



FAAN INTEGRATED SERVICE CHARTER

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FOREWORD

SERVICOM is the acronym for “Service Compact with All Nigerians”. It is a pledge by all government institutions to deliver services to the public in a timely, fair, honest, effective and transparent manner. All of these attributes or characteristics are the parameters for measuring the quality of service delivery to the public at all times.

The Federal Airports Authority of Nigeria, being a key driver of service delivery in the air transport sector must therefore, take the lead role in ensuring that our customers and stakeholders are not short-changed through unsatisfactory services at our service points across the nation.

To achieve this objective, the Authority commissioned a team of professionals from different departments in the Authority, to review our Service Charter, with a view to updating details of our obligations and responsibilities to our customers.

The result is the document you are holding in your hand today – the FAAN SERVICOM Charter.

The charter begins with an expose on the history of aviation in Nigeria, followed by a detailed introduction to the Service Charter, details of customers, obligations of the Authority to its stakeholders and details of complaints/grievance redress mechanism. It also includes suggestions and recommendations for service improvement.

I, therefore recommend it to all stakeholders in the aviation industry. They will find the report simple to understand and logical in its presentation of facts.

To the reader, I encourage you to make judicious use of this document, and afford yourself the opportunity of knowing more about the services provided by the Federal Airports Authority, which has since repositioned to serve the public better.

Engr. Saleh Dunoma
Managing Director.

1.0 INTRODUCTION/BACKGROUND

The history of Nigerian airport operations dates back to July 1925 in the Royal Air Force (RAF) base maintained by British government in the ancient city of Kano, when the British Army squadron commanding officer was instructed to go to Kano and report on the crisis going on there. The pilot flying a Bristol fighter jet from Khartoum-Sudan (RAF) base made a breath taking but safe landing on the horse race course in Kano thus going down in history as the first aviation activity in Nigeria. The RAF operations were later to become an annual event, with frequency and route extended to cover Maiduguri.

There was however, no record of commercial airplane operations till early 1930s when an enterprising pilot carried a few fare-paying passengers in a seaplane between Lagos and Warri. With the continuation of the annual (RAF) flights, aviation activities in Nigeria became quite considerable, creating the need for aerodromes.

Consequently, a representative of the Air Ministry in London visited Nigeria to inspect what could then be appropriately described as "landing grounds" in Nigeria. Sites were selected based majorly on topographic considerations at Maiduguri, Oshogbo, Lagos, Minna, Kano and Kaduna.

According to Wing Commander E. H. Coleman as one of the earliest observers of the evolution of civil aviation in Nigeria; what was called aerodromes those days cannot in any way meet the requirements of the smallest airplanes today.

In 1935, the operations of the RAF were replaced by those of the [Imperial Airways](#) that flew regular airmail and passengers from London to Nigeria. These services thus pioneered commercial international operations in Nigeria. The Imperial Airways, the forerunner of the [British Overseas Airways Corporation](#) (BOAC) operated large four-engine aero planes known as the Hannibal class or the Handley on the Nile route from Cairo to Kisumu-Uganda. Towards the end of 1936 a once-weekly service was introduced and another route; Khartoum–Kano–Lagos flight which took seven days was operated with a relatively small four-engine aircraft called De Havilland 86 (one of the DH 86's well-known passengers was Sir [Bernard Bourdillon](#)).

WAAC (West African Airways Corporation) was charged to "Develop air services in and between West African territories". The airline began services with a six-seater De Havilland Dove aircraft. Its Nigerian domestic services were operated with the Dove while the West Coast services were operated with Bristol Wayfarers. The control and administration of Civil Aviation were vested on the Directorates of Public Works of these countries who applied United Kingdom Colonial Air Navigator orders as their legislative authority.

On attaining independence in 1957 Ghana pulled out of the airline company and in August 1958 the Nigerian government in partnership with BOAC and Elder Dempster lines formed the West African Airways Corporation Nigeria limited (WAACNL) which later metamorphosed into Nigerian Airways.

In 1965 the Nigerian government separated airline operations from airport operations by creating a department known as Civil Aviation Authority (CAA) to handle the maintenance of the airports and runways.

Subsequently by 1976 under General Murtala Muhammed regime Nigeria had thirteen airports; one in each of the 12 states and the Federal Capital which was in Lagos.

In same year after the assassination of Murtala Muhammed on Feb. 13th 1976, General Obasanjo as head of the military regime promulgated decree 45 which gave birth to the establishment of Nigerian Airports Authority (NAA). The organization was vested with the responsibility of managing and maintaining the airports and facilities except navigational aids, but its activities did not start until July 11th 1978 when its first board of directors was inaugurated in Lagos. Again in 1995, civilian reforms were carried out by the military government of Gen. Sani Abacha which led to realignment of some of the functions of the Federal Civil Aviation Authority (FCAA) with those of Nigerian Airports Authority (NAA) to bring about a new body called Federal Airports Authority, FAAN which came under Decree 9 of 1996.

2.0 PURPOSE OF THE SERVICE CHARTER

This Service Charter is our commitment to effective and prompt service delivery to our customers. It enable our beneficiaries know the range of services provided by the Authority, as well as the standards on which these services will be provided. It equally states the redress procedures to follow in case such services fail in any of our service windows. The Charter applies to all staff, stakeholders and customers of the Authority.

3.0 VISION

To be amongst the best airport groups in the world

4.0 MISSION STATEMENT

To develop and profitably manage customer-centric airports facilities; for safe, secure and efficient carriage of passengers and goods at world class standards.

6.0 LIST OF CUSTOMERS

6.1 Internal Customers

- Federal Ministry of Aviation
- Governing Board

- Management
- Staff
- Unions

6.2 **External Customers**

- i. Government Agencies
- ii. Media Houses
- iii. International Organizations
- iv. Nigerian Airspace Management Agency (NAMA)
- v. Nigerian Civil Aviation Authority (NCAA)
- vi. Handling Companies (Nigerian Aviation Handling Company (NAHCO), Skyway Aviation Handling Company Limited (SAHCOL), ETC
- vii. Nigerian College Of Aviation Technology (NCAT)
- viii. Nigerian Meteorological Agency (NIMET)
- ix. Advertising Agencies/Publication Companies
- x. Concessionaires
- xi. Banks
- xii. Airline Operators
- xiii. National Planning Commission (NPC)
- xiv. Passengers/Airport Users

7.0 **SERVICE PROVISION OF FAAN**

S/ N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARDS/ PERFORMANCE TARGET	MONITORING ACTIVITY(S)
1	Design and maintenance of Civil/ Building facilities (major/medium)	- Directorate of Engineering Services (DES)	Passengers, - Stakeholders, Concessionaires -, Airport Users Airlines and airport service users	Complying strictly to the appropriate use of the facility	6 weeks minimum	• Staff Survey • Engineering Calculations and Architectural Draftings
2	Monitoring & Inspection of all facilities and services of airports and Nigeria Air (Landside, terminal building & airside)	<ul style="list-style-type: none"> • Directorate of Airport Operations (DAO) • Environmental Services Department 	Same as above	Adherence to stipulated rules and regulations as contained in the ICAO Standard And Recommended Practices (SARPs) See FAAN Website	4 Times daily, 24 Hours & As the need arises	Inspection
3	Development and provision of facilities for	<ul style="list-style-type: none"> • FAAN Management • Directorate of 	Passengers Airport Users All Staff	-Submission of required documents	3 Months	Screening exercise inspection

S/ N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARDS/ PERFORMANCE TARGET	MONITORING ACTIVITY(S)
	surface transport e.g Car parks, airside etc	Commercial and Business Development (DCBD)	Airlines Stakeholders	-Payments of stipulated charges as contained in Commercial Handbook(see FAAN website)		
4	Provision of Accommodation for passengers and freight	<ul style="list-style-type: none"> FAAN Management DCBD Environment Division 	-Passengers, freight and -cargo handlers	Same as above	3 Months	Same as above
5	Provision of Security and Safety at airports	<ul style="list-style-type: none"> Aviation Security (AVSEC) Safety Division 	-Airlines -Passengers, -Airport users -Stakeholders and staff -Cargo handlers	Adherence to stipulated rules, regulations & signage	24 Hours/Daily basis	Screening and Inspection
6	Provide Customer Care Services	<ul style="list-style-type: none"> Customer Service/SERVICOM Corporate Affairs (Protocol) Operations Department 	-Passengers -Airport Users -Stakeholders -Staff	-Proper channeling of complaints and inquiries. -Submission of required documents	24 Hours/Daily basis	-Reports -Survey -Inspection
7	Provide Aeronautical and non-Aeronautical Revenue Generating Services	<ul style="list-style-type: none"> Accounts Audit Budget Procurement Stores 	Management Staff Stakeholders Contractors Concessionaires Passengers	Submission of required documents	Daily Quarterly Annually	Reports Evaluation Records Inspection Auditing Screening
8.	Airport Operational hours	<ul style="list-style-type: none"> Directorate of Operations 	Passengers Stakeholders Concessionaires Airport Users Airlines and Airport Service users	Adherence to stipulated Airport operational hours	<ul style="list-style-type: none"> 24 Hours/daily for the 6 major International Airports. Dusk to dawn on daily basis for non International Airports 	- Staff survey - Inspections
9.	Provide Legal Advice/opinion	<ul style="list-style-type: none"> Legal Department 	<ul style="list-style-type: none"> Operators Concessionaires Passengers Airport Users National Assembly Organizations/ Institutions Federal Ministry of Justice Federal Ministry of Transportation 	<ul style="list-style-type: none"> Written request/ memo Operating within the provisions of the Bye-laws Submission of copy of Draft Bill Appointment of external solicitors Assessment and payment of solicitors' fees 	24 - 72 hours	-Correspondence -Registers -Monitoring -Police incident report -Record of attendance -Case log at Court Registry.

8.0 SPECIAL NEEDS PROVISION

- i. FAAN has made adequate provision to overcome the inadequacies in language barrier through translation from English to French, Hausa, Igbo and Yoruba Languages.
- ii. The Authority has also provided facilities for wheelchair users, customer Lounges for the physically challenged, pregnant women, the elderly and nursing mothers. (There are also registered organizations that facilitate the physically challenged persons and the elderly).

9.0 OBLIGATIONS OF CUSTOMERS, STAFF, MANAGEMENT

9.1 Management Obligations

- i. Sponsoring the SERVICOM initiative in the Authority
- ii. Recognize and reward quality service delivery efforts and equally name and shame service failure.
- iii. Provide appropriate and adequate work tools.
- iv. Facilitate complaints reported within specified timing.
- v. Meet any act of violence with the full weight of the law.

9.2 Staff Obligations

- i. Every FAAN staff must be accessible, courteous, responsive, reliable and competent in all dealing with customers

9.3 Customers Obligations

- i. Act with courtesy in dealing with service providers.
- ii. Obey the rules and regulations guiding the operations of FAAN.
- iii. Do not engage the services of illegal personnel (you can request to sight the work ID of the person you are dealing with)
- iv. Provide adequate information and genuine supporting documents when applying for the services of FAAN.
- v. In seeking redress for service failure adopt the prescribed complaints procedures.
- vi. Avoid any act of violence.

10.0 COMPLAINTS/ GRIEVANCE REDRESS MECHANISM

In our continued effort to serve our customers better, we wish to advise the following procedures:

- i. Complaints /Redress procedure shall be published and made available at all service points.
- ii. All complaints should be first lodged at the service point where the customer is accessing service/where the service failed. If not satisfied, then he/she may:

- iii. Complain to the SERVICOM desk officers at the airports, call or write (by post, see contact or email us at servicom@faan.gov.ng).
- iv. We will respond to written complaints within two (2) working days of the receipt of the complaint: notifying the customer of the action to be taken and date upon which the airport is expected to take action.
- v. The customer will be informed of the resolution or progress of complaints facilitation within 10 working days.

11.0 CONTACTS

In the event that expectations are not met, please contact the following:

S/N	CONTACT	DESIGNATIONS	PHONE NO	LOCATION/ADDRESS
1.	Engr. Saleh Dunoma	MD/CEO, FAAN	01-2800830	FAAN Headquarters, Federal Airports Authority of Nigeria, Ikeja- Lagos
2.	Mrs. Ebele Okoye	General Manager/ Nodal Officer	09051767550	FAAN Nodal Officer, Customer Service/SERVICOM Department, Federal Airports Authority of Nigeria, Ikeja- Lagos
3.	Mrs. Nanko Rindaps	DGM/Regional SERVICOM Officer	09051767559	Nnamdi Azikiwe International Airport, Abuja
4.	Nnadozie Akudo	Senior Customer Service Officer 1/ SERVICOM Officer	08038888386	Port Harcourt International Airport, Omagwa, Port Harcourt
5.	Aisha Mohammed	AGM/Regional SERVICOM Officer	09051767564	Aminu Kano International Airport Kano
6.	Anne Idu	AGM/SERVICOM Officer	01-3425340	Room 2021 Murtala Muhammed Int'l Airport, Ikeja Lagos
7.	FAAN SERVICOM DESKS – Lagos Int'l Airport (a) Departure – D Wing (b) Departure – E Wing (c) Arrival – D Wing (d) Arrival – E Wing	Front – line Desk Officers " " "	09052221970 09052221971 09052221972 09052221973	Murtala Muhammed Int'l Airport Ikeja – Lagos " "
8.	Domestic Terminal 1 (Gat – MM1)	"	09051767557	Domestic Terminal 1 (GAT) Murtala Mohammed Int'l Airport Ikeja – Lagos

12.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

FAAN stakeholders made up of her internal and external customers meet quarterly to evaluate, analyse, draw up modalities and submit recommendations to FAAN Management on service improvement for the realization of her vision as well as protect stakeholders' interest.

- i. FAAN organizes quarterly sensitization programmes for stakeholders
- ii. Provision of Suggestion Boxes at strategic places at the Airports/Headquarters for Customers' feedback.
- iii. Display of information banners
- iv. Attendance by stakeholders at FAAN-organized Annual Dinner/Awards Events to reward service excellence

13.0 EXISTING LIMITATIONS

The identifiable limitations to effective and efficient Service delivery in FAAN which apply to all the Directorates, include the following:

- i. Inadequate training for professional staff
- ii. Inadequate working equipment
- iii. Lack of funds to carry out the Authority's functions
- iv. Poor working environment due to lack of a corporate headquarters building
- v. Bureaucratic bottleneck
- vi. Communication gap

14.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- i. Staff performance evaluation is carried out on a quarterly basis to ensure SERVICOM standard.
- ii. Yearly staff/departmental audit checks are undertaken to ensure that set targets are met.
- iii. Undertaking of bi-monthly Customer Service Survey to assess department's performance in service delivery.
- iv. [Best practices shall be benchmarked and published](#) on a weekly, quarterly and annual basis in FAAN News Track Magazine and other Journals of the Authority.

15.0 REVIEW OF SERVICE CHARTER

In line with the standard practice as contained in the SERVICOM guideline, the Authority's Charter shall be reviewed once in every two years in view of emerging developments.

MANAGING DIRECTOR/CEO's DIRECTORATE

Introduction:

The statutory responsibilities of Federal Airports Authority (FAAN) are executed through the Office of the Managing Director/CEO's office.

The following are the departments under the Managing Director/Chief executive Officer's Directorate.

SERVICOM DEPARTMENT

LOCAL CHARTER

1.0 INTRODUCTION

SERVICOM, a quality service initiative of the Presidency, came into being as a result of the need to engender and encourage the delivery of quality service in all ministries and parastatals of the Federal government. The need arose from the quests of all the stakeholders and participants in government and governance to ensure a proper functioning on the part of those whose main jobs are to deliver services to the public and other stakeholders, thus doing away with red-tapism and bureaucracy normally associated with service delivery in governance. The department reports to the office of the Managing Director/CEO

2.0 VISION

To be amongst the best drivers of quality service in the world.

3.0 MISSION STATEMENT

To ensure that basic quality services are provided for all airport users in a timely, fair, honest, effective and transparent manner.

4.0 DETAILS OF CUSTOMERS

Internal Customers

- Federal Ministry of Aviation
- Governing Board
- Management

- Staff
- Unions

External Customers

- Government Agencies
- Media Houses
- International Organizations
- Nigerian Airspace Management Agency (NAMA)
- Nigerian Civil Aviation Authority (NCAA)
- Handling Companies (NAHCO, SAHCOL,ETC)
- Nigerian College Of Aviation Technology (NCAT)
- Nigerian Meteorological Agency (NIMET)
- Advertising Agencies/Publication Companies
- Concessionaires
- Banks
- Airline Operators
- National Planning Commission (NPC)
- Passengers/Airport Users

5.1 SERVICE PROVISION OF CUSTOMER SERVICE/SERVICOM

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERY STANDARDS/ PERFORMANCE TARGET	MONITORING ACTIVITY(S)
1	Complaints handling	<ul style="list-style-type: none"> • Desk Officers • All SERVICOM Staff 	Passengers, Airport users, Stakeholders, FAAN staff	Provision of adequate information and required documents	24 Hours	Analysis of: <ul style="list-style-type: none"> -Customer Complaints forms, -Feedback Forms Questionnaires, -Suggestion Boxes, -Customer satisfaction Survey, Closed User Group(CUG)calls
1.	Complaints Facilitation/ Escalation/ Resolution of other	<ul style="list-style-type: none"> • Nodal Officer • Desk Officers • Service Improvement Officers 	<ul style="list-style-type: none"> • Passengers • Airlines • Airport Users • Stakeholders 	Authentic complaints. Submission of required documents	On the spot, 5-10 working days	Analysis of: <ul style="list-style-type: none"> -Log Book, -Customer Complaints, -Suggestion

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERY STANDARDS/ PERFORMANCE TARGET	MONITORING ACTIVITY(S)
	service points					Boxes
2.	Publication of Service Delivery Reports	<ul style="list-style-type: none"> • Desk Officers • Service Improvement Officers • Charter Desk Officers 	<ul style="list-style-type: none"> • Passengers • Airport Users • Service Providers • Staff 	Provision of adequate Information	Monthly Quarterly Annually	Evidence of publication
3.	Monitoring/ Supervision of customer service (C/S) Personnel	Nodal Officer HODs Supervisors	<ul style="list-style-type: none"> • Staff of the Department 	Adherence to work ethics	2-3 times a day	Monitoring & Supervision of attendance/movement Logistics - Presence of staff
4.	In house Retreat/ Training programmes Handling	Nodal Officer HOD SERVICOM Staff	<ul style="list-style-type: none"> • All Customer Service/ SERVICOM Officers 	Attendance of programmes	Weekly Monthly as the need arises	Lectures Responses Reports
5.	Ease of Doing Business (Executive Order 1) Feedback platform Handling for the Agency	Nodal Officer All SERVICOM Staff	<ul style="list-style-type: none"> • All staff • Customers • Visitors 	Adherence to Rules and regulations as stipulated in FAAN Conditions of Service	Monthly	Collation and reporting on performance against service standards
6.	Publication of Service Improvement Report	Service Improvement Officers (SIOs)	<ul style="list-style-type: none"> • Passengers • Airport Users • Service Providers • Stakeholders • General Public 	Provision of Information	Quarterly	Report on publication
7.	Sensitization programmes Handling	<ul style="list-style-type: none"> • Nodal Officer • SERVICOM Staff 	<ul style="list-style-type: none"> • SERVICOM Staff • Stakeholders • Passengers • Airport 	Attendance of programmes	Monthly	Lectures Responses Reports

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERY STANDARDS/ PERFORMANCE TARGET	MONITORING ACTIVITY(S)
			Users • General Public			
8.	Handling of all activities of SERVICOM Committees	• Representation from all FAAN Division	• Management Staff • Stakeholders	Adherence to SERVICOM Principles	Monthly	Follow ups & Reports
9.	Service Charter Review	• Nodal Officer • Charter Desk Officer • Service Charter Review Committee • Stakeholders • Staff	• Passengers • Airport Users • Stakeholders • Management/ Staff	Information from all customers, Stakeholders and staff	Every two years	SERVICOM Charter vetting by Min. of Transport, SERVICOM Office Presidency -Re- launch of reviewed service charter

6.0 **STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING**

Staff performance evaluation is carried out constantly within the organization to ensure compliance to SERVICOM standard.

