of approved responsible person i/c explosives (ER) 9 (I); • Blasting certificate (extant); • Duly completed form II by ER 9 (I) officer; • Certificate of inspection duly signed by ZMO/FMO; • Evidence of payment of the prescribed fees; • Three (3) copies of site layout plan drawn to scale; • Three (3) copies of Magazine/Store plans and specification drawn to scale ER 25 (I);	14 days	100,000.00 (For each facility)	

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			<ul style="list-style-type: none"> 3 years tax clearance certificate 			
iv.	Issuance of Licence to Erect Explosives Store/Renewal	Mining/Quarry Operators	<ul style="list-style-type: none"> Mineral Title (extant); CV & Bio data of approved responsible person i/c explosives (ER) 9 (I); Blasting certificate (extant); Duly completed form II by ER 9 (I) officer; Certificate of inspection duly signed by ZMO/FMO; Evidence of payment of the prescribed fees; Three (3) copies of site layout plan drawn to scale; Three (3) copies of Magazine/Store plans and specification drawn to scale ER 25 (I); 3 years tax clearance certificate. 	14 days	50,000.00	Mines Inspectorate
v.	Registration of Mining Cooperatives	Registered ASM Cooperatives	<ul style="list-style-type: none"> Certificate of Registration; Copy of Bye-Laws; List of Members; Proof of Payment 	1-3 months	5,000.00	Artisanal and Small-Scale Mining

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			(TSA); • Licence Over Area (if any)			
vi.	Registration of Small-Scale Mining Company	Mining/Quarry Operators	<ul style="list-style-type: none"> • Reference Letter from Bank; CAC Certificate; • Memorandum & Article of Association; • Tax Clearance; • Forms CO2 & CO7; • Copy of SSML (If any); • Proof of Payment (TSA); • Sworn Affidavit 	1-3 months	70,000.00	Artisanal and Small-Scale Mining
vii.	Registration and Renewal of Private Mineral Buying Centre	General Public	<ul style="list-style-type: none"> • Application letter; Completed PMBC application form (in triplicate); • Inspection of the Premises & Facilities/Equipment; • Current Tax Clearance/No tax for Cooperatives; • Credentials & CV of Section 34 Manager as enshrined in NMMA 2007 & NMMR 2011 	2 weeks	₦100,000.00/ Mineral Category	Artisanal and Small-Scale Mining
(c) ISSUANCE OF APPROVALS						
i.	Issuance of Minimum Work Programme	All Mining/Quarry Companies	Guideline for preparation for Minimum work	4 weeks	N/A	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			programme			
ii.	Issuance of Prior Clearance	Oil Servicing/ Mining/Quarry Companies	<ul style="list-style-type: none"> • 3 copies of Duly completed form II by ER 9 (1) officer; • Substantive Mineral Title (extant); • Magazine plan (scale 1-100 or 1-200) and site layout plan drawn to scale 1;2500; • CV and credentials of approved responsible person in charge of explosives ER 9 (1) must be a mining engineer/Technologist; • Certificate of inspection duly signed and stamp by the ZMO/FMO; • Evidence of payment of the prescribed fees; • Tax clearance certificate; • Recommendation letter from the Zonal/Federal Mines officer; • Certified letter of application from the 	21 days	100,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			company as duly received by the Zonal/state offices; <ul style="list-style-type: none"> • Coloured ID card of key personnel of the company signed by the Managing Director of the company; • Evidence of right of the applicant over the site upon which the magazine is to be built; • Valid blasting certificate of the shot firer; • Certificate of incorporation of the company. 			
iii.	Issuance of Exemption from Customs Duty	Mining Quarry Companies	<ul style="list-style-type: none"> • Letter of application from the company; • Certificate of incorporation; • Tax clearance certificate; • Mineral title (extant); • Form M (from Central Bank); • Pro-forma invoice/Evidence of payment for 	3 weeks	N/A	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			equipment.			
iv.	Registration of Section ER 9(1)	Quarry/Mining/ Oil Servicing Companies	<ul style="list-style-type: none"> • Letter of introduction of the applicant by his/her employer; • Applicant employment letter; • Three (3) recent passport photographs; • Curriculum vitae and credentials of the applicant. 	14 days	₦50,000.00 (Renewable after 3 years)	Mines Inspectorate
v.	Registration of Accredited Agent for Movement of Minerals	Individuals	<ul style="list-style-type: none"> • Letter of appointment and authorization issued to the person by the lease or licence holder; • The person's letter of acceptance of the offer; • 2 recent passport photographs of the person; • Copy of the mineral title or licence to possess and purchase mineral; • An attestation of non-conviction of the 	14 days	30,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			person for a criminal offence; • Payment of the prescribed fees			
vi.	Review and Approval of Community Development Agreement (CDA)	Mining Companies	Compliance with Mining Act.	N/A (Section 116 & 117 of NMMA, 2007)	N/A	Mines Environmental Compliance
vii.	Review and Approval of Environmental Protection & Rehabilitation Programme (EPRP)	Mining Companies	Compliance with Mining Act	60 days (Section 120 (1) of NMMA, 2007)	N/A	Mines Environmental Compliance
viii.	Review of Approval and Fuel Storage Plan (FSP)	Mining Companies	Compliance with Mining Regulation	60 days (Section 197 (1) of NMMR, 2011)	N/A	Mines Environmental Compliance
ix.	Review and Approval of Annual Reclamation Statement (ARS)	Mining Companies	Compliance with Mining Regulation	Section 190 & 191 of NMMR 2011	N/A	Mines Environmental Compliance
x.	Review and Approval of Closure/Decommissioning Plan	Mining Companies	Compliance with Mining Regulation	60 days (Section 225 of NMMR, 2011)	N/A	Mines Environmental Compliance/ Mines Inspectorate
xi.	Provision of Extension Services	Registered Miners	Registered and performing Mining Cooperatives	Annual	N/A	Artisanal and Small-Scale Mining
(d) ISSUANCE OF CERTIFICATE						
i.	Issuance of Blasting Certificate	Mining/Quarry/Oil Servicing Companies	• Letter of introduction of the applicant by his/her employer; • Letter of attestation	14 days	50,000.00	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			from Quarry manager (Mining Engineer) certifying the competence of the applicant seeking for BC; <ul style="list-style-type: none"> Completed application form (Reg. 44 (2) (a); Three (3) recent colour passport photograph; Satisfactory practical demonstration of shot firing skills by applicants to be conducted by ZMO/FMO; Payment of prescribed fee. 			
ii.	Issuance of End-User Certificate	Quarry Operators/ Oil Servicing	<ul style="list-style-type: none"> Certificate of incorporation; Articles & memorandum of association; Form C07; Tax clearance; Pro-forma invoice; Form M (CBN); Certificate of analysis; Permit to import explosives(received from the Ministry); 	7 days	N/A	Mines Inspectorate