(ii). Quarterly staff audit checks are undertaken to ensure that set targets are met.

(iii) Undertaking of bi-monthly Customer Satisfaction survey to assess department's performance in service delivery.

7.0 **DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM**

- i. Any aggrieved customer of Customer Service/SERVICOM has the right to be heard.
- ii. All customers of Customer Service/SERVICOM shall be treated with courtesy.
- iii. Please refer to FAAN Integrated Service Charter pages - 8 and 9 for further details

7.0 **OBLIGATIONS/EXPECTATIONS**

7.1 **Customers Obligations**

- i. Obey the rules and regulations guiding airport activities.
- ii. Do not engage the services of illegal personnel.
- iii. Provide adequate and genuine supporting documents when applying for the services of FAAN.
- iv. Be polite.
- v. Laid down procedures should be followed in seeking redress for service failure.

7.2 **Staff Obligations**

Officers shall be accessible, courteous, responsive, reliable and competent in dealing with customers.

7.3 **Management Obligation**

Recognise and reward quality service delivery efforts and results.

Provide support for the SERVICOM Initiative.

Provide appropriate and adequate tools for effective performance.

7.4 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

- i. Provide Stakeholders with Customer Service hand books/charter and vice versa.
- ii. FAAN stakeholders (Internal and External Customers) meet quarterly to evaluate, analyse, draw up modalities and recommendations to Management on initiatives for service improvement for the accomplishment of her mission.

CORPORATE AFFAIRS DEPARTMENT

LOCAL CHARTER

1.0 INTRODUCTION

This department is primarily set up to promote and project the corporate image of FAAN.

2.0 VISION

To project and sustain a positive public image of the Authority.

3.0 MISSION

To create and maintain a cordial relationship between the Authority and its internal and external publics, through its various corporate activities.

i. DETAILS OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Unions
- Government Agencies
- Media Houses
- International Organizations
- Nigerian Airspace Management Agency (NAMA)
- Nigerian Civil Aviation Authority (NCAA)
- Handling Companies (NAHCO, SAHCOL,ETC)
- Nigerian College Of Aviation Technology (NCAT)
- Nigerian Meteorological Agency (NIMET)
- Advertising Agencies/Publication Companies
- Concessionaires
- Banks
- Airline Operators
- National Planning Commission (NPC)
- Passengers/Airport Users

5.0 CORPORATE AFFAIRS (CA) DEPARTMENT SERVICE PROVISION

S/N	Service	Staff/Division Responsible	Who is the Customer	Customer's Obligation	Delivery Standard/ Performance Target	Monitoring Activity(ies)
1	Formulation and Execution of publicity programmes	<ul style="list-style-type: none"> General Manager (GM) Corporate Affairs (CA) Other management staff 	FAAN	<ul style="list-style-type: none"> -Funding, -Provision of working tools -training 	24 hours	<ul style="list-style-type: none"> Monitor Public perception through electronic & print feedbacks index survey
2	Coordinates Research on public image	<ul style="list-style-type: none"> Deputy General Manager (DGM), CA Research team 	FAAN	<ul style="list-style-type: none"> -Funding, -Provision of working tools & -Training 	Quarterly	<ul style="list-style-type: none"> Public perception index survey
3	Organizes & executes community relations activities	<ul style="list-style-type: none"> Community Relations unit 	FAAN & The Host Communities	<ul style="list-style-type: none"> -Funding, -Provision of working tools & -Training. -Adherence to airport rules and regulations. (Refer to Airport Manual & 	24 hours	<ul style="list-style-type: none"> Crises management survey Airport works/ development survey On the spot interaction
4	Coordinates liaison with Federal Ministry of Transport (Aviation) & the public	<ul style="list-style-type: none"> General Manager (GM) CA Other management staff of the department 	<ul style="list-style-type: none"> FAAN Federal Ministry of Transportation (FMT) The general public 	Adherence to procedures	24 hours	<ul style="list-style-type: none"> Complaints reports Phone calls
5	Media monitoring and feedback mechanism	<ul style="list-style-type: none"> Media Relations unit of CA All staff 	FAAN	<ul style="list-style-type: none"> Funding provision of working tools Training 	24 hours	<ul style="list-style-type: none"> Daily electronic & print media analysis
6	Coordinates corporate promotions activities	<ul style="list-style-type: none"> AGM, CA Corporate Promotions Unit 	FAAN	<ul style="list-style-type: none"> -Funding - provision of working tools & Training 	24 hours	<ul style="list-style-type: none"> Complaints reports Phone calls Social media
7	Supervises guided tours/excursion	<ul style="list-style-type: none"> HODs of CA at airports 	FAAN Schools and Other Educational	Payment of invoices and adherence to rules.	On request	<ul style="list-style-type: none"> Complaints reports

S/N o	Service	Staff/Division Responsible	Who is the Customer	Customer's Obligation	Delivery Standard/ Performanc e Target	Monitoring Activity(ies)
	s	<ul style="list-style-type: none"> • Guide team of CA 	Institutions			<ul style="list-style-type: none"> • Phone calls • Social media feedback • Personal interaction
8	Facilitates commercial filming/video recordings	<ul style="list-style-type: none"> • HODs of CA at airports • Guide team of CA 	Film and Documentary Producers.	Payment of invoices and adherence to rules.	On request	<ul style="list-style-type: none"> • Complaints reports • Phone calls • Social media feedback
9	Generates revenue for FAAN through Passenger Support Services (PSS)	<ul style="list-style-type: none"> • PSS Unit at airports 	Registered Corporate Bodies (Mobil, ADDAX Petroleum, Nigerian Breweries)	Payment of invoices and adherence to rules.	24 hours	<ul style="list-style-type: none"> • Annual revenue analysis
10	Protocols & Passages Services	<ul style="list-style-type: none"> • AGM Protocol • Protocol & Passages Unit of CA 	FAAN & Members of Staff	Funding, provision of working tools & Training	On request	<ul style="list-style-type: none"> • Complaints reports • Phone calls
11	Liaises with unions	<ul style="list-style-type: none"> • GM CA • Management staff of CA 	-FAAN -Air Transport Senior Staff Association of Nigeria (ATSSAN), -National Union of Air Transport Employees (NUATE), -National Union of Pensioners (NUP)	Funding, provision of working tools & Training	Monthly	<ul style="list-style-type: none"> • Staff feedback
12	Provides video & photo covers	<ul style="list-style-type: none"> • Photography unit of CA 	FAAN	Funding, provision of working tools & Training	As directed	<ul style="list-style-type: none"> • Internal Memos • Movement Register
13	Social media management	<ul style="list-style-type: none"> • AGM New Media • Online media unit 	FAAN	Funding, provision of working tools & Training	24 hours	<ul style="list-style-type: none"> • Social media feedback • Complaints reports • Real-time feedback

7.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

Undertake quarterly review of staff performance to ensure that targets are met.

7.1 DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM

- i. Any aggrieved customer of Corporate Affairs has the right to be heard.
- ii. All customers of Corporate Affairs shall be treated with courtesy.
- iii. Please refer to FAAN Integrated Service Charter pages - 8 and 9 for further details

8.0 OBLIGATIONS/EXPECTATIONS

8.1 Customer Obligation

- i. Obey the rules and regulations guiding activities in the department
- ii. Do not engage the services of illegal persons.
- iii. Provide adequate and correct information with genuine prescribed supporting document(s) when applying for our services.
- iv. Display courtesy in dealing with the staff of Corporate Affairs.
- v. Adopt prescribed complaints procedures in seeking redress.

8.2 Staff Obligation

All Corporate Affairs officers must be accessible, courteous, responsive, competent and reliable in dealing with customers.

8.3 Management Obligation

The department shall recognize and reward quality service delivery efforts and results.

9.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet with our stakeholders on a monthly, quarterly and as the need arises to ensure efficient service delivery

DEPARTMENT OF LEGAL SERVICES/BOARD SECRETARIAT

LOCAL CHARTER

1. INTRODUCTION

The Authority's Legal Department is established to guide Management in decision making in accordance with extant laws with a view to minimizing legal liability.

The Department also manages the legal relationship between the Authority and third parties.

2. VISION

To develop a highly professional Department committed to providing world class legal services.

3. MISSION STATEMENT

To provide continuous world class quality legal services to FAAN in the most efficient and effective manner.

4. DETAILS OF CUSTOMER

- (a) Federal Ministry of Transportation
- (b) Governing Board
- (c) Management
- (d) Staff
- (e) Unions
- (f) External Solicitors
- (g) Nigeria Police Force
- (h) Anti-Graft Agencies (EFCC, ICPC, SFIU, etc)
- (i) Government Agencies
- (j) International Organizations
- (k) Nigerian Airspace Management Agency (NAMA)
- (l) Nigerian Civil Aviation Authority (NCAA)
- (m) Lessees/Tenants/Licensees/Concessionaires
- (n) Consultants
- (o) Airline Operators

(p) National Assembly (NASS)

(q) Passengers/Airport Users

5.0 SERVICE PROVISION OF THE DEPARTMENT OF LEGAL SERVICES

S/N	Service	Staff/Division Responsible	Who is the Customer?	Customer Obligation(s)	Delivery Standards	Monitoring Activity (s)
1.	Legal Advice/Opinion	Dept. of Legal Services	FAAN	Written request/memo	24 hours	Incoming /Outgoing Correspondence Registers
2.	Legal Documents Vetting/Appraisal	Directorates of: *Human Resources/Adm in. *Airport Operations *Security Services *Finance & Accounts *Engineering Services *Commercial & Business Development *MD/CE's Office Departments of: *Legal Services *Procurement *ICT *Corporate Affairs *Audit *Customer Care/SERVICO M *Airport Planning & Technical Services	*Concessionaires *Contractors *Lessees *Tenants *Licensees *External Solicitors *Airline Operators *Consultants	Payment of prescribed fees by the respective Customer as contained in the Commercial Hand Book / website *Submission of relevant docs. *Operating within the terms of Agreement/legal document.	7 Days	*Internal memo *Incoming/Outgoing Correspondence Registers
3.	Amendment of (a) FAAN Act	Dept. of Legal Services	*FAAN *Governing Board/Fed. Min. of Transportation (Aviation)	*Written request/memo *Operating within the provisions of the Act.	Dependent on passage and assent by NASS and President.	*Document movement Register *Draft Act *Final copy

S/N	Service	Staff/Division Responsible	Who is the Customer?	Customer Obligation(s)	Delivery Standards	Monitoring Activity (s)
4.	(b) Bye-Laws	*Dept. of Legal Services * Directorate of Airport Operations *Directorate of Security Services	*FAAN *Airline Operators *Concessionaires *Passengers *Air port Users	*Written request/memo *Operating within the provisions of the Bye-Laws.	Six (6) Months	*Document movement *Register *Draft Bye-Laws *Final copy
5.	Draft Bills Vetting	Dept. of Legal Services	*National Assembly *Organisations/ Institutions	*Written request *Submission of copy of Draft Bill	72 Hours	Incoming/Outgoing Correspondence Register
6.	External Solicitors Supervision	*Dept. Legal Services	*FAAN *Fed. Min. of Justice *Fed. Min. of Transportation	*Appointment of external Solicitors *Assessment and payment of Solicitors fees	24 Hours	*Monitoring of suits/proceedings in courts *Analysis of cases won/lost *Determination of duration of each case in court *Visits to the legal firm *Inspection of Court processes
7.	Litigation Support: (a) Review of Court Processes	Dept. of Legal Services	External Solicitors	Written request	48 Hours	*Incoming/Outgoing Correspondence Registers *Draft copies of Affidavits, Pleadings, Briefs, Case Notes, etc *Final copies of Affidavits, Pleadings, Briefs, Case Notes, etc
8.	(b) Pre-Trial Conferences	Dept. of Legal Services	*Staff *External Solicitors	*Attendance	24 Hours	*Record of attendance *Monitoring the conduct of the pre-trial conference
9.	Legal Representation : (a)Police Station	Dept. of Legal Services	Staff	Formal report of arrest/detention	24 hours	*Police Incident Record *Release of staff arrested

S/N	Service	Staff/Division Responsible	Who is the Customer?	Customer Obligation(s)	Delivery Standards	Monitoring Activity (s)
10.	(b) Courts	Dept. of Legal Services	*FAAN *Staff	*Provision of relevant information/documentary evidence as to facts of each case	24 Hours	*Case Log at the Court Registry *Departmental Case Log
11.	(c) Anti-Graft Agencies (Economic and Financial Crimes Commission, Independent Corrupt Practices (and Related Offences) Commission, Special Fraud Investigation Unit, etc)	Dept. of Legal Services	Staff	*Written report of facts *Provision of relevant documentary evidence	24 Hours	*Inspection of Case Log at the Desk Officer's office *Release of staff if under arrest
12.	Judicial and Administrative Panels of Enquiry	Dept. of Legal Services	*FAAN *Staff	*Written request/memo *Provision of documentary evidence	24 Hours	*Report of the Panel *Incoming/Outgoing Correspondence Register
13.	Due Diligence/Due Process Monitoring	Dept. of Legal Services	Procurement	*Written request/memo *Submission of relevant statutory documents	48 Hours	Search at the relevant organisation
14.	Official Correspondence	Legal Services	FAAN	Forwarding of in-coming correspondence	24 Hours	In-coming/Outgoing Correspondence Registers

5.1 SERVICE PROVISION OF THE BOARD UNIT

S/N	Service	Staff/Division Responsible	Who is the Customer?	Customer Obligation(s)	Delivery Standards	Monitoring Activity (s)
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S/ N	Service	Staff/Division Responsible	Who is the Customer?	Customer Obligation(s)	Delivery Standards	Monitoring Activity (s)
	Conduct of meetings	*Board Secretariat *Managing Director (MD)/Chief Executive (CE)	*FAAN Governing Board *FAAN Management *Concessionaires *Government Agencies	*Request to convene meeting *Submission of documents to be discussed	24 Hours	*Minutes of the meetings *Attendance Form *Extracts of the Minutes
	Secretarial Services	Board Secretariat	*FAAN Governing Board *FAAN Management *Concessionaires *Government Agencies	Request for service	24 Hours	*Record of proceedings *Minutes of Meetings
	Retrieval of Minutes of Meetings	Board Secretariat	*FAAN Governing Board *FAAN Management *Concessionaires *Government Agencies *Staff	Formal request	3 Hours	In-coming and Out-going Correspondence Registers
	Retrieval of Original Contract Documents	*Board Secretariat *Procurement Department	*Office of the MD/CE *Directorate of Human Resources & Administration *Directorate of Finance & Accounts *Directorate of Comm. & Business Development *Directorate of Security Services	Formal Request	3 Hours	In-coming & Out-going Correspondence Register

S/N	Service	Staff/Division Responsible	Who is the Customer?	Customer Obligation(s)	Delivery Standards	Monitoring Activity (s)
			*Directorate of Airport Operations *Directorate of Engineering Services			
	Issuance of Letters of Award/Offer	*Board Secretariat *Procurement Department *Directorate of Comm. & Business Development	*Contractors *Concessionaires *Lessees *Licensees *Tenants *Consultants	*Submission of statutory documents *Payment of bid document fees and other fees as contained in the annexed Commercial Hand book/ website	24 Hours	*Letters of Award/Offer *In-coming/Out-going Correspondence Register *Verification of receipts of payment *Record of Awards
	Verification of relevant documents for procurement purpose	Board Secretariat	Procurement Department	*Formal Request *Submission of documents to be verified	72 Hours	*Internal memoranda *Search at the relevant agencies
	Provision of Welfare/ Refreshments	Board Secretariat	*FAAN Governing Board *FAAN Management *Concessionaires *Government Agencies *Staff	Attendance	3 Hours	*Voucher/Evidence of payment *Receipt of payment for refreshment items *Supervision of supply

6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

Quarterly evaluation and reporting of staff performance to ensure that set targets are met.

7.0 DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM

- i. Genuine complaints shall be handled within a period of twenty four (24) hours
- ii. If supporting/relevant documents are provided on time. Please refer to FAAN Integrated Service Charter pages - 8 and 9 for further details

OBLIGATIONS/EXPECTATIONS

8.1 Staff Obligation

All staff of Legal Services Department must be accessible, courteous, responsive, reliable and competent in all dealings with customers.

8.2 Management Obligations

Recognize and reward quality service delivery efforts and results and also reprimand actions tending towards service failure.

STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet bi- annually with a Directorate of Commercial & Business Development, Directorate of Engineering Services, Directorate of Finance & Accounts, Department of Procurement, Directorate of Airport Operations and Directorate of Human Resources & Administration to ensure efficient service delivery

PROCUREMENT DEPARTMENT

LOCAL CHARTER

1.0 INTRODUCTION

The Procurement Department is a Department under Managing Director/Chief Executive charged with the responsibility of obtaining goods, works and services at the right time from the right source at the right quality at the right quantity and right price in line with due process (Public Procurement Act 2007) to meet the objective of the Federal Airports Authority of Nigeria.

2.0 VISION

To add value to the system.

3.0 MISSION STATEMENT

To acquire works, goods and services in the most efficient method for Authority's objectives.

4.0 DETAILS OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Contractors
- Concessionaires
- Government Agencies
- Media Houses
- International Organizations

5.0 SERVICE PROVISIONS OF PROCUREMENT DEPARTMENT

S/ N	SERVICE	DELIVERY STANDARD PERFORMANCE TARGET	RESPONSIBILITY	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	MONITORING ACTIVITY(S)
1	Needs Assessment	14 Days	- Managing Director/CEO - Procurement Department - Budget Committee - Procurement Planning Committee (PPC) - User Departments	<u>Internal:</u> - User Department	- Receipt and aggregation of proposals from User Department on Works, Goods and Services	Records of collation and prioritization
2	Procurement Plan	7 Days	- Bureau of Public Procurement	<u>Internal:</u> - Budget	<u>Internal:</u> Budget	Correspondence register of incoming

S/N	SERVICE	DELIVERY STANDARD PERFORMANCE TARGET	RESPONSIBILITY	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	MONITORING ACTIVITY(S)
			<ul style="list-style-type: none"> - Federal Ministry of Aviation - Managing Director/CEO - Procurement Department - Audit Department - User Department - Contractors - Independent Observers 	<p>Committee</p> <p>External</p> <ul style="list-style-type: none"> - Bureau of Public Procurement - Federal Ministry of Aviation 	<p>Committee Recommendation</p> <p>External</p> <ul style="list-style-type: none"> - Procurement Plan Format from Federal Ministry of Transport (FMT) 	and outgoing
3	Market Survey & Surveillance	Quarterly	<ul style="list-style-type: none"> - Procurement Planning Committee - Procurement Department - Audit Department - User Department - Contractors 	<p>Internal:</p> <ul style="list-style-type: none"> - Technical Personnel (i.e. Engineers, Technicians etc) <p>External:</p> <ul style="list-style-type: none"> - Market Traders 	<p>Internal:</p> <ul style="list-style-type: none"> - Technical Assessment of Engineering Measurements <p>External:</p> <ul style="list-style-type: none"> - Market Invoices 	Survey Report(s)
4	Advertisements	42 Days	<ul style="list-style-type: none"> - Bureau of Public Procurement - Federal Ministry of Aviation - Managing Director/CEO - Procurement Department - Public Affairs - Statutory Departments - User Department - Contractors - Independent Observers 	<p>Internal:</p> <ul style="list-style-type: none"> - Corporate Affairs Communication Department <p>External:</p> <ul style="list-style-type: none"> - Newspaper Agencies 	<p>Internal:</p> <ul style="list-style-type: none"> - Documentation of Advert Publications <p>External:</p> <ul style="list-style-type: none"> - Advert Placement - Forward details for Advertisement 	<ul style="list-style-type: none"> - Newspaper Publications - Federal Tenders Journal
5	Development of Bid Documents	14 Days	<ul style="list-style-type: none"> - Procurement Department - User Departments - Contractors 	<p>Internal:</p> <ul style="list-style-type: none"> - User Department 	<p>Internal:</p> <ul style="list-style-type: none"> - Bill of Quantity - Bill of Engineering Measurement Equipment 	Evidence of Bill of Quantity (BOQ) and Bill of Engineering Measurement Equipment (BEME)
6	Receiving Tender/Bid Documents	Tender/ Bid Documents are opened at the end of the 6 Weeks notification period	<ul style="list-style-type: none"> - Procurement Department 	<p>External:</p> <ul style="list-style-type: none"> - Contractors 	<p>External:</p> <ul style="list-style-type: none"> - Signing of Tender Register and Invoice Receipt 	Evidence of Bid Return Sheets
7	Evaluation of Bid Documents	14 Days	<ul style="list-style-type: none"> - Technical Evaluation Committee (TEC) - Procurement Department - Contractors 	Nil	Nil	<ul style="list-style-type: none"> - Evaluation Reports - Statutory and mandatory Documents

S/ N	SERVICE	DELIVERY STANDARD PERFORMANCE TARGET	RESPONSIBILITY	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	MONITORING ACTIVITY(S)
			<ul style="list-style-type: none"> - Statutory Departments - User Departments 			
8	Invitation for Financial Bidding	14 Days	<ul style="list-style-type: none"> - Managing Director/CEO - Procurement Department - Statutory Departments - User Departments - Contractors 	<p>Internal:</p> <ul style="list-style-type: none"> - Procurement Planning Committee <p>External</p> <ul style="list-style-type: none"> - Contractors 	<p>Internal:</p> <ul style="list-style-type: none"> - Financial Opening Bidding - Assessment of Financial Bids 	<ul style="list-style-type: none"> - Record of correspondence
9	Financial Evaluation of Bid submission	7 Days	<ul style="list-style-type: none"> - Evaluation Committee - Procurement Department - Statutory Departments - User Departments - Contractors 	<p>Internal:</p> <ul style="list-style-type: none"> - User Department - Technical Evaluation Committee 	<p>Internal:</p> <ul style="list-style-type: none"> - Signing of Bid Documents 	Financial Bid Return Sheet
10	Request for Vote of Charge	48 hours	<ul style="list-style-type: none"> - Procurement Department - Budget Department - User Department 	Nil	Nil	Evidence of “Vote of Charge”
11	Approval Thresholds	7 Days	<ul style="list-style-type: none"> - Federal Executive Council (FEC): Approval of proposal over 50 Million for Supply and 250 Million for Works - Bureau of Public Procurement (BPP): Issuance of a Certificate of “No Objection” - Ministerial Tenders Board (MTB): Approve all proposals under 100Million for Supply and 500Million for Works - Parastatal Tenders Board (PTB): Approve all proposals under 50 Million for Supply and N25Million for Works - PPC – Assess all documentations 	<p>Internal and External</p> <ul style="list-style-type: none"> - MD/CEO - Procurement Planning Committee - Parastatal Tenders Board - Ministerial Tenders Board - Bureau of Public Procurement - Federal Executive Council - Audit Department 	Submission of relevant documents	<ul style="list-style-type: none"> - Resolutions - Minutes of meeting - Letter of Award - Certificate of “No Objection”

S/N	SERVICE	DELIVERY STANDARD PERFORMANCE TARGET	RESPONSIBILITY	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	MONITORING ACTIVITY(S)
			- MD/CEO: Approve all proposals under N2.5 Million Naira for Supply and N5Million for Works			
12	Issuance of Letter of Awards, Agreements, Local Purchase Order and/or Job Order	7 Days after approval	- Procurement Dept - Board Secretariat - Audit Department - Contractors	Internal: - MD/CEO - Board Secretariat	Internal: - MD/CEO's Approval - Attachment of relevant documentation	- Issuance of Letter of Award from Board secretariat - Issuance of Local Purchase Order (LPO) and Job Order (JO)
13	Contract Implementation and monitoring	Minimum of 1 Month	- Managing Director/CEO - Procurement Dept - User Departments - Audit Department - Stores Dept - Airport Managers - Contractors	Nil	Nil	- Store Receipts Vouchers (SRV) - Good Received Note (GRN)
14	Processing executed contract for payment	60 Days	- Managing Director/CEO - Procurement Dept - Accounts Dept - Audit Department - Stores Department - User Department - Contractors	Nil	Nil	Assessment of Payment Vouchers
15	Keep record of all procurement activities of the Department	- Monthly - Statutory 10 years	- Managing Director/CEO - Procurement Department - Bureau of Public Procurement	Internal: - PPC - PTB - MTB - FEC	Internal: - PPC, PTB, MTB and FEC Resolutions	- Monthly, Quarterly & Annual Reports - Procurement Monitoring and Performance Report

6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- i. Carry out evaluation of procured material if it is commensurate with specification as the need arises.
- i. Ensuring due Process in consonance with the Public Procurement Act 2007.
- ii. Undertake monthly audit check to ensure that set targets are met.
- iii. Maintain documents of correspondence with the Bureau of Public Procurement (BPP) for all procurements exceeding the approval threshold of the Parastatal Tenders Board (PTB).
- iv. Maintain records of all approvals such as the local purchase Order (LPO) and Job Order (JO) approved by MD/CEO and the various tender boards.

7.0 **DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM**

- i. Any aggrieved customer of Procurement Department has the right to be heard.
- ii. All customers of Procurement Department shall be treated with courtesy.
- iii. Please refer to FAAN Integrated Service Charter pages - 8 and 9 for further details

8.0 OBLIGATIONS/EXPECTATIONS

8.1 Customers Obligations

- i. Obey the rule and regulations guiding the functions of the Procurement Department.
- ii. Do not engage the service of illegal persons (fraudsters).
- iii. Provide adequate, correct information and genuine prescribe supporting documents (s) when applying for our services.
- iv. Display courtesy in dealing with officer of Procurement Department.
- v. In seeking redress for service failure, adopt the prescribed complaints procedures.
- vi. Contact: Refer to FAAN Integrated Charter pages 8 and 9

8.2 Staff Obligation

- i. All staff must be accessible, courteous, responsive, reliable and competent in all dealings with customers.

8.3 MANAGEMENT OBLIGATION

FAAN Management should recognise and reward quality service delivery efforts and results.

9.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION / DELIVERY

FAAN stakeholders made up of her internal and external customers meet bi-annually, to evaluate, analyze, and draw up modalities with recommendations to the management of services improvement for the realization of her mission.

INTERNAL AUDIT DEPARTMENT

LOCAL CHARTER

1.0 INTRODUCTION

The Audit Department serves as the financial watchdog of the Authority. It reports to the office of the Managing Director/CEO.

2.0 VISION

To build a sustainable audit system for the Authority.

3.0 MISSION STATEMENT

To evaluate, control and enforce internal control systems (operating and administrative procedures) initiated by Management for efficient utilization of available resources.

4.0 DETAILS OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Government Agencies
- Banks

5.0. SERVICE PROVISION OF AUDIT DEPARTMENT

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERING STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY (S)
1	Assignment of Responsibilities to Staff of the Department	GENERAL MANAGER (AUDIT)	STAFF/Concessionaires/ Airline/Contractors	Staff-Completeness of required documentation and the MD/PTB/ Ministerial Approval/ Federal Executive Council Approval & Budgetary provision	8am -4pm /As the need arises)/100%	AUDIT REPORT/PERIODIC REVIEWS/CUSTOMERS FEEDBACK/EXTERNAL AUDIT REPORTS.
2	REVENUE AUDIT	LEGAL DEPT; BUDGET DEPT; CLIENTS; COMMERCIAL DEPT; CREDIT CONTROL DEPT; FINANCE DEPT; REVENUE AUDIT UNIT	AIRLINES, CONCESSIONAIRES, GOVT AGENCY, OIL COMPANIES, Avitech, IATA, Remita Authorized Agents.	EFFECTIVE AND EFFICIENT REAL TIME OF DATA FOR CHARGING OF REVENUE. FOLLOW UP ON DEBT	8am -4pm /As the need arises)/100%	ATTAINMENT OF REVENUE TARGETS; REAL TIME EFFICIENT REVENUE MONITORING SYSTEM IT SOLUTIONS;

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERING STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY (S)
						SURVEY& EXTERNAL AUDIT REPORTS.
3	AIRPORT RETURNS AUDIT	DGM (REVENUE AUDIT) & AGM (EXPENDITURE AUDIT) UNITS; BUDGET DEPT; BRANCH ACCOUNTS; TREASURY;	STAFF	Timely submission of Airport returns on monthly basis.	8am -4pm /As the need arises)/100%	AUDIT REPORTS&EXTERNAL AUDIT REPORTS.
4	AIRLINE/CONC SSIONARIES DEBT RECONCILIATIO N	TRADE DEBTORS UNIT; COMMERCIAL DEPT;CREDIT CONTROL DEPT; CLIENT INVOICES/PAYMENT RECORDS,TREASURY, &REVENUE AUDIT UNIT	- AIRLINES -CONCESSIONAIRES, -GOVT AGENCY, -OIL COMPANIES -STAFF	Submission of up to date invoices and receipts(Customer's copy); Clarification of grey areas in a timely manner, client availability for debt reconciliation exercise.	5 WORKING DAYS /100%	AUDIT REPORT ON CLIENT DEBT POSITIONS & EXTERNAL AUDIT REPORTS.
5	ACCOUNTS RECEIVABLE AUDIT	TRADE DEBTORS UNITED KINGDOM GREAT; COMMERCIAL DEPT;CREDIT CONTROL; REVENUES&EXPENDITURE AUDIT UNITS,EXPENDITURE CONTROL UNIT; TREASURY/FINANCE DEPT.	Staff & Clients.	Prompt response to debt circularisation notice; Prompt retirement of cash advances within 10 Working days of obtaining the advance; complete documentation of retirement of cash advance accounting purpose; availability of purchased items for Audit verification and obtaining Goods Received Notes for stores record& Fixed Assets Schedule.	24 WORKING DAYS /50%	AUDIT REPORT, COMMERCIAL INVOICES, CLIENT DEBT POSITIONS &EXTERNAL AUDIT REPORTS.
6	EXPENSES AUDIT	USER DEPTS, APPROVING AUHORITIES i.e. MD/CEO,PTB, MTB ,FEC; BUDGET DEPT; EXPENDITURE CONTROL UNIT OF DFA; EXPENDITURE AUDIT UNIT; FINANCE/TREASURY DEPT	Staff	Staff-Completeness of required documentation and the MD/PTB/Ministerial Approval/Federal Executive Council Approval& Budgetary Provision	8am -4pm /As the need arises)/75%	AUDIT REPORT&COST CONTROLS WITHIN BUDGETED ESTIMATES
7	STAFF/PENSIO N PAYROLL AUDIT	BUDGET DEPT; HUMAN RESOURCES DEPT /PENSION UNIT; ICT DEPT; SALARY/PENSION UNIT OF DFA; EXPENDITURE AUDIT UNIT; FINANCE/TREASURY DEPT	Staff/Pensioners	Prompt submission of monthly staff lists; Prompt submission of salary and pension inputs for Audit Purpose; Availability of reliable IT hardware infrastructures with capacity to support Microsoft ERP Navision payroll module.	24 DAYS/75%	ELIMINATION OF GHOST EMPLOYEES/ ACCURATE & PROMPT PROCESSING OF MONTHLY SALARY/ PENSION PAYROLLS

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERING STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY (S)
8	PROCUREMENT AUDIT	BUDGET DEPT; USER DEPTS; PROCUREMENT DEPT; PPC/PTB; STORES DEPT; LEGAL DEPT; PLANNING DEPT; EXPENDITURE AUDIT UNIT&ACCOUNTS/FINANCE DEPTS	Staff/Contractors/ Bureau of Public Procurement	Notice of Procurement Planning Committee; Completeness of bid submission, Request for Procurement items from relevant department; Needs Justification, Budgetary provision MD/CEO Approval, PTB approval, Ministerial or FEC Approval as the causeway be; Proof of compliance of the Public Procurement Act Provisions.	14 WORKING DAYS/50%	VALUE FOR MONEY AUDIT/VERIFICATION OF SUPPLIES IN LINE WITH LOCAL PURCHASE ORDER (LPO) /Job ORDER/ PROJECT SPECIFICATIONS WITHIN TIMELY MANNER.
9	ACCOUNTS PAYABLE AUDIT	BUDGET DEP; PROCUREMENT DEPT; STORES/PROJECT MONITORING - CIVIL/MECH/ELECTRICAL/ LWS PROJECT PAYMENT CERTIFICATES/CONTRACT AGREEMENTS & ENVIRONMENT JOB CERTIFICATION;	Staff/Contractors/ Bureau of Public Procurement	Procurement advertisement for the year, Bid documents, Letter of Award; Project Contract agreement; LPO or Job Order; Submission of Payment certificate as evidence of work carried out by the contractors; Evidence of Audit verification of supplies (Goods, works or projects); Budgetary Provision, Accurate deduction of relevant taxes from the contract sum; submission of Advance Payment Guarantee for relevant project acceptable to the FAAN Legal departments, proper creditor record keeping and maintenance of reliable and accurate creditor ledger schedule	21 WORKING DAYS/50%	ACCURATE CREDITOR BALANCES & SCHEDULES WITH AGING ANALYSIS, PROMPT AUDIT VERIFICATION, PROJECT MONITORING & EVALUATION
10	STORES AUDIT	USER DEPTS; STORES DEPT; EXPENDITURE AUDIT UNIT	Staff; Suppliers, Office of Accountant General of the Federation, Office of the Auditor General for the Federation and the External Auditors.	Presentation of store and fixed asset items to the Internal Audit for Physical verification and Stores departments for issuance of Goods Received Notes!	8am -4pm /As the need arises)/100%	ROUTINE STORES AUDIT/ANNUAL STOCK TAKING/ STORES AUDIT REPORT/RANDOM STORES SAMPLING
11	TREASURY AUDIT	EXPENDITURE CONTROL UNIT; SALARY/PENSION UNIT; CREDITORS UNIT; TAX/INSURANCE UNIT; TREASURY UNIT	Staff, Contractors, Ministry of Transportation, FIRST BANK OF NIGERIA (FBN)/ AVITECH, INTERNATIONAL AIR TRANSPORTATION	Evidence of service performance/delivery of supplies	QUARTERLY/75%	ACCESS TO REAL TIME ONLINE E-PAYMENT REMITA PLATFORM, POST