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
			<ul style="list-style-type: none"> • Licence to sell explosives (received from the Ministry); • Previous end user certificate; • Magazine licence; • Transport & vehicle particulars; • Distribution network of previous importation beneficiaries & stock balances; • Approved responsible officer (ARO) identification & licenses; • Material safety data sheet 			
(e)						
i.	Assaying Mineral Ore/Alloy	<ul style="list-style-type: none"> • All Entities with the intent to obtain a license to export minerals, purchase, and possess from Mines Inspectorate; • All Mineral processing Companies in Nigeria. 	<ul style="list-style-type: none"> • Provision of samples for testing with proper labelling; • Payment of processing fees via the TSA. 	24 - 48 hours	10,000.00	Metallurgical Inspectorate & Raw Material Development
ii.	Tensile/Compressive Test	<ul style="list-style-type: none"> • All Entities with 	<ul style="list-style-type: none"> • Provision of samples 	24 hours	10,000.00	Metallurgical

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
		the intent to Obtain a license to export minerals, purchase, and possess from the Ministry; <ul style="list-style-type: none"> All Mineral processing companies in Nigeria. 	for testing with proper labelling; <ul style="list-style-type: none"> Payment of processing fees via the TSA. 			Inspectorate & Raw Material Development
iii.	Karat Assay	<ul style="list-style-type: none"> All Entities with the intent to Obtain a license to export minerals, purchase, and possess from the Ministry; All Mineral processing companies in Nigeria. 	<ul style="list-style-type: none"> Provision of samples for testing with proper labelling; Payment of processing fees via the TSA. 	24 – 48 hours	10,000.00	Metallurgical Inspectorate & Raw Material Development
iv.	Assaying Karat	<ul style="list-style-type: none"> All Entities with the intent to Obtain a license to export minerals, purchase, and possess from Ministry; All Mineral processing companies in Nigeria. 	<ul style="list-style-type: none"> Provision of samples for testing with proper labelling; Payment of processing fees via the TSA. 	24 – 48 hours	10,000.00	Metallurgical Inspectorate & Raw Material Development

SERVICE CHARTER

S/N	SERVICE	Customer	Customer Obligation	SERVICE STANDARDS		Department Responsible
				Time Frame	Amount (Fee) ₦	
v.	Assaying Carbon Sulphur Assay	<ul style="list-style-type: none"> • All Entities with the intent to obtain a license to export Minerals, purchase, and possess from MI Dept.; • All Mineral Processing Companies in Nigeria. 	<ul style="list-style-type: none"> • Provision of samples for testing with proper labelling; • Payment of processing fees via the TSA. 	24 – 48 hours	10,000.00	Metallurgical Inspectorate & Raw Material Development

Requirements for all applications (Permits, Licenses and Approvals) are contained in the Nigerian Minerals and Mining Act (NMMA) 2007 and Nigerian Mining and Mineral Regulations (NMMR) 2011 and other regulations. Ministry's customers are advised to adhere to all requirements needed.