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERING STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY (S)
		& EXPENDITURE AUDIT UNIT	ASSOCIATION (IATA) other Service Providers			PAYMENT AUDIT/BANK RECONCILIATION
12	INSURANCE AUDIT	PROCUREMENT DEPT; BUDGET DEPT; INSURANCE/TAX UNIT/TREASURY UNIT & EXPENDITURE AUDIT UNIT	Staff, Insurance brokers, Insurance companies, External Auditors, Offices of the Accountant General and Auditor-General of the Federation.	Fixed assets Schedule, insurance policy certificates for Workmen Compensation and Fixed assets.	ANNUALLY/ 100%	GROUP LIFE ASSURANCE AND FIXED ASSETS INSURANCE POLICY COVER AND VALIDITY
13	TAX AUDIT	PROCUREMENT DEPT; INSURANCE/TAX UNIT/TREASURY UNIT & EXPENDITURE AUDIT UNIT	Staff; Contractors; other Service Providers; FIRS and State Inland Revenue Service.	Tax schedules & Evidence of tax remittance.	QUARTERLY/ 75%	ACCURATE PAYE, VAT & WITH DEDUCTIONS AND PROMPT REMITTANCE TO APPROPRIATE TAX JURISDICTIONS
14	FIXED ASSETS AUDIT	USER DEPTS; APPROVING AUTHORITIES; PROCUREMENT DEPT; EXPENDITURE CONTROL UNIT OF DFA; STORE UNIT; EXPENDITURE AUDIT UNIT; FINANCE/TREASURY DEPT	Staff; Suppliers, Contractors & Multinational company donors.	Fixed assets Schedule for HQ and Airports.	8am -4pm /As the need arises)/50%	EXISTENCE AND MAINTENANCE OF FIXED ASSET REGISTER & FIXED ASSETS VERIFICATION
15	CAPITAL PROJECTS AUDIT	CIVIL/MECHANICAL;/ELECTRICAL/ ICT/LWS/ PROJECT MGT; LEGAL DEPT; PROCUREMENT DEPT; PROJECT CONTRACTORS; CREDITORS UNIT; EXPENDITURE AUDIT; FINANCE & TREASURY UNIT; BUDGET DEPT	Staff, Contractors & Ministry of Transportation	Procurement Advertisement; Budgetary Provision; Bid documents, technical and financial evaluation reports, Contract Award, Project Contract Agreement, Bill of Engineering Measurements and Estimate (BEME) or Bill of Quantities for a project; Request for payment; Payment certificate, Evidence of Audit verification and Evidence of compliance to the contract agreement.	8am -4pm /As the need arises /50%	TIMELY PROJECT COMPLETED AND VALUE FOR MONEY AUDIT

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERING STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY (S)
16	FINAL ACCOUNTS AUDIT	FINAL ACCOUNTS UNIT/EXPENDITURE AUDIT UNIT	Staff & External Auditors	Accurate posting of accounting entries in line with the chart of Accounts; draw up trial balance supported with relevant schedules	ANNUAL/50%	INTERNAL AUDIT OBSERVATIONS/MANAGEMENT REPORTS/EXTERNAL AUDIT REPORT
17	ANNUAL STAFF/PENSION AUDIT	HUMAN RESOURCES DEPT/PENSION UNIT/& AUDIT DEPT	Staff& Pensioners	Physical Appearance of staff with Identification evidences i.e. Letter of appointment, confirmation, and ID card; while Pensioner i.e letter appointment, confirmation, and retirement.	ANNUAL/100 %	STAFF/PENSION VERIFICATION REPORT
18	ANNUAL STOCK TAKING	ASSETS UNIT/ACCOUNTS DEPT; STORES DEPT & AUDIT DEPT	Stores Dept Staff	ASCERTAIN STORES ITEMS, QUANTITY AND TOTAL COST PRICE. DETERMINE THE OBSOLESCENT ITEM(S).	ANNUAL/100 %	ANNUAL STOCK REPORT
19	INTERFACE WITH THE OFFICE OF AUDITOR GENERAL FOR THE FEDERATION	FINAL ACCOUNTS; BRANCH ACCOUNTS/UNIT/GM (AUDIT)	GM ACCOUNTS, GM AUDIT	SUBMISSION OF RELEVANT DOCUMENTS	ANNUAL/100 %	AUDITOR GENERAL FOR FEDERATION REPORT
20	INTERFACE WITH THE OFFICE OF THE ACCOUNTANT GENERAL OF THE FEDERATION	FINAL ACCOUNTS; BRANCH ACCOUNTS UNIT&GM (AUDIT)	ACCOUNTS STAFF, AUDIT STAFF, AGF	SUBMISSION OF RELEVANT DOCUMENTS	ANNUAL/100 %	ACCOUNTANT-GENERAL OF FEDERATION REPORT
21	INTERFACE WITH EXTERNAL AUDITORS	FINAL ACCOUNTS; BRANCH ACCOUNTS UNIT & GM (AUDIT)	GM ACCOUNTS, GM AUDIT	DISCUSSION OF OBSERVATIONS AND APPROPRIATE RECOMMENDATIONS.	30 DAYS/50%	SURVEY OFAIRPORTS/ FEEDBACK FROM EXTERNAL AUDITORS
22	FRAUD INVESTIGATION	MD/CEO; HR DEPT/GM(AUDIT)	DHR, GM AUDIT	EVALUATE CONTROLS TO ASSESS FRAUD RISK. INVESTIGATE FRAUD IN CONJUNCTION WITH DHR AND ADVISE MANAGEMENT	5 WORKING DAYS/100%	VALUE FOR MONEY/AUDIT REPORT TO MANAGEMENT
23	EVALUATION OF SYSTEMS OF INTERNAL FINANCIAL CONTROLS	ICT DEPT; GM(AUDIT)	ICT STAFF, AUDIT STAFF	ENSURE THE CONTROLS EMBEDDED IN THE SYSTEM ARE NOT COMPROMISED.	48 HOURS/50%	VOUCHER ASSESSMENT/ AUDIT INVOICES AND RECEIPT
24	OPERATIONAL AUDIT	SAFETY DEPT; AIRPORT OPERATIONS; FIRE	STAFF	ENSURE ADHERENCE TO INTERNATIONAL CIVIL AVIATION ORGNISATION	5DAYS/50%	REPORTING OF RISK ASSESSMENT

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERING STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY (S)
		AND AVIATION SECURITY DEPTYS & EXPENDITURE AUDIT UNIT		(ICAO) STANDARDS		TO MANAGEMEN T PERIODICALL Y
25	INFORMATION TECHNOLOGY/ RISK ASSESSMENT	ICT DEPT; FINANCE &ACCOUNTS DEPTS & GM(AUDIT)	AUDIT STAFF/ ICT STAFF	TO SAFEGUARD THE ORGANISATION INFORMATION	10 WORKING DAYS/50%	AUDIT MONITORING OF TRANSACTIO N & AUDIT WALKTHROU GH
26	COMPLIANCE AUDIT	AUDIT DEPT	SUPPLIERS/STAFF	MONITOR ADHERENCE TO REGULATORY RULES/REGULATION ROUTINE	8am -4pm /As the need arises /75%	AUDIT REPORTS&EX TERNAL AUDIT REPORTS.
27	DATA ANALYTICS	ICT DEPT ; AUDIT DEPT	ICT/ AUDIT STAFF	ANALYSING DATA AND INTERPRETING IN ORDER TO ADVISE MANAGEMENT	14 DAYS/25%	UPLOAD DATA FROM COMPUTERS/ SERVERS
28	CONSULTANCY SERVICE	ICT DEPT; FINANCE &ACCOUNTS DEPTS; CONSULTANTS & AUDIT DEPT	STAFF/ CONSULTANT	ADHERENCE TO TERMS OF CONSULTANCY	8am -4pm /As the need arises /50%	AUDIT REPORTS & EXTERNAL AUDIT REPORTS.
29	SITA/IATA/ AVITECH/ REMITA REVENUE IT PLATFORM MONITORING AND REPORTING	ICT DEPT; FINANCE & ACCOUNTS DEPTS & AUDIT DEPT	STAFF/ CONSULTANT	DAY TO DAY MONITORING/ FEEDBACK i.e. positive or negative	ROUTINE/50%	AUDIT REPORTS & EXTERNAL AUDIT REPORTS.

6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING.

- i. Carry out annual evaluation of staff performance for reward of excellence.
- ii. Undertake daily/as the need arises audit checks to ensure that set targets are met.

7.0 DETAILS OF CUSTOMER GRIEVANCE REDRESS MECHANISM

- iii. Every customer of FAAN shall be treated with courtesy.
- iv. Any aggrieved customer has the right to be heard.
- v. Please refer to FAAN Integrated Service Charter pages - 8 and 9 for further details

8.0 OBLIGATION/EXPECTATIONS

8.1 Customers Obligations

- i. Obey the rules and regulations guiding the activities in the airports.
- ii. Do not engage the services of illegal persons (fraudsters).

- iii. Provide adequate and genuine supporting document(s) when applying for services of the Audit department.
- iv. Display courtesy in dealing with staff of Audit Department.
- v. In seeking redress for service failure, adopt the prescribed complaints procedures.
- vi. Refer to FAAN Integrated Charter pages 8 and 9

8.2 Staff Obligation

Staff of Audit Department must be accessible, courteous, responsive, reliable and competent in all dealings with customers.

8.3 Management Obligation

Recognize and reward quality service delivery efforts and results.

8.4 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet quarterly /as the need arises with our stakeholders, AIRLINES, CONCESSIONAIRES, GOVT AGENCY, OIL COMPANIES, Avitech, IATA, Remita Authorized Agents to ensure efficient service delivery

INFORMATION & COMMUNICATION TECHNOLOGY DEPARTMENT

LOCAL CHARTER

1.0 INTRODUCTION

The Information and Communication Technology Department is under the Managing Director's Directorate.

It takes care of installation, support and maintenance of the Network, Hardware, Software, Security systems and communication infrastructure.

2.0 VISION

To enhance the business of Federal Airports Authority of Nigeria with high quality and up to date Information and Communication Technology.

3.0 MISSION STATEMENT

To provide high quality Information and Communication Technology service to FAAN by using modern and up to date technology, driven by knowledgeable personnel.

4.0 DETAILS OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Unions
- Government Agencies
- Media Houses
- International Organizations
- Airlines

6.0 SERVICE PROVISION OF INFORMATION & COMMUNICATION TECHNOLOGY DEPARTMENT

S/N	SERVICES	STAFF DIVISION/R ESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS	MONITORING ACTIVITY(IES)
1	<ul style="list-style-type: none">• Hardware Support/ Maintenance (On – Call)• Installation of Operating System• Network troubleshooting• Internet Services/ Support	ICT Staff	FAAN	Make Complains NIL Make Complains Make	1 hour 3 hours 1 hour 1 hour	Daily Inspection/ Supervision

S/N	SERVICES	STAFF DIVISION/R RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS	MONITORING ACTIVITY(IES)
	<ul style="list-style-type: none"> Repair of outages 			Complains	30mins – 1 day pending on the outage	
2	<ul style="list-style-type: none"> System feasibility studies System Analysis and Design Programming Report writing/ documentation Training of Personnel on Software implementation and support 	ICT Staff		Give us information about what they want	1 – 7 working days pending on System size 10 – 30 working days pending on System size Daily Prepare every Post – project 72 hours weekly till duration	Supervision/ Report writing
3	Base levels repairs and maintenance on telecoms systems	ICT staff	FAAN	Make Complains	3 hours periodical check	Daily Inspection/ Supervision/ report writing
4	Deployment of Corporate wide messaging infrastructure for the organisation	ICT staff	FAAN	NIL	10 – 30 working days pending on size	Daily Inspection/ Supervision
5	Regular monitoring of screening systems, access control, FIDS, Fire Alarms and CCTV	ICT staff	FAAN	Make Complains	Daily / on – call request	Report writing/ Supervision
6	Assisting in monitoring and maintenance <ul style="list-style-type: none"> Private Automatic Branch Exchange (PABX) system Microwave 	ICT staff	FAAN	Make Complains	Daily check/ 1-3 hrs repair	Daily Inspection/ Supervision

S/N	SERVICES	STAFF DIVISION/R RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS	MONITORING ACTIVITY(IES)
	link to cable telephone system <ul style="list-style-type: none"> • Wireless telephone system (GSM) • Broadband wireless status on internet services • Telephone exchange services 				1hr – 1 day 1hr – 1 day Daily check Daily check	

6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

Carry out checks to ensure compliance and update equipment, once daily/as the need arises

7.0 DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM

- i. Every customer of Information & Communication Technology shall be treated with courtesy.
- ii. Any aggrieved customer has the right to be heard.
- iii. Complaint(s)/grievance shall be addressed within a maximum of Seventy two hours (72hrs) if genuine and prescribed documents are provided in good time.
- vi. Please Refer to FAAN Integrated Charter - pages 8 and 9 for further details

iv. 8.0 OBLIGATIONS/EXPECTATIONS

8.1 Customers Obligations

- i. Obey the rules and regulations guiding the activities in the airports.
- ii. Do not engage the services of illegal personnel (fraudsters).
- iii. Provide adequate, correct information and genuine prescribed supporting document(s) when applying for our services.
- iv. Display courtesy in dealing with ICT staff.
- v. In seeking redress for service failure adopt the prescribed complaints procedures.

8.2 Staff Obligations

All staff of Information & Communication Technology Department must be accessible, courteous, responsive, reliable and competent in dealings with customers.

8.3 Management Obligations

Recognize and reward quality service delivery efforts and results.

STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet monthly/as the need arises with our stakeholders, GEMS and AVITECH to ensure efficient service delivery

AIRPORT PLANNING AND TECHNICAL SERVICES DEPARTMENT

LOCAL CHARTER

1.0 INTRODUCTION

This department is responsible for Planning, Data Management, Multilateral Relations, Performance Management System (PMS) and Technical Services for FAAN. It reports directly to the office of the Managing Director.

2.0 VISION

To coordinate all inputs from FAAN's activities into the planning process and produce plans and Technical Services that offer purpose and direction for the Authority.

3.0 MISSION STATEMENT

To manage all data generated across the airports & headquarters, coordinate and interface all multilateral relations. Also monitor, review, articulate, analyse and appraise plans for the realization of the overall global objectives of FAAN.

4.0 DETAILS OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Government Agencies
- Media Houses
- International Organizations
- National Planning Commission
- Airlines

5.0 SERVICE PROVISION OF AIRPORT PLANNING AND TECHNICAL SERVICES DEPARTMENT

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMERS OBLIGATION	DELIVERY STANDARD/PERFORMANCE TARGET (%)	MONITORING ACTIVITY (S)
1	Preparations of Plans	<ul style="list-style-type: none">▪ Statistics Unit▪ Research Unit	<ul style="list-style-type: none">▪ Fed. Min. of Transport Management▪ All Directors▪ All Departments	<ul style="list-style-type: none">▪ Submission of Inputs	Annually	<ul style="list-style-type: none">▪ Reports▪ Inputs Register
2	Provision of Library Services	<ul style="list-style-type: none">▪ Principal Planning Officer (Library)	<ul style="list-style-type: none">▪ FAAN Staff▪ Students▪ Researchers	<ul style="list-style-type: none">▪ Compliance To Library rules	8am – 4pm daily	<ul style="list-style-type: none">▪ Report on feedback from staff▪ On the Sport

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMERS OBLIGATION	DELIVERY STANDARD/PERFORMANCE TARGET (%)	MONITORING ACTIVITY (S)
		<ul style="list-style-type: none"> ▪ Planning Officer II(Library) 				<ul style="list-style-type: none"> assessment ▪ Library Register
3	Development & Management of Aviation Data Bank	<ul style="list-style-type: none"> ▪ Statistics Unit ▪ Research Unit 	<ul style="list-style-type: none"> ▪ Fed. Min. of Transport ▪ Management ▪ Staff ▪ Government Agencies ▪ Media Houses ▪ Airline ▪ Students ▪ Researchers 	<ul style="list-style-type: none"> ▪ Official request for information ▪ Submission of inputs by the Airports ▪ Departments ▪ Directorates 	<ul style="list-style-type: none"> Annually Quarterly Monthly Daily 	<ul style="list-style-type: none"> ▪ Reports ▪ Customer Feedback ▪ Inputs Register
5	Technical Services / Special Duties	<ul style="list-style-type: none"> ▪ Planning Staff 	<ul style="list-style-type: none"> ▪ FAAN Mgt. ▪ All Directorates ▪ All Departments ▪ Staff 	<ul style="list-style-type: none"> ▪ On Request by Mgt. 	JAN – DEC (on demand)	<ul style="list-style-type: none"> ▪ Reports ▪ Feedback to Mgt.

6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

Carry out **quarterly** evaluation of airports & management performance to ensure that set targets are met and rank airports appropriately. Undertake periodic audit checks of plans, programmes and activities.

7.0 DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM

- i. Every customer of FAAN shall be treated with courtesy.
- ii. Any aggrieved customer has the right to be heard.
- iii. Please refer to FAAN Integrated Service Charter - pages 8 and 9 for further details

8.0 OBLIGATIONS/EXPECTATIONS

8.1 Customer Obligations

- i. Obey the rules and regulations guiding the provisions of our services.
- ii. Do not engage the services of illegal persons (fraudsters)
- iii. Provide adequate and correct information and genuine prescribed supporting document(s) when applying for our services.
- iv. Display courtesy in dealing with officers of the department.
- v. In seeking redress for service failure adopt the prescribed complaints procedures

8.2 Staff Obligation

All staff of the department must be accessible, courteous, responsive, reliable, and competent in all dealings with customers.

8.3 Management Obligation

Recognize and reward quality service delivery efforts and results.

7.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

The Department in conjunction with management hold [quarterly](#) meetings with stakeholders, all Aviation Industry Parastatals, National Bureau of Statistics, Central Bank of Nigeria to evaluate, analyze and draw up modalities and submit recommendations on service improvement plans.

DIRECTORATE OF FINANCE AND ACCOUNTS

LOCAL CHARTER

1.0 INTRODUCTION

The Directorate of Finance and Accounts is charged with the overall organizational goal, the duty of providing a financial master plan and policies, ensuring their effective implementation and execution, through proper control of revenue and expenditure for organizational survival , growth and efficiency and monitoring using the necessary professional standards, financial regulations for the achievement of national objective.

2.0 VISION

To be best in compliance with Accounting Standards and Financial Regulations

3.0 MISSION STATEMENT

To give useful accounting and financial information that enable sound economic decision in the very challenging Aviation world.

4.0 DETAILS OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Contractors
- Government Agencies

5.0 SERVICE PROVISION OF THE DIRECTORATE OF FINANCE AND ACCOUNTS

S / N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION (S)	DELIVERING STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY (S)
1	Draw realistic annual budget for the Organisation	<ul style="list-style-type: none">•Director of Finance and Accounts•Budget Department	<ul style="list-style-type: none">•Fed. Ministry of Finance•Fed. Ministry of Transport•NASS C'ttee on Aviation•Fiscal Responsibility Commission•MD/ CEO•Directors•Heads of	<ul style="list-style-type: none">•To prepare realistic budget proposals•To present budget proposals•To defend budget proposals	<ul style="list-style-type: none">AnnuallyAnnuallyAnnually	<ul style="list-style-type: none">•Sending of Budget Call Circular to Depts and Airports•Collection and collation of budget estimate•Budget Defence Committee activities•Scrutiny of budget proposals by various sub-c'ttee

			Departments •Commercial Headquarter •Airport Managers •Station Accountants •Stations HOD Commercial •Stations HOD Credit Control			
2	Monitors budget performance	•Budget Monitoring Team •Revenue Monitoring Unit •Vote Control Unit •Expenditure Control Unit •Branch Inspectorate Unit	•Directors •Heads of Departments •Airport Managers •Station Heads of Departments	•To give explanation of all revenue sources •To show evidence of expenditure •To lead Team for site Inspection •To present records on projects executed •To present evidence of payment made	Daily Monthly Quarterly	•Quarterly visit to Stations by Budget Monitoring Team •Preparation of monthly budget performance reports for management •Monitoring of Vote balances through Departmental Vote Expenditure Account •Report on already processed expenditure •Enlarged Quarterly Budget Performance Review Meeting
3	Collection of revenue with good credit control policies and accounting	•Credit Control Department •Cash Office •Reconciliation Unit	•Airlines •Passengers •Concessionaires •Contractors •Visiting Public on excursion	•To pay bills •To pay charges •To pay fees	Daily Daily Daily Daily	•Maintenance of Customers Ledger to monitor balances •Revenue drive and Account reconciliation with clients •Use of secured tickets for revenue collection •Use of official Receipts to evidence cash collection

	system	Stations Account Departments				•Reconciliation with Central Bank of Nigeria
4	Prevention of fraud through Expenditure control and proper treasury operations	<ul style="list-style-type: none"> •Vote Control Unit •Expenditure Control Unit •Cash Office •Reconciliation Unit •Staff Debtors Unit •Branch Inspectorate 	<ul style="list-style-type: none"> •Staff •Contractors •Pensioners •Airports 	<ul style="list-style-type: none"> •To give reasons and evidence of expenditure •To show documents evidencing work or supply made • To show processed pension/gratuity & Bank details •To give evidence of expenditure •To give monthly reports on revenue and expenditure 	<ul style="list-style-type: none"> Weekly Daily Daily Daily Monthly 	<ul style="list-style-type: none"> •Preparation of weekly and monthly vote balances •Use of appropriate Voucher to process properly routed and approved memos •Use of adequately authorised payment mandate •Reconciliation of cash book and bank statements •Cash Advances retirement checks •Evidence of Audit checks / controls
5	Payment (remuneration) of Staff salaries, Pensioners pensions, Contractor bills, Airports allocations, Staff claims and	<ul style="list-style-type: none"> •Salaries/Pension Unit •Creditor's Payment Processing Unit •Expenditure Control Unit •Cash Office 	<ul style="list-style-type: none"> •Staff •Contractors •Pensioners •Airports 	<ul style="list-style-type: none"> •Provision of PFA and Bank details •Provision of TIN and Bank details •Processed pension/gratuity & Bank details •Reasons and evidence of 	<ul style="list-style-type: none"> Daily Monthly 	<ul style="list-style-type: none"> •The use of ERP (NAVISION)/ REMITA for salary and pension payment. •Maintenance of records for regular inspection. •Auditors check on salaries, pensions/gratuity, Creditors payment and other claims to ensure accuracy, prevent fraud and misappropriation

	Others			expenditure		
6	Remittance of PAYE Tax, VAT and deductions to the relevant Tax Authorities	<ul style="list-style-type: none"> •Tax and Insurance Unit •Salary/Pension Units •Creditor Payment Processing Unit •Cash Office •Reconciliation 	<ul style="list-style-type: none"> •Federal Tax Authority •States Tax Authorities 	<ul style="list-style-type: none"> •Issuance of receipt of payment •Issuance of Tax Certificate 	Monthly	<ul style="list-style-type: none"> •The use of ERP (NAVISION) for processing of payment to Staff and Creditors •Involvement of internal Auditors to ensure proper and accurate deductions are made on payroll items •Reconciliation with Tax Authorities
7	Management of fixed assets and provision of insurance cover for staff and properties of the organization	<ul style="list-style-type: none"> •Asset / Tax and Insurance Unit •Final Accounts 	<ul style="list-style-type: none"> •Heads of Departments •Airport Managers •Staff •Internal / External Auditors •Insurance Companies 	<ul style="list-style-type: none"> •To provide information on assets at their disposal •To provide audit assistance •To provide insurance policy with the requisite cover 	<p>Annually</p> <p>Annually</p> <p>Annually</p>	<ul style="list-style-type: none"> •Stock taking •Asset Verification •Monitoring of Policy performance through records of indemnity for losses
8	Produce financial statements in compliance with accounting	<ul style="list-style-type: none"> •Final Accounts 	<ul style="list-style-type: none"> •Treasury Unit •Credit Control unit •Debtors Unit •Asset Unit 	<ul style="list-style-type: none"> •Posting to various ledgers 	<p>Daily</p> <p>Monthly</p> <p>Quarterly</p> <p>Annually</p>	<ul style="list-style-type: none"> •Generation of monthly Trial Balance and reconciliation •Preparation of financial statements in compliance with Accounting Standard and Financial Regulations under the watch of the Internal and External Auditors, Supervisory Ministry, Ministry of

	standards and financial regulations					Finance, Fiscal Responsibility Commission, NASS and Public Accounts Commission
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6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- i. Carry out monthly, quarterly & annual evaluation of staff performance against service standards to ensure efficient service delivery and reward of excellence.
- ii. Undertake monthly, quarterly & annual audit checks to ensure that set targets are met.

7.0 DETAILS OF CUSTOMER GRIEVANCE REDRESS MECHANISM

- Please refer to FAAN Integrated Service Charter - pages 8 and 9 for further details

8.0 OBLIGATIONS/EXPECTATIONS

8.1 Customer Obligations

- i. Obey the rule and regulations guiding the functions of the Finance and Accounts Directorate.
- ii. Do not engage the service of illegal persons (fraudsters).
- iii. Provide adequate, correct information and genuine prescribed supporting documents (s) when applying for our services.
- iv. Display courtesy in dealing with officers of Finance and Accounts Directorates
- v. In seeking redress for service failure, adopt the prescribed complaints procedures

8.2 Staff Obligation

All staff must be accessible, courteous, responsive, reliable and competent in all dealings with customers.

8.3 Management Obligation

FAAN Management should recognise and reward quality service delivery efforts and results.

8.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION / DELIVERY

We meet quarterly and annually with our stakeholders, Federal Ministry of Finance, Federal Ministry of Transport, Managing Director, FAAN, Airport Managers to evaluate, analyze, and draw up modalities with recommendations to the management of services improvement for the realization of her mission.

DIRECTORATE OF AIRPORT OPERATIONS

LOCAL CHARTER

1.0 INTRODUCTION

The Directorate was essentially created to meet the requirements established by the convention on International Civil Aviation and ICAO Annexes: 9, 12,14,16 and 19, **NCARS, SARPS** and other International Standards as it affects Aerodrome operator, etc.

The Directorate of Airport Operations is made up of four (4) departments namely: Airfield Operations, Airport Services, Aerodrome Rescue and Fire Fighting Services (ARFFS) and Environmental Services. Each headed by a General Manager who reports to the Director (DAO) and who in turn reports directly to the Managing Director/Chief Executive. The DAO is the quality control officer/ombudsman of the organisation who monitors facilities and services and ensures full compliance with ICAO SARPS and other necessary and appropriate actions to regulate any shortfalls in standards.

2.0 VISION

To ensure that our airports are amongst the best airport groups in the world.

3.0 MISSION STATEMENT

To ensure that facilities and services provided at our aerodromes are in full compliance with ICAO, NCAR and to relevant Aviation standards; for comfort and safety of passengers and operating aircraft.

4.0 DETAILS OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Government Agencies
- International Organizations
- Concessionaires
- Airline Operators
- Passengers/Airport Users

5.0 SERVICE PROVISION OF OPERATIONS DEPARTMENT

S/N	SERVICE	STAFF DIVISION/ RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS	MONITORING ACTIVITY(S)
1	Ensuring compliance with SARPs	-DAO, GMs, DGMs. -Duty officers.	All Airport users	NIL	24/7	-Routine daily inspection -Log books

S/N	SERVICE	STAFF DIVISION/ RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS	MONITORING ACTIVITY(S)
		-All staff.				-On the spot supervision. -Meetings.
2	Ensuring Airside safety	APS,AM, APC, ADOs, Marshallers.	-Airlines -Ground Handling companies. -In-flight Catering companies. -Aircraft fuelling Companies. Maintenance/ cleaning contractors -Airside drivers.	Total/strict compliance to SARPs.	24/7	-Routine daily inspection -Logbook -On the spot assessment.
3	Ensuring flight safety	-ADOs, AM, APC, APS, Marshallers.	-ATC (NAMA) -Airlines -NCAA -NIMET -All Stake holders	Total/strict compliance	24/7	-Routine inspection -Logbook -Supervision -Training.
4	Flight Information dissemination (Notices, NOTAM SIGNAGE, And FIDS)	-AM, TM, ADOs. -Information officers	-Stake holders -Airlines -Airport users	NIL	24/7	-On the spot supervision -Routine inspection -Meeting -Logbook -Announcements.
5.	Interact with Aviation International Organisations.	DAO, GMs, Head quarters staff.	ICAO, ACI, IATA.	Regulation Directives.	Monthly/ Quarterly.	-Seminars -Meetings -Training -Conferences
6.	Meetings with Airport Host Communities	DAO, GMs, AMs, HODs Operations.	Host Communities	Full Compliance to safety rules.	Quarterly /As the need arises.	-Routine Inspection -On the spot assessment. -Meetings.
7.	Identify training needs	DAO, GM	Staff	NIL	Annually/ As the need arises.	-Reports
8.	Review of					-Meetings

S/N	SERVICE	STAFF DIVISION/ RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS	MONITORING ACTIVITY(S)
	Aerodrome Emergency Procedure (AEP).	DAO,GM,HQ Committee	Stake Holders	Total Compliance to instructions	Bi-annually.	-Seminars -Reports -Workshops
9.	Co-ordinating Aerodrome Emergency Procedure (AEP).	AM, HOD Operations, ADOs, Duty Officers.	All Airport Users. Stakeholders.	Total Compliance to instructions	Quarterly or as the need arises	-On the spot assessment/supervision. -Routine Inspection -Joint inspection -Meetings -Reports
10.	Environment assessment to ensure safety	-DAO, GM, AM/TM -ADOs, HOD Operations. -Duty Officers.	-GM: Environment -All Airport users - Neighbouring communities.	Total Compliance to instructions	24/7	-Routine Inspection -Log book -On the spot assessment -Supervision -Meetings
11.	Inspection of AVSEC equipment.	-DAO, GM, HQ Staff -AM, ADO,HOD Operations -All Duty Staff	-AVSEC -Engineering	Total Compliance to Recommendations	24/7	-On the spot assessment -Routine Inspection -Log book
12.	Inspection Fire fighting Equipment.	-DAO, GM,AM, TM -ADOs, HOD Operations -Duty officers.	ARFFS	Total Compliance to Recommendations	24/7	-On the spot assessment. -Routine Inspection. -Supervision -Logbook -Training
13.	Inspection of adequacies of facilities (power, water) for safe operations.	-AM,HOD Operations -TM, ADOs -Duty Officers	DES	Total Compliance to Recommendations	24/7	-Routine Inspection -On the spot assessment -Supervision -Logbook -Reports
14.	Aircraft/Passenger/ Cargo /Mail data collection and collation and dissemination	-APC, Airport statistics unit. -HQ Statistics Unit.	-International Organisations . -Aviation stakeholders. -Planning Department.	NIL	24/7	Statistics Register.

S/N	SERVICE	STAFF DIVISION/ RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS	MONITORING ACTIVITY(S)
			-All stakeholders.			
15.	Passenger Facilitation	All Duty Officers.	All Airport Users.	NIL	24/7	-On the spot assessment. -Supervision. -Routine Inspection. -Logbook -Meetings. -Training -Seminars -Conferences -Calls -Emails

5.1 SERVICE PROVISION OF Airport Rescue & Fire Fighting Services (ARFFS) DEPARTMENT

S/N	SERVICE	STAFF DIVISION/ RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMERS OBLIGATIONS	DELIVERY STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY (S)
1	Ensure response capability in all Airports to meet ICAO standard in terms of fire fighting and rescue operations.	Head of fire at the Airport and fire personnel on duty	-Airlines -Airport users -General Public	Total compliance of the rules and regulations as contained in ICAO SARPs	24/7	Reports and on the spot inspection by GM ARFFS when the need arises
2	Deploy and coordinate tactical response during Aircraft emergencies	GM ARFFS and his Crew, head of fire at the Airport and fire personnel on duty	-Airlines -Airport users -General Public	Total compliance of the rules and regulations as contained in ICAO SARPs	When the need arises	Reports and on the spot inspection by GM, DGM (Operational capability) ARFFS and other Crew Members.
3	Carry out fire prevention duties and fire risk management in the airports and environs, Staff quarters inclusive.	Head of fire at the Airport and fire personnel on duty. Monitor and inspected by Hq officer assigned by the GM	-Airlines -Airport users -General Public	Total compliance of the rules and regulations as contained in ICAO SARPs	24/7	Reports, Monitor and inspection quarterly
4	Plan and Conduct full scale and partial emergency exercise to test the adequacy of the plan	GM ARFFS and his Crew, head of fire at the Airport and fire personnel on duty	-Airlines -Airport users -General Public	Total compliance of the rules and regulations as contained in ICAO SARPs	As the need arises	Reports and on the spot inspection by DGM ARFFS(Operational capability) and Crew
5	Develop and periodically review of standard operating procedure in terms of fire fighting and emergency	GM ARFFS & his Crew, head of fire at the Airport and fire personnel	-Airlines -Airport users -General Public	Total compliance of the rules and regulations as contained in ICAO SARPs	On a yearly basis	Reports and on the spot inspection by DGM ARFFS (Compliance) and Crew

	response					
6	Conduct fire operational duties aimed at prevention and protection of Aerodrome structures facilities and equipment.	AGM, Equipment & Accessories Head of fire at the Airport and fire personnel on duty	-Airlines -Airport users -General Public	Total compliance of the rules and regulations as contained in ICAO SARPs	24/7	Reports and on the spot inspection by DGM ARFFS(Operational capability), AGM, Equipment & Accessories and Crew
7	Ensure maintenance of fire vehicle (crash tender) and firefighting equipment	GM, ARFFS, AGM, Equipment & Accessories, Head of fire at the Airport and fire personnel	Mechanical Department	Total compliance to instructions	As the need arises	Testing and Reports, Fire Engineers, AGM, Equipment and GM,ARFFS
8	Training of airport community to intimate them on their responsibility during emergencies	Head of fire at the Airport and fire personnel, Service Liaison Officers	-Communities around the airport, -Occupants at Staff quarters -Airport users -General Public		Quarterly or On a yearly basis	Reports and inspection by GM, ARFFS and Service Liaison Crew

5.2 SERVICE PROVISION OF ENVIRONMENTAL SERVICES DEPARTMENT

S/N	SERVICE	STAFF DIVISION/UNIT(S) RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
1.	Environmental maintenance	<ul style="list-style-type: none"> Facilities maintenance. Environmental safety. Planning standard and Regulation. 	<ul style="list-style-type: none"> Passengers Government agencies Concessionaires Airport users Airline operators Staff. Cleaning Contractors 	<ul style="list-style-type: none"> Strict adherence by concessionaires, contractors, government agencies, airline operators, passengers, airport users and staff to environmental policy. 	24 Hours/ Daily	<ul style="list-style-type: none"> Inspection On the spot supervision Feedback report/complaint from Passengers, Concessionaires, airline operators, Airport Users and staff.
2.	Installation of necessary Environmental Signage.	<ul style="list-style-type: none"> Facilities maintenance. Environmental safety. Planning standard and Regulation. 	<ul style="list-style-type: none"> Passengers Government agencies Concessionaires Airport users Airline operators Staff. 	Airport Users, Passengers, Concessionaires and Staff are to comply with signage's message.	Two days after production	Inspection/report on installation.
3.	Review of monthly reports from various airports.	<ul style="list-style-type: none"> Facilities maintenance. Environmental safety. Planning standard and Regulation. Bird/Wildlife Hazard and Control. (B/WHC) 	NIL	NIL	Monthly	<ul style="list-style-type: none"> Report review Inspection Analysis of cleaning contractors Performance index
4.	Cleaning Contractors Performance Assessment	<ul style="list-style-type: none"> Facilities maintenance. Environmental safety. Planning standard and Regulation. B/WHC 	Contractors	NIL	Monthly	Inspection to ensure KPI (keep performance indicator) are followed
5.	De-silt of blocked drainages.	<ul style="list-style-type: none"> Facilities maintenance. Environmental safety. Planning standard and Regulation. 	<ul style="list-style-type: none"> Passengers Government agencies Concessionaires Airport users 	NIL.	Daily/Monthly /yearly	<ul style="list-style-type: none"> On the spot supervision during the activity. Staff

S/N	SERVICE	STAFF DIVISION/UNIT(S) RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
			<ul style="list-style-type: none"> • Airline operators • Staff. 			inspection
6	Bird/Wildlife Hazard and Control. (B/WHC)	B/WHC	<ul style="list-style-type: none"> • Passengers • Government agencies • Concessionaires • Airport users • Airline operators • Staff. 	Strict adherence to environmental policy by concessionaires, airline operators, passengers, airport users against attraction of bird/wildlife to the aircraft.	24 Hours/Daily	<ul style="list-style-type: none"> • Regulatory inspection/report. • Liaising with NCAA for issues on Bird strike
7.	Monitoring of Environmental compliances.	<ul style="list-style-type: none"> • Planning, Standards and regulations. • All staff 	<ul style="list-style-type: none"> • Passengers • Government agencies • Concessionaires • Airport users • Airline operators • Staff. 	NIL	24 Hours/Daily	Feedback Report and Regulatory inspection.
8.	Waste Management	<ul style="list-style-type: none"> • Facilities maintenance. • Environmental safety. • Planning standard and Regulation. 	<ul style="list-style-type: none"> • Passengers • Government agencies • Concessionaires • Airport users • Airline operators • Staff. 	Strict adherence by Passengers, government agencies, airline operators, concessionaires, airport users and staff on the usage of waste bin around the airports.	24 Hours/Daily	On the spot supervision/report
9.	Pest control and Fumigation.	<ul style="list-style-type: none"> • Facilities maintenance. • Environmental safety. • Planning standard and Regulation. 	<ul style="list-style-type: none"> • Passengers • Government agencies • Concessionaires • Airport users • Airline 	NIL	Monthly	Supervision of activities and inspection

S/N	SERVICE	STAFF DIVISION/UNIT(S) RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
			operators • Staff.			
10.	Periodic sensitization for airport concessionaires.	<ul style="list-style-type: none"> • Facilities maintenance. • Environmental safety. • Planning standard and Regulation. • B/WHC 	<ul style="list-style-type: none"> • Passengers • Government agencies • Concessionaires • Airport users • Airline operators • staff 	NIL	Twice a month	Analysis from report

6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- i. Carry out annual evaluation of staff performance for reward of excellence.
- ii. Undertake quarterly audit checks to ensure that set targets are met.