SERVICE CHARTER

5.0 STAKEHOLDER'S PARTICIPATION

The Ministry/MDAs encourages stakeholders' participation by: -

- (a) Meet with stakeholders and strategic partners in the Minerals and Metals sector annually to chart new courses for development purposes;
- (b) Meeting with host communities to resolve environmental and community issues when the need arises;
- (C) Support Institutions like Research Centres, Universities, Polytechnics and meet annually to brainstorm on the development of the Minerals and Metals sector;
- (d) Annual Sensitization of Stakeholders in the Metal Industry;
- (e) Annual Stimulation and Sensitization of metal operators.

5.1 MONITORING AND PUBLICATION

There shall be in place, various feedback mechanisms to monitor standards, to continuously meet customers' need, interests and demands. These feedbacks shall be published quarterly and annually through the various media including the following:

- a) Biannual meeting with customers, stakeholders and strategic partners on service delivery;
- b) Annual departmental consultation with customers, investors, host communities, NGO's, environmentalists etc.
- c) Quarterly Stakeholders' consultation forum of the entire Ministry;
- d) Formal and verbal complaints rendered at all networking points and units;
- e) Quarterly Surveys shall be periodically conducted;
- f) Ministerial chat in the print and electronic media;
- g) Minerals and Metals Newsletter/Annual Reports of the Ministry.

SERVICE CHARTER

6.0 GRIEVANCE REDRESSAL MECHANISM/ COMPLAINT PROCEDURE

Where and whenever service fails to meet expectation, a client shall be entitled to seek redress/recourse in writing or personally through the office of the Honourable Minister/Permanent Secretary/Nodal Officer;

(i) Contact the Ministerial Nodal Officer;

- a. Address: Block 'A', Room A009 Ministry of Mines and Steel Development, 2 Luanda Crescent, Off Adetokunbo Ademola Crescent, Wuse II 900271, Abuja.
- b. Phone no: 08122225661
- c. Email: reform@fmmsd.gov.ng

(ii) Contact the Charter Desk Officer;

- a. Block A: Room A009B
- b. Phone no: 08050245002
- c. Email: servicom@fmmsd.gov.ng

(iii) Contact the Customer Care/Complaint Desk Officer;

- a. BLOCK C: Room C008
- b. Phone no: 08050245002
- c. Email: servicom@fmmsd.gov.ng

- (iv) Placement of SCRAR (SERVICOM Customer Relations Activity's Register) at strategic service points in the Ministry.
- (v) Provision of Complaint/Suggestion Boxes at the strategic service windows in the Ministry.
- (vi) Contact the SERVICOM focal officers at the various service outlets/windows/ frontlines.

6.1 TIME FRAME FOR REDRESSAL OF GRIEVANCES/COMPLAINTS

- (i) Issuance of acknowledgement within two (2) working days by the Desk Officers;
- (ii) Appeal/reaction from the petition within ten (10) working days;
- (iii) Final disposal and closure of case within twenty-one (21) working days.

It is however, pertinent to note that certain complex and compound complaint after due investigation and consideration may take longer time frame, as they may be referred to certain Adhoc Committee/Committees by the Honourable Minister/Permanent Secretary/Head of some service windows and frontlines in the Ministry. Compensation to aggrieved complainants shall be as statutorily provided by the Constitution, Laws, Mining and Mineral Acts, and other Rules/Regulations that apply and by the recommendations and approval by Management of the Ministry.

SERVICE CHARTER

7.0 LIMITATIONS/CONSTRAINTS

Service Delivery in the Ministry is guaranteed within the available resources (human and capital). These are limited.

8.0 CHARTER REVIEW

In order to ensure that the information we provide to our customers and stakeholders is up-to-date, we will endeavour to review this Charter every two (2) in line with Service Charter Development Guideline or as the need arises to reflect current state of service delivery in the Ministry.

9.0 CONCLUSION

Through the continuous and periodic formulation, implementation and review of our service charter, we sincerely hope to meet the expectations, interests, needs and aspiration of our numerous customers and stakeholders for optimal satisfaction.



A Publication of
Ministry of Mines and Steel Development
2 Luanda Crescent, Off Adetokunbo Ademola Crescent, Wuse II 900271, Abuja.
Phone no: 08050245002, 08122225661
Email: reform@fmmsd.gov.ng