7.0 DETAILS OF CUSTOMER GRIEVANCE REDRESS MECHANISM

- i. Every customer of FAAN shall be treated with courtesy.
- ii. Any aggrieved customer has the right to be heard.
- iii. The complaints/ grievance shall be addressed within a maximum of seventy two (72 hrs).
- iv. Complaints /Redress procedure shall be published and made available at all service points.
- v. Please refer to FAAN Integrated Service Charter - pages 8 and 9 for further details

8.0 OBLIGATIONS/EXPECTATIONS

8.1 Customer Obligation

- i. Obey the rules and regulations guiding activities in the Department
- ii. Do not engage the services of illegal persons.
- iii. Provide adequate and correct information with genuine prescribed supporting document(s) when applying for our services.
- iv. Display courtesy in dealing with the staff of Airport Operations Department

8.2 Staff Obligations

All staff of Airport Operations department must be accessible, courteous, responsive, reliable and competent in all dealings with customers.

8.3 Management Obligation

Recognize and reward quality service delivery efforts and results.

8.4 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet quarterly or as the need arises with International organisations such as ICAO, ACI, IATA etc and Local Aviation stakeholders, such as NCAA, NAMA, AIB, NIMET, NCAT, CUSTOMS,IMMIGRATION, etc to ensure efficient service delivery

Glossary

DAO	-	Director of Airport Operations
DES	-	Director of Engineering Services
AM	-	Airport Manager
TM	-	Terminal Manager
ADOs	-	Airport Duty Officers
APC	-	Apron Services
AEP	-	Aerodrome Emergency Procedure
SARPS	-	Standard And Recommended Practices
NIMET	-	Nigerian Meteorological Agency
ICAO	-	International Civil Aviation Authority
NAMA	-	Nigerian Airspace Management Agency
IATA	-	International Air Transport Association
NOTAM	-	Notice to Airmen
FIDS	-	Flight information Display System
AVSEC	-	Aviation Security
ARFFS	-	Airport Rescue and Fire Fighting Services.

DIRECTORATE OF COMMERCIAL AND BUSINESS DEVELOPMENT

LOCAL CHARTER

1.0 INTRODUCTION

The Directorate combines the basic ideals of income generation, collection, target achievement and investment management interest of FAAN. It generates and collects income for the day-to-day running of the Authority's administration and the operation of the 22 airports under its management. It comprises of 4 departments:

- i. Commercial Inspectorate
- ii. Advertising
- iii. Retail
- iv. Business Development

2.0 VISION

Work in consonance with the Authority's vision to be amongst the best airport groups in the world

3.0 MISSION

To ensure optimization of revenue generation and collection through the blockage of revenue leakages and possible fraudulent activities.

4.0 DETAIL OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Government Agencies
- Media Houses
- International Organizations
- Nigerian Airspace Management Agency (NAMA)
- Nigerian Civil Aviation Authority (NCAA)
- Handling Companies (NAHCO, SAHCOL,ETC)
- Nigerian College Of Aviation Technology (NCAT)
- Nigerian Meteorological Agency (NIMET)
- Advertising Agencies/Publication Companies
- Concessionaires
- Banks
- Airline Operators
- Passengers/Airport Users

5.0 COMMERCIAL INSPECTORATE

5.1 Introduction

The Commercial Inspectorate Department is charged with the responsibility of revenue projection, revenue generation, revenue performance monitoring and driving compliance with policies and procedures in all the Airports under FAAN's management.

5.0. SERVICE PROVISION OF COMMERCIAL DEPARTMENT

S/N	SERVICE	STAFF /DIVISION RESPONSIBILITY	THE CUSTOMER(S)	CUSTOMERS OBLIGATION	DELIVERABLE STANDARD/ PERFORMANCE	MONITORING ACTIVITY
i	Implementation of Commercial operational Policy and Procedures.	All Directorate of Commercial and Business Development Staff (DCBD)	Airline Operators Concessionaires	-Aircraft Registration -Compliance to all operational policies and procedures -Payment of all operational bills as contained in the Conditions of Use Handbook & Investment Policy Handbook/FAAN Website -Adoption of current Tariff structure of the Aviation industry etc.	One-off Daily Monthly, Quarterly and Annually as applicable Daily	-DCBD and Departmental GMs in the Directorate monitor compliance by all Commercial staff in Headquarters and outstation via the Airports Commercial - HODs and HOU.
Ii	Developing strategies that will facilitate prompt payment of bills and debts.	<ul style="list-style-type: none"> Commercial Credit Control Finance 	-Retail Merchants -Concessionaires -Billing unit -Credit control Unit	-Prompt payment of their bills as contained in the terms of agreements once invoices are issued.	Quarterly and Annually as applicable.	<ul style="list-style-type: none"> - Timely issuance of invoices to concessionaires on due dates for payment - Demand notice issuance to debtors by Credit control for payment -Reconciliation of revenue generated and collected between Commercial and Finance.
Iii	Analysis of airports revenue reports (generated/collect	<ul style="list-style-type: none"> Airports Commercial HODs. 	Airline Operators	-Collection of issued invoices from Commercial	-Monthly	-Timely monthly submission of revenue generated from

S/N	SERVICE	STAFF /DIVISION RESPONSIBILITY	THE CUSTOMER(S)	CUSTOMERS OBLIGATION	DELIVERABLE STANDARD/ PERFORMANCE	MONITORING ACTIVITY
	ed)	<ul style="list-style-type: none"> GM,HQ Commercial 	First Bank of Nigeria (FBN) /Avitech	Department -Usage of ARAP equipment and infrastructures deployed for revenue generated.		the Airports to Commercial Headquarters for onward consolidation.
Iv	Verification of revenue data (aeronautical and non-aeronautical and routine process map and substantive audit checks on airport revenue sources.	<ul style="list-style-type: none"> Commercial Audit 	Nigeria Air space Management Agency (NAMA)	Co-ordination of AD 16 from NAMA.	-Monthly	<ul style="list-style-type: none"> -Daily verification of revenue data by Airports Commercial Department -Weekly Audit check
v.	Special Commercial audit investigation on all revenue streams.	<ul style="list-style-type: none"> Commercial Audit Department AVSEC 	<p>FBN/Avitech</p> <p>Facility Managers</p> <p>Concessionaires</p>	Automation of all FAAN's revenue streams. Use of POS Terminals to capture sales made in shops/spaces allocated to the clients Payment of clients monthly concession fees to the Authority.	<p>Within the duration of the Agreement</p> <p>24 Hours /Daily</p>	-Unscheduled audit visit.
Vi	Verification of AD 16 and ADR 16 and other revenue summary documentation with invoice and payments.	<ul style="list-style-type: none"> Commercial Finance Audit 	<p>-NAMA</p> <p>-FAAN Commercial</p> <p>-Airline Operators</p>	Co-ordination of ADR 16 Data Collation for billing Airlines.	<p>Weekly</p> <p>Weekly</p>	Monitoring & Collation of Aeronautical data Audit check
Vii	Coordination of AD 16 from NAMA and ADR 16 from Commercial Data unit to ensure correctness of billing for landing/parking/ Aviobridge and PSC.	<ul style="list-style-type: none"> Commercial Operations Audit 	<p>-Airline Operators</p> <p>-Passengers</p>	Pay their bills as contained in the terms of agreements on landing/parking / Avio bridge and PSC to FAAN	Weekly	Daily verification of AD 16 and ADR figures by Commercial Data unit at the Airports and Headquarters for appropriate billing for payment by the airlines.

S/N	SERVICE	STAFF /DIVISION RESPONSIBILITY	THE CUSTOMER(S)	CUSTOMERS OBLIGATION	DELIVERABLE STANDARD/ PERFORMANCE	MONITORING ACTIVITY
viii	Monitoring of compliance with revenue remittance procedure	<ul style="list-style-type: none"> Commercial Finance Audit ICT 	Remita	Remittance of all revenue generated by FAAN to the FGN TSA account	Daily	<p>-Automation of all FAAN's revenue generation lines</p> <p>-On the spot inspection of process adopted for payment mode at revenue generation points.</p> <p>Analysis of invoice & all concession fees paid via remita through account numbers advised by the Authority</p>
Xiv	Ensuring the update of Commercial clients' ledgers and other Commercial transaction records.	<ul style="list-style-type: none"> Airports Commercial HOD Commercial Headquarters Credit Control 	Commercial Billing and Tariff Unit	Raising invoices to concessionaires, Retailers etc for payment.	Monthly quarterly yearly as the need arises.	<ul style="list-style-type: none"> Liaise with Finance and Audit Records of updates
Xv	Monitoring of revenue target monitoring & recommendation for remedial action for adverse variances.	<ul style="list-style-type: none"> DCBD GM, Commercial Airports Commercial HODs and HOU's Budget, HQ 	Budget, HQ	Budget presentation and monitoring	Monthly	<ul style="list-style-type: none"> Daily reconciliation of revenue generated from these sources Accurate billing for payment as at when due <p>Advance payment for passenger Service Charge by Airlines to avoid debt issues</p>
Xvi	Monitoring and analysis of airports revenue budget to ensure performance.	<ul style="list-style-type: none"> GM, Commercial H/Q Airport HOD Commercial 	<ul style="list-style-type: none"> GM, Commercial H/Q Airport HOD Commercial 	Budget presentation and monitoring.	Yearly	<ul style="list-style-type: none"> Reconciliation of invoices against payment receipts <p>Monitoring concession fees payment cycle for timely issuance of invoices to concessionaires for payment.</p>
xvii	Attendance of debt reconciliation and other revenue monitoring	<ul style="list-style-type: none"> Commercial Credit Control Finance Budget Audit 	Airline Operators	Make payment for all Aviation services provided by FAAN e.g.	Daily	<ul style="list-style-type: none"> Comparing collated revenue data from the two Departments to

S/N	SERVICE	STAFF /DIVISION RESPONSIBILITY	THE CUSTOMER(S)	CUSTOMERS OBLIGATION	DELIVERABLE STANDARD/ PERFORMANCE	MONITORING ACTIVITY
	meetings including budget committee meeting.		Concessionaires	Landing and parking Tariff. Payments for outstanding concession fee debt due to FAAN.	Monthly	<p>ensure uniformity</p> <ul style="list-style-type: none"> • Reconciliation of any disparity in revenue data. <p>Adoption of a final agreed data and sign off for the period under review by both Departments.</p>
Xvi ii	Provision of inputs on credit approval issues/procedure	<ul style="list-style-type: none"> • Commercial • Legal • Finance • Management 	Airline Operators	Make payment for all Aviation services provided by FAAN to Airline e.g. Landing and parking Tariff.	Within Management Purview	Confirmed by endorsement Evidence of endorsement
Xix	Random monitoring of clients' accounts/ ledgers.	<ul style="list-style-type: none"> • Finance • Audit • Commercial 	All Concessionaires, Facility Managers, Airline Operators etc.	To make payments for invoices issued to them as at when due.	Daily, weekly, monthly, yearly and as the need arises.	Inspection by Commercial Inspectorate.
Xv	Revenue verification of the following sources –VIP Lounge, Rent, Electricity Recoveries, Shuttle Services, Tarmac Pass and pre-auditing of Passenger Service Charge(PSC)Landing and Parking and Avio bridge preparation of weekly report to ensure accurate billing.	<ul style="list-style-type: none"> • Commercial • Engineering • Credit Control • Ground transport • Operations • Audit 	Lounge Operators Aviation Fuel Marketers Airline Operators	Payment of concession fee Fuel surcharge Payment for all aero nautical incurred charges.	Monthly Monthly Monthly	<ul style="list-style-type: none"> • Evidence of Daily reconciliation of revenue generated from these • Monitor Accurate billing for payment as at when due Advance payment for passenger Service Charge by Airlines to avoid debt issues
xvi.	Issuing invoices to clients and Concessionaires and periodic validation of receipts.	<ul style="list-style-type: none"> • Commercial • Accounts 	clients and Concessionaires	Timely payment for issued invoices.	Monthly Quarterly Yearly	<ul style="list-style-type: none"> • Reconciliation of invoices against payment receipts Monitoring concession fees payment cycle for timely issuance of invoices to concessionaires for payment.

S/N	SERVICE	STAFF /DIVISION RESPONSIBILITY	THE CUSTOMER(S)	CUSTOMERS OBLIGATION	DELIVERABLE STANDARD/ PERFORMANCE	MONITORING ACTIVITY
xvii	Reconciliation of revenue figures with Accounts department.	<ul style="list-style-type: none"> • Commercial • Accounts • Audit 	Accounts Dept Audit Dept	Reconciliation of all revenue generated and collected figures between Commercial, Accounts and Audit.	Monthly	<ul style="list-style-type: none"> • Comparing collated revenue data from the two Departments to ensure uniformity • Reconciliation of any disparity in revenue data . Adoption of a final agreed data and sign off for the period under review by both Departments.
xviii	Periodic validation of receipts.	<ul style="list-style-type: none"> • Accounts • Audit 	Accounts Audit	Validation of receipts of payment made to FAAN.	Quarterly or as the need arises.	Confirmed by endorsement Evidence of endorsement
Xix	Weekly/monthly ad hoc report of internal control.	<ul style="list-style-type: none"> • Audit • Commercial Inspectorate 	Audit	adhoc report of internal control.	Weekly monthly	Records of Real time updates by Commercial Invoicing and Billing Departments across the Airports and Headquarters.
Xx	Liaising with credit control department for collection of outstanding debt	<ul style="list-style-type: none"> • Commercial • Credit Control • AVSEC • Accounts/Finance 	Airline Operators Stakeholders Facility Managers Concessionaires Hanger Operators Towing Van operators Car Park Operators etc.	Payment of outstanding debts.	Monthly	<ul style="list-style-type: none"> • Examination of records (added) of Issuance of credit notes to debtors. • Enforcement of credit policy requirement
Xxi	Conducting audit checks on billing and revenue collection aimed at minimizing leakages .	<ul style="list-style-type: none"> • Audit • Accounts • Credit Control 	Audit	Conducting audit checks	Monthly	<ul style="list-style-type: none"> • Unscheduled Audit checks at revenue points Process Audit

S/N	SERVICE	STAFF /DIVISION RESPONSIBILITY	THE CUSTOMER(S)	CUSTOMERS OBLIGATION	DELIVERABLE STANDARD/ PERFORMANCE	MONITORING ACTIVITY
xxii	Advertising to boost Airport non-aeronautical source of income for the Authority whilst also adding value to and complementing the on-going remodelling and transformation agenda of the Federal Ministry of Aviation through the deployment of modern and appropriate Advertising equipment.	<ul style="list-style-type: none"> • Advertising Department • Commercial Tariff and billing • ICT • Engineering • AVSEC 	<ul style="list-style-type: none"> • Advertising Department 	Deployment of modern and appropriate Advertising equipment in FAAN to boost Airport non-aeronautical source of income for the Authority	Yearly	<ul style="list-style-type: none"> • Following the process flow for advertising concession • Period Inspection of Airports and its environs to dismantle illegal advert on display • Monitoring advert deployments to ensure compliance to the Authority's needs Classification of below the line/above the line adverts for ease of monitoring.
Xxi ii	Reposition and re-create a stronger brand personality for FAAN in terms of Airport Advertising .	<ul style="list-style-type: none"> • Advertising Department • Corporate Communication 	Advertising Agencies. APCON Stakeholders Concessionaires General Public	Advertise their products and services within FAAN's environs.	Monthly	<ul style="list-style-type: none"> • Monitoring and inspection by DCBD to enhance Brand personality for FAAN in terms of Airport Advertising
xxi v	Carry out advertisement as it relates to the Authority in consonance with the Advertising Practitioners Council of Nigeria, APCON rules and regulations.	<ul style="list-style-type: none"> • Advertising Department 	Advertising Agencies. APCON Concessionaires General Public	Deploy Advertisements on goods and services across our Airports	Monthly	Inspection of all advertisement at the airport to comply with Advertising Practitioners Council of Nigeria, APCON rules and regulations.
xxv	Control and monitor Airport Advertising Activities for the Authority with strict adherence to international best practices	Advertising Department	Advertising Agencies. APCON Concessionaires General Public	Weekly inspection of Advertising facilities to forestall trespassers.	Weekly	<ul style="list-style-type: none"> • DCBD monitoring committee inspection exercise • Management Inspection exercise.
Xx vi	Offer design services through an in-house graphic designer/studio manager who will create, design and	Advertising Department	Corporate Communication	Nil	State delivery standards	Future Plan Records of advertising activities in the airport

S/N	SERVICE	STAFF /DIVISION RESPONSIBILITY	THE CUSTOMER(S)	CUSTOMERS OBLIGATION	DELIVERABLE STANDARD/ PERFORMANCE	MONITORING ACTIVITY
	develop concepts and branding styles for the Authority.					

STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

We carry out monthly, quarterly and annual performance monitoring against standards to ensure efficient service delivery

7.0 OBLIGATIONS/EXPECTATIONS

7.1 Customer Obligation

- i. Obey the rules and regulations guiding activities in the Directorate
- ii. Do not engage the services of illegal persons.
- iii. Provide adequate and correct information with genuine prescribed supporting document(s) when applying for our services.
- iv. Display courtesy in dealing with the staff of Airport Operations Department.
- v. In seeking redress for service failure adopt the prescribed complaints procedure.
- vi. Complaints should be directed to the Director of Commercial and Business Development, Head of Department Commercial, Airport/Regional Manager, SERVICOM complaints desk

7.2 Staff Obligations

All staff of Commercial and Business Development Directorate must be accessible, courteous, responsive, reliable and competent in all dealings with customers.

1.3 Management Obligation

Recognize and reward quality service delivery efforts and results.

7.4 DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM

- i. Every customer of FAAN shall be treated with courtesy.
- ii. Any aggrieved customer has the right to be heard
- iii. The complaints/ grievance shall be addressed within a maximum of seventy two (72 hrs).
- iv. Complaints /Redress procedure shall be published and made available at all service points.
- v. Please refer to FAAN Integrated Service Charter - pages 8 and 9 for further details.

STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet quarterly with our stakeholders, Airline operators, NACHOL, SACHOL, Air cargo Clearing Agents, Customs etc to ensure efficient service delivery

CARGO DEPARTMENT

1.0 INTRODUCTION

This Department was essentially created to develop, strategise and implement processes to provide infrastructure and facilities that will enhance cargo operations in the airports and thereby facilitate trade.

2.0 VISION

To be amongst the best cargo airport groups in the world.

3.0 MISSION STATEMENT

To contribute to airport sustainability through revenue generation and excellent cargo facilitation in addition to driving rural transformation through agro perishable cargo export.

DETAILS OF CUSTOMERS

Management

Concessionaires

Handling Companies (NAHCO, SAHCOL, ETC)

Airline Operators

Passengers/Airport Users

5.0. Service Provision of Cargo Development Department, Directorate of Commercial And Business Development

S/N	Service	Responsibility	Who Is The Customer	Customer Obligation(s)	Delivery Standard / Performance Target (%)	Monitoring Activity (s)
1	Advise the Authority on cargo policies and programmes in line with international best practices	Departmental Head	FAAN Management	Request must be initiated	5 working days	Movement / Dispatch Booklet
2	Monitoring and inspection of cargo operations	Departmental Head	i. Concessionaires ii. Clearing & Forwarding Agents iii. Ground Handling Companies	Obey the rules and regulations. Provide adequate and correct information with genuine supporting document(s) Display courtesy in dealing with the FAAN staff. Do not engage in any illegal procedure	24 Hours/ Daily	On the spot assessment Monthly analysis of performance report
3	Monitoring compliance	Departmental Head	FAAN Management Clearing & Forwarding Agents iii. Ground Handling Companies	Provide adequate and correct information	24 Hours/ Daily	On the spot assessment Monthly analysis of performance report

S/N	Service	Responsibility	Who Is The Customer	Customer Obligation(s)	Delivery Standard / Performance Target (%)	Monitoring Activity (s)
			iv. Concessionaires			
4	Revenue generation and collection	Departmental Head HOU at terminals	Clearing & Forwarding Agents ii. Airlines Operators	Pay the appropriate charge / fee i.e. Port Charge ₦ 7/Kg Air Cargo Fee ₦ 5/Kg Courier ₦ 20/Kg Trans shipment ₦5/Kg ITZ Punitive Charge ₦2,000/Parcel Cargo Vehicle Surcharge (Rate Based On Tonnage) Display courtesy in dealing with the FAAN staff	24 Hours/ Daily	Monthly analysis of revenue report
5	Assess airports cargo potentials	Departmental Head HOU at terminals	i. Airlines Operators ii. Ground Handlers	Provide conducive working environment	24 Hours/ Daily	Monthly analysis report
6	Implement strategies to provide infrastructure for enhancement (e.g. Trade Facilitation, Warehousing, Cargo Operations, etc.)	Departmental Head	FAAN Management	Request must be initiated	5 working days	Movement / Dispatch Booklet
7	Initiate the review of policies and programmes on cargo matters	Departmental Head	FAAN Management	Request must be initiated	Yearly	Movement / Dispatch Booklet
8	Maintain / propose review of tariff	Departmental Head	FAAN Management	Request must be initiated	Every Two Years	Movement / Dispatch Booklet
9	Develop and upgrade cargo operations manual	Departmental Head	FAAN Management	Request must be initiated	Yearly	Survey (Staff & Customer)
10	Advocating and sensitization on agro perishable produce export	Departmental Staff	General Public	Request must be initiated	Quarterly	Survey Feedback

6.0 STATEMENT OF PERFORMANCE MONITORING

- Carry out monthly evaluation of staff performance for reward of excellence.
- Undertake quarterly audit checks to ensure that set targets are met.
- Ensure quarterly and yearly audit reports are analysed

7.0 OBLIGATIONS/EXPECTATIONS

7.1 Staff Obligation

All staff of Cargo Development department must be accessible, courteous, responsive, reliable and competent in all dealings with customers.

7.2 Management Obligations

Recognize and reward quality service delivery efforts and results.

8.0 DETAILS OF COMPLAINTS/CUSTOMER GRIEVANCE REDRESS MECHANISM

- Please refer to FAAN Integrated Service Charter - pages 8 and 9 for further details.

Our Stakeholders:

- i. Government Agencies
- ii. Ground Handlers
- iii. Freight forwarding agents
- iv. Customers (Importer & Exporters)

STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet with our stakeholder bi annually and when the needs arises

DIRECTORATE OF HUMAN RESOURCES
HUMAN RESOURCES DEPARTMENT
LOCAL CHARTER

1.0 INTRODUCTION

Human Resources Department is a life wire department of the organisation saddle with responsibility of recruitment and placement of staff, their career development and progression, creating enabling environment for workers to perform their duties and managing exit and post exit related issues.

2.0 VISION

To be the best Human Resources Department in Transportation Industry.

3.0 MISSION STATEMENT

To provide and develop effective and efficient Capital, that is technologically driven for the benefits of the employer, employees and stakeholders in line with global best practices.

4.0 DETAILS OF CUSTOMERS

- Federal Ministry of Transportation
- Governing Board
- Management
- Staff
- Unions
- Government Agencies
- Pensioners
- General Public

5.0 SERVICE PROVISION OF HUMAN RESOURCES DEPARTMENT

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARD	MONITORING ACTIVITY(S)
RECORDS & REGISTRY						
	Documentation of new recruits	Schedule officers/Records & Registry Section	New recruits	Submission of all relevant documents	Within 78 hours	Records of Supervision/SE RVICOM survey
	Attend to Personal file request issues	HOS & Schedule officers	All staff/other Sections	Submission of request	Within 24 hours	Records of Supervision/SE RVICOM survey
	Staff personal file update	HOS & GL 10 + officers	All staff & Sections	Provide relevant information	Within 24 hours	Records of Supervision & Personal file audit
DATA MANAGEMENT						
	Staff personal record update	All schedule officers	All staff	Provide relevant information	Immediately	Records of Supervision/SE RVICOM survey
	Salary management	All schedule officers	Finance & Audit	Pay salary as at when due	Immediately	Records of Supervision/SE

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARD	MONITORING ACTIVITY(S)
						RVICOM survey
	Nominal roll management & update	Schedule officer & HOS	Staff/other Sections/Ministry/House of Assembly	Make observations if necessary	Monthly	System audit & Monitoring
PERFORMANCE MGT.						
	Determine accurate establishment & Manning level	DGM (PM), CHRO, PHRO & SHRO	Departments, Airports/Management	Recruit necessary manpower	Annually	Based on Authority's staff establishment
	Shortlist eligible staff and conduct promotion exercise	PM Section, DGM (PM) & GM (HR)	All staff & Departments	Submit APER forms, Write promotion examination & attend promotion interview		Utilisation of approved promotion criteria
PENSION						
	Facilitate the registration of new recruits with approved Pension Fund Administrators (PFAs)	Schedule officers	New recruits & PFAs	New recruits Register with a PFA and submit details.	78 hours	Records of Supervision/SE RVICOM survey
	Ensure effective and seamless exit of retiring staff	Schedule officers & HOS	Retiring staff & Pensioners	Notify Mgt on retirement date, provide all necessary information & clearance	One month before eventual retirement	Records of Supervision/SE RVICOM survey
INDUSTRIAL RELATIONS (IR)						
	Facilitation of Trade Union/Management meetings	Industrial Relations Section	Management & Trade Unions	Attend joint meeting	24 hours of receiving request	Records of Supervision/SE RVICOM survey
	Resolve inter-employee conflicts	All schedule officers	All staff	Make formal report and provide all relevant information	24 hours	Records of Supervision/SE RVICOM survey
	Resolve and ratify disciplinary issues	All schedule officers	Department & Airports	Speedy & formal reports of disciplinary issues	48 hours	Records of Supervision/SE RVICOM survey
	Call for and organise Disciplinary Committee (DC) seating	Industrial Relations Section & GM (HR)	DC Members & Management	Attend DC sittings & ratify or review recommendations	72 hours	Records of Supervision/SE RVICOM survey
	Respond to intra and inter Ministerial requests on staff issues	Industrial Relations Section	Ministries & Agencies		24 – 72 hours	Records of Supervision/SE RVICOM survey
RECRUITMENT, TRANSFERS & POSTING (RTP)						
	Staff transfers & Deployment	Schedule Officers, HOS & GM (HR)	All Staff, New recruits, Stations & Departments	Staff reports to new posts. Acceptance of staff by Stations	7 working days	Records of Supervision & Monitoring

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARD	MONITORING ACTIVITY(S)
				& Departments		
	Offer/Renewal of Contract appointments	HOS & GM (HR)	All contract staff	Submission of application & relevant documents in accordance with PSR & COS	14 working days	Records of Supervision/SE RVICOM survey
	Posting of staff for Hajj & Christian Pilgrimage	HOS & GM (HR)	AVSEC & AFFRS departments	Submit names of participants. Participants proceed on posting	7 working days	Monitoring compliance

6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- Carrying out annual evaluation of staff performance through observations and appraisal forms to ensure efficient service delivery.
- Undertake annual audit checks to reduce redundancy and ghost staff.

7.0 DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM

- i. Every staff and customer of Human Resources Department shall be treated with courtesy.
- ii. Any aggrieved staff and customers have the right to be heard.
- iii. Complaint(s) shall be addressed appropriately if relevant documents are submitted by the aggrieved persons.
- iv. Please refer to FAAN Integrated Service Charter - pages 8 and 9 for further details

8.0 OBLIGATION/EXPECTATIONS

8.1 CUSTOMER OBLIGATIONS

- i. Adhere to procedures guiding the provision of services.
- ii. Provide adequate correct information and genuine prescribed supporting document(s) when applying for the service.
- iii. Display courtesy in dealing with Human Resources officers.
- iv. In seeking redress for service failure adopt the prescribed complaint procedure, i.e., channel your grievance in writing to the Director of Human Resources.

8.2 STAFF OBLIGATIONS

All Human Resources officer shall be accessible, courteous, responsive, reliable and competent in all dealings with customers.

8.3 MANAGEMENT'S OBLIGATION

- Provide a conducive work environment
- Monitor staff activities to ensure conformity with set standards.

8.4 STATEMENT OF EXISTING LIMITATIONS

Service shall not be provided if discovered that a customer has fake/ forged documents. Due process must be followed in seeking for our service.

8.5 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet annually with all our stakeholders to ensure efficient service delivery for excellence

WELFARE AND MANAGEMENT SERVICES DEPARTMENT LOCAL CHARTER

1.0 INTRODUCTION

The Department is responsible for general staff welfare in the organisation aimed at boosting employees' morale and enhanced productivity in addition to other assigned Management Services duties.

2.0 VISION

To have an incomparable First Class Welfare package and incentives for staff of the organization in recognition and appreciation of their satisfactory performance.

3.0 MISSION

To key into the FAAN vision and mission by periodic review of staff welfare package and incentives aimed at having well motivated, highly productive and technically driven workforce capable of moving the Authority forward within a limited time space in line with international best practices.

4.0 DETAIL OF CUSTOMERS

- Federal Ministry of Transportation
- FAAN Governing Board
- Management
- Staff
- Unions
- Government Agencies

5.0 SERVICE PROVISION OF WELFARE & MANAGEMENT SERVICES DEPARTMENT

S/ N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD/ PERFORMANC E TARGET	MONITORING ACTIVITY
1	Processing of Applications for annual leave/other category of Leave	Schedule officers	Staff	Request from staff	Monthly/as received from concerned staff.	Evaluation of resumption forms/slips
2	Processing of Applications for burial Assistance	Schedule officers	Staff	Notification by concerned	Immediately on receipt of personal	Follow - up in Audit and Finance

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY
	and Insurance benefits			Staff	files.	/Accounts Departments Insurance/burial Register -
3	Raising of salaries and allowances variations and input to NAVISION(Computer software)	Schedule officers	Staff	Submission of relevant document	Monthly	-Follow -up in Audit and Finance Departments -Registration
4	Computation of cost implication for staff deployed to State /Private Airports	Schedule officers	Private Airports	Submission of list of deployed staff	Monthly /Annually	Physical compliance monitoring
5	Processing of Applications for posting allowance	Schedule officers	Staff	Nil	On receipt of files from Human Resources (5 days)	Submission of list of affected officers by Human Resources Department
6	Annual Best Staff Award	Schedule officers	Staff	Attendance	Annually	Commendation Letter.
7	Compilation of list of eligible staff for	Schedule officers	Staff	Nil	As and when due(Once in	-Follow-up with relevant departments. -Eligible staff

S/ N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD/ PERFORMANC E TARGET	MONITORING ACTIVITY
	Furniture Grant				Three years)	schedule

6.0 STATEMENT OF PERFORMANCE MONITORING

- Monitor and ensure that each staff of the department performs his or her duties in accordance with laid down procedures and meets assigned timeline on weekly and monthly basis.
- Monitor implementation of audited variations for salaries and allowances, insurance benefits, leave grant, burial assistance and compensation on weekly and monthly basis.
- Monitor compliance by staff deployed to Hajj operated airports during Hajj operations exercise annually.
- Annual official visits to State/Private airports to monitor staff deployed thereto, ascertain their welfare conditions and adherence to extant rules and regulations.

7.0 DETAILS OF COMPLAINTS /GRIEVANCE

- Courteous treatment of staff and other customers by officers of the Department.
- It is the right of any aggrieved staff and customers of the department to be heard and “served right” subject to submission of relevant document(s) (as the case may be) for the purpose of appropriate handling of his or her complaints(s).
- All complaint(s) shall be directed to the Director, Human Resources.
- Please refer to FAAN Integrated Service Charter pages - 8 and 9 for further details

8.0 OBLIGATIONS/EXPECTATIONS

CUSTOMERS OBLIGATIONS

- Strict adherence to standard procedure.
- Provision of correct information and genuine supporting documents for seamless handling of his/her request.
- Courteous behaviour to staff of the Department
- Grievance (s) shall be in writing and addressed to Director, Human Resources.

9.0 STAFF OBLIGATIONS

The primary obligation of staff of the department is to ensure that the robust staff welfare and incentives package result in “PEACE” to the staff, organisation and customers: That is;

P - **Productivity**
E - **Enhancement**
A - **And**
C - **Commitment**
E - **Ensured**

In addition, staff of the Department adopts open door policy and exhibit courteous behaviour in dealing with customers.

10.0 EXISTING LIMITATION

- Customers with fake/forged documents shall not be attended to.
- Customers to strictly adhere to due process.
- **STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING**
 - We monitor performance monthly and report same to ensure efficient service delivery
- **STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY**
- We meet monthly with Departments of Audit and Finance

TRAINING/HUMAN RESOURCES DEVELOPMENT

LOCAL CHARTER

1.0 INTRODUCTION

The Training Department of the Authority comprises of two (2) broad sections:

- Training
- Human Resources Development

1.1 **Training Section**

The Training section is responsible for the co-ordination of the over-all training activities of the organisation, in-house, external or overseas workshop, seminars and conferences. It therefore follows that all training needs requirements MUST pass through the training department for its input. This is to ensure proper assessment and alignment with the approved training budget/vote.

1.2 **Human Resource Development**

The Human Resource Development section deals with staff Manpower Development.

2.0 **VISION**

To be amongst the best Airport groups in the world

3.0 **MISSION STATEMENT**

To ensure that the Authority is equipped with dedicated and trained staff to build, manage and maintain the nation's airports.

4.0 **DETAILS OF CUSTOMERS**

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Government Agencies
- International Organizations
- Concessionaires
- Airline Operators
- Passengers/Airport Users

5.0 **SERVICE PROVISION OF TRAINING/HUMAN RESOURCES DEVELOPMENT**

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
01	Training	i. General Manager (Training & Manpower Development)	i. Staff of the Authority ii. Stakeholders	Attendance	January-December	i. Carry out annual assessment using the

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
		ii. Training Unit iii. All Directorates iv. Stakeholders				APER form. ii. Staff survey
02	Training needs Analysis(TNA)	i. GM(Trg. & HRD) ii. Training Unit iii. All Directorates	Staff of the Authority	Readiness to Learn Nil	January - December	i. Identifying training gaps
03	Nomination/Appraisal of courses.	i GM(Trg. &HRD) ii. Training Unit iii. All Directorates	Staff of the Authority	Readiness to Learn Nil	January - December	i. Undertake annual audit checks to ensure that set targets are met. ii. Staff survey
04	Implementing training programmes	i GM(Trg &HRD) ii. Training Unit iii. All Directorates	i. Staff of the Authority ii. Stakeholders	Readiness to Learn Attendance instead	January - December	i. Carry out constant evaluation of staff for optimal performance
05	Evaluating training programmes	i GM(Trg &HRD) ii. Training Unit iii. All Directorates	i. Staff of the Authority ii. Stakeholders	Readiness to Learn Fill evaluation forms	January - December	i. Staff survey
06	Preparation of quarterly training report	i GM(Trg &HRD) ii. Training Unit	Staff of the Authority	Nil	i. Quarterly	Monitoring of Submission of report to Management by Register log
07	Preparation of Annual budget.	i GM(Trg &HRD) ii. Training Unit iii. All Directorates	Staff of the Authority	Nil	i. Annually	Monitoring of Submission of report to Management by Register log

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
1.	Staff Development: Processing of Study Approval (Full/Part Time) Acknowledgement of Academic transcripts, Certificates and Statement of Results	GM (TRG & HRD) All staff in the Unit.	STAFF	Submission of Application Letter, Admission Letter, Transcript and Certificates	72 Hrs	Number of Approval granted to staff. Notification of Completion of Studies by staff. Transcripts forwarded from the Institutions. Unit Reports. Supervision of incoming/out going registers. Interface with Statutory Bodies on Study Related Matters. Telephone Calls, emails, Follow-ups
2.	Processing of Education Grant for acquisition of Masters Degree, First Degrees, HND, OND & NCE	GM (TRG & HRD) All staff in the Unit	STAFF	Submission of Duly completed APER Forms	48 HRS	Register log of application received from staff. Ensuring that the course of study has Management's approval and Transcript received. Liaison with Audit & Finance Dept to ensure prompt payment.
3.	Processing of Bond/Agreement for staff on Full-Time Study	GM (TRG & HRD) HRD Unit	STAFF	Signing of Bond	24 HRS	Liaison with Legal Dept to ensure Bond Agreement is executed by staff.
4.	Counselling of Staff on Study Related Matters	GM (TRG & HRD) HRD Unit	STAFF	Physical presence of staff	Immediately	Unit Head/ Assigned Supervisors.
5.	Brief Writing/Minutes on Study Related Matters	GM (TRG & HRD) HRD Unit	STAFF	Nil	Within 6 HRS	Unit Head/ Assigned Supervisors.
6.	Resumption from Study Leave/Reinstatement	GM (TRG & HRD) HRD Unit	STAFF	Submission of Result, Transcript and Certificate	Immediately	Liaison with HR Department

	ent of salary					to ensure reinstatement of salary. Certificates and Transcripts
7.	Requisition/Retrieval of staff personal files from HR	GM (TRG & HRD) HRD Unit	STAFF	Submission of Application or Request	24 HRS	Unit Head. Assigned Supervisor. Scheduled Officers.
8.	Processing of staff Annual Performance Evaluation Report	GM (TRG & HRD) HRD Unit	STAFF	Submission of Duly Completed APER Form	48 HRS	Suggestions for seminars, workshops, lectures, Int/National Programmes & Redeployment of staff based on Analysis received from APER Forms.
9.	Manpower Audit in all Airports and Headquarters.	GM (TRG & HRD) HRD Unit	STAFF	Physical Presence of Staff and Documents	Annually	Report to Management on the outcome of the Manpower Audit
10	Awareness programme for staff on Extant Study Policy & other Related matters.	GM (TRG & HRD) HRD Unit	STAFF	Physical Presence of Staff and Documents	Biannually	Lectures, Distribution of Manuals, Feedback/ Suggestions
11	Acceptance/Processing of all matters on Corpers, Industrial Attaches & SIWES into FAAN.	GM (TRG & HRD) HRD Unit	NYSC/IT/SIWES Members	Submission of Application Letter, IT Letter from School, Guarantor's Letter and ID Card	Within 24 HRS	Vetting of Relevant Documents. Monthly Inspection. Monthly Clearance from Departments.
12	Orientation programs for all NYSC, IT & SIWES members in FAAN	GM (TRG & HRD) HRD Unit	NYSC/IT/SIWES Members	Physical Presence of NYSC, IT & SIWES Members	Annually	Counseling, Lectures and Follow-up on suggestions made & Complaint raised.
13	Inspection/counseling of all NYSC, IT & SIWES Members into FAAN	GM (TRG & HRD) HRD Unit	NYSC/IT/SIWES Members	Physical Presence of NYSC, IT & SIWES Members	Monthly	Counseling

6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- i. Carry out Monthly, quarterly evaluation of staff performance for reward of excellence.
- ii. Undertake Monthly, quarterly audit checks to ensure that set targets are met.

- iii. FAAN structure and day-to-day development are published monthly, quarterly and annually in Airport News and other Journals of the Authority.

7.0 DETAILS OF COMPLAINTS/ GRIEVANCE REDRESS MECHANISM

- i. Every customer of FAAN shall be treated with courtesy
- ii. Any aggrieved customer has the right to be heard
- iii. The complaints/ grievance shall be addressed within a maximum of seventy two (72 hrs).
- iv. Complaints /Redress procedure shall be published and made available at all service points.
Please refer to FAAN Integrated Service Charter pages 8 and 9 for further details

8.0 OBLIGATIONS/ EXPECTATIONS

8.1 Customer Obligations

- i. Obey the rules and regulations guiding the activities in the Airports
- ii. Do not engage the services of illegal personnel (fraudsters).
- iii. Provide adequate, correct information and genuine prescribed supporting document(s) when applying for the services of FAAN.
- iv. Display courtesy in dealing with service providers.
- v. In seeking redress for service failure adopt the prescribed complaints procedures

8.2 FAAN Staff

All FAAN staff must be accessible, courteous, responsive, reliable and competent in all dealing with customers

8.3 FAAN Management

Recognize and reward quality service delivery efforts and results

9.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

FAAN stakeholders made up of her Internal and External customers meet monthly to evaluate, analyse, draw up modalities and submit recommendations to management on service improvement for the realization of her mission as well as protects stakeholders interest.

**DIRECTORATE OF ADMINISTRATION
LOCAL CHARTER
ADMINISTRATION DEPARTMENT**

1.0 INTRODUCTION

The Administration Department is responsible for providing administrative support to Management, the Directorates and Departments, and to ensure effective and efficient running of the Authority. That is, it assists in drafting administrative policies/procedures for the organization. It carries such other duties and responsibilities consistent with general administration.

2.0 VISION

To maintain sustainable administrative system and ensure the realization of the Authority's vision.

3.0 MISSION STATEMENT

To provide an efficient and effective administrative support system, uphold regulations and conduct, ensure compliance to policies and corporate standards consistent with organizations mission statement.

4.0 SERVICE PROVISION OF ADMINISTRATION DEPARTMENT

S/ N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
1.	Issuing of government/FAAN circulars to all Directorates	Internal Admin Staff Procurement procures the materials	Federal Ministry of Aviation Governing Board Management FAAN Staff	Obey the rules and regulations guiding the provisions of our services. (As contained in FAAN Condition of Service)	24 Hours	Incoming/ outgoing register Supervision
2.	Provide administrative support to Management by ensuring effective/efficient running of the Authority	Admin SERVICOM AVSEC Security Agents All Staff	FAAN Staff	Obey the rules and regulations guiding the provisions of our services.	24 Hours	Staff survey Customer survey On the spot assessment Supervision
3.	Assist in drafting administrative policy and procedure for the Authority	Internal Admin	Governing Board Management FAAN Staff	Provide adequate, correct information and genuine prescribe supporting document(s).	24 Hours	Supervision
4.	Support development/delivery of the Organization's vision, mission and master plan to create sustainable advantage	Admin All staff	Federal Ministry of Aviation Governing Board Management FAAN Staff	Provide adequate, correct information and genuine prescribe supporting document(s).	24 Hours	Supervision Staff survey On the spot assessment
5.	Support development of customer focus approach.	Admin SERVICOM All staff Stakeholders	FAAN Staff NAMA NCAA AIB Airport Users	Customers' feedback through Suggestions, survey, complaints etc	24 Hours	Customers' feed back through questionnaires and

S/ N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
						suggestion boxes, face to face.
6.	Setting corporate standard which support delivery of business excellence	Admin SERVICOM All staff Stakeholders	FAAN Staff	Obey the rules and regulations guiding the provision of our services.	24 Hours	Supervision Staff survey Customer survey
7.	Submit report of sections to Management	Internal Admin	FAAN Staff	Obey the rules and regulations guiding the provision of our services.	Quarterly	Analysis of section report
8.	Ensure prompt and effective delivery of mails/official correspondences with courier services	Internal Admin Mail Unit	FAAN	Obey the rules and regulations guiding the provision of our services.	Within 6 hours	Mail registry records (incoming and outgoing)
9.	Allocation and coordination of office accommodation	Admin Property Unit	FAAN Staff	Obey the rules and regulations guiding the provision of our services.	24 Hours	Supervision On the spot assessment
10.	Allocation/coordination of Staff Quarters	Admin Property Unit	FAAN Staff NAMA NCAA	Display courtesy in dealing with staff of Admin Department.	Annually	Supervision On the spot assessment
11.	Management of Staff Club/Canteen	Admin Recreational Unit	FAAN Staff NAMA NCAA General Public	Customers' feedback through Suggestions, survey, complaints etc	24 Hours	Supervision On the sport assessment
12.	Receive, register and distribute new vehicle to designated officers.	Admin Transport Unit.	FAAN	Obey the rules and regulations guiding the provision of our services.	Annually, depends on availability	Supervision Register book
13.	Manage Authority's pool of vehicles and Drivers/Allocating them for utility/domestic purpose to staff/officers as approved by Management.	Admin Transport Unit.	Federal Aviation Ministry FAAN	Obey the rules and regulations guiding the provision of our services.	24 Hours	Supervision On the sport assessment.
14.	Distribution of cleaning materials for cleaning offices and toilets	Internal Admin	FAAN Staff	Materials must be used for purposes.	Quarterly	Requisition booklet Supervision
15.	Make request/proposal to Management for drivers logistic, recruitment and redeployment.	Admin Transport Unit.	FAAN	Obey the rules and regulations guiding the provisions of our services.	Annually/as the needs arises	Supervision
16.	To ensure that vehicles in their pool are always in	Admin Transport Unit.	FAAN Aviation Ministry FAAN	Obey the rules and regulations guiding the provisions of our	24 Hours	Supervision On the spot assessment

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
	good condition by ensuring servicing of vehicles as at when due.			services.		
17.	To carry out routine safety checks with Safety officers of the Authority on all vehicles in the pool periodically.	Admin Transport Unit.	FAAN	Obey the rules and regulations guiding the provisions of our services.	24 Hours	On the spot assessment
18.	Maintenance of management, protocol, operational and utility vehicles.	Admin Transport Unit.	FAAN	Obey the rules and regulations guiding the provisions of our services.	24 Hours	Supervision
19.	Process the procurement of official plate numbers and security numbers for the management from FRSC.	Admin Transport Unit.	FAAN	Obey the rules and regulations guiding the provisions of our services.	When need be	Supervision Register

5.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

Undertake Monthly and quarterly inventory, to ensure maintenance and replacement where and when necessary.

6.0 DETAILS OF COMPLIANT/GRIEVANCE REDRESS MECHANISM

- All complaints shall be in writing and directed to the Director of Administration and the General Manager Administration.
- Complaints are handled by Directorate's SERVICOM Representative :Please refer to FAAN

Integrated Service Charter pages 8 and 9 for further details

6.1 OBLIGATION/EXPECTATIONS

6.2 STAFF OBLIGATION

Staff of Administration Department must be accessible, courteous, reliable and competent in all dealings with customers.

6.3 MANAGEMENT OBLIGATION

Recognize and reward quality service delivery efforts and results.

7.0 STATEMENT OF EXISTING LIMITATIONS

Service will be provided in line with available equipment and materials.

Directorate's Stakeholders

- Aviation Medical Department
- Store Department
- Transport Unit
- Procurement Department

STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet monthly, quarterly and as the need arises to ensure effective service delivery

AVIATION MEDICAL CLINIC DEPARTMENT

1.0 INTRODUCTION

The Aviation Medical Clinic is responsible for the provision of comprehensive Primary Health Care Service to staff of FAAN, NAMA, NCAA, their families and dependants. An emergency medical response service is also provided for airport users.

2.0 VISION

To be among the best drivers of quality medical service in the world.

3.0 MISSION STATEMENT

To provide airport users with comprehensive medical services.

4.0 SERVICE PROVISION OF AVIATION MEDICAL DEPARTMENT

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
1.	Provision of drugs and other medical consumables in the clinic.	GM Medical Pharmacist	FAAN Staff NAMA AIB Dependents Airport Users	All customers must adhere to the rules and regulations of the clinic. (As contained in FAAN Condition of Service)	24 Hours	Supervision Register incoming/ outgoing
2.	Attend to the health/ medical needs of all staff.	GM Aviation Medical and other Doctors/Nurses	FAAN Staff NAMA AIB Dependents	All customers must adhere to the rules and regulations of the clinic.	Daily	Assessment of Doctors/Nurses duty roster Records of patients attended to through their cards. Staff survey Customer survey.
3.	Promotion of health enlightenment talks, seminars, bulletins and health checks for staff.	GM Aviation Medical and his team.	FAAN Staff NAMA AIB Dependents	All customers must adhere to the rules and regulations of the clinic.	Quarterly	Awareness/ Sensitization campaign.
4.	Provide all staff with comprehensive medical services internally and externally.	Aviation medical	FAAN Staff NAMA AIB Dependents NCAA (only on emergency)	All customers must adhere to the rules and regulations of the clinic.	24 Hours	Supervision On the spot assessment.
5.	Comprehensive medical assessment and treatment of common disease condition.	GM Aviation Medical and his team.	FAAN Staff NAMA AIB Dependents	All customers must adhere to the rules and regulations of the clinic.	24 Hours	Bi annual routine medical check to keep staff in good health.
6.	Advice and management of occupational health hazard.	Aviation Medical	FAAN Staff NAMA AIB Dependents Airport Users	All customers must adhere to the rules and regulations of the clinic.	24 Hours	Annual routine medical check of all staff to assess medical fitness.
7.	Provision of	Aviation Medical	FAAN Staff	All customers must	24 Hours	Annual routine

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
	medical cover for all airport users particularly in emergency situation.		NAMA AIB Departments Airport Users	adhere to the rules and regulations of the clinic.		medical check of all staff to assess medical fitness.
8.	Up-to-date preparedness for disaster management e.g. aircraft or communicable and	Aviation Medical	FAAN Staff NAMA AIB Dependents Airport Users	All customers must adhere to the rules and regulations of the clinic.	24 Hours	Supervision Routine exercise.
9.	Pre-employment Health assessment for all newly recruited staff of FAAN, NAMA and AIB.	Aviation Medical	FAAN Staff NAMA AIB Departments Airport Users	All customers must adhere to the rules and regulations of the clinic.	24 Hours	Medical check for all newly recruited staff to assess medical fitness.

6.0 DETAILS OF COMPLIANT/GRIEVANCE REDRESS MECHANISM

- i. Written complaints directed to the General Manager (Medical) are treated with dispatch by the standing committee which comprises the heads of all units.
 - Please refer to FAAN Integrated Service Charter pages 8 and 9 for further details

6.0 OBLIGATION/EXPECTATIONS:

6.1 STAFF OBLIGATION

All medical problems brought to the clinic shall be addressed in the most professional manner so as to alleviate symptom and sign in the shortest possible time.
In the event where this is not possible, referral to a more advance tertiary institution may be considered.

7.0 STATEMENT OF EXISTING LIMITATIONS

Service will be provided in line with available equipment and materials.

8.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- Bi annual routine medical check to keep staff in good health condition.
- Bi annual routine medical check of all staff to assess medical fitness.
- Collaboration with other stakeholders to continually assess our preparedness to meet emergency situation e.g. fire, aircraft crash drills.

9.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet monthly, quarterly and as the need arises to ensure effective service delivery

STORE DEPARTMENT

1.0 INTRODUCTION

The stores department monitors and controls the items and materials used by the different departments in the organization. That is, it issues and regulates the usage of items by other departments after the purchase of such items by the procurement department.

2.0 VISION STATEMENT

To maintain an effective inventory management system in FAAN.

3.0 MISSION

To ensure effective utilization of consumables and non consumable items by all Directorates and Departments in FAAN for effective service delivery as well as higher productivity.

4.0 SERVICE PROVISION OF STORE DEPARTMENT

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER ?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
	Managing PMS/AGO and replenishment of generators	Warehouse Unit	FAAN Contractors	Obey the rules and regulations guiding the provisions of our services in Stores. (As contained in FAAN Condition of Service)	Quarterly	On the spot assessment Valuation
	Timely requisition and replenishment of stocks/re-order	Material executives Procurement	FAAN Contractors	Ensure delivery within due date	Quarterly	Supervision Avoid empty stock Avoid emergency
	Prompt processing of Local Purchase Order (LPO) and job order.	Supplies Monitoring Unit Material Executives GM (Store)	FAAN Contractors	Maintain and improves buyers and suppliers relationship.	24 Hours	Supervision
	Keep records of procurement/stock inventory taking by Stores Unit	Supplies Monitoring Unit Material executives	FAAN Contractors	Obey the rules and regulations guiding the provisions of our services in Stores.	Quarterly	Quarterly analysis of procurement register record and stock inventory
	Monthly /Annual Stock taking processes within headquarters and outstations.	Material executives	FAAN Auditors both Internal & External	Obey the rules and regulations guiding the provisions of our services in Stores.	Quarterly	Periodic audit to ensure check and balances.
	Advise Procurement Department on standard of goods to be purchased and specification.	Sample Store	FAAN User department	Obey the rules and regulations guiding the provisions of our services in Stores.	24 Hours	On the spot assessment
	Monitoring of receipts and issuance of	Supplies Monitoring Unit Inventory control	FAAN Contractors User	Obey the rules and regulations guiding the provisions of	24 Hours	On the spot assessment

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER ?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
	materials.	unit	department	our services in Stores.		
	Initiating restock requisitions.	Material Executives	FAAN User department Contractors	Obey the rules and regulations guiding the provisions of our services in Stores.	24 Hours	On the spot assessment
	Advising Management on optimum stock investment.	Material Executives	FAAN	Obey the rules and regulations guiding the provisions of our services in Stores.	24 Hours	Periodic audit to ensure check and balances.
	Implementation of coding and unified stock items.	Inventory control unit Ware House	FAAN	Obey the rules and regulations guiding the provisions of our services in Stores.	24 Hours	On the spot assessment Supervision Uniformity Easy work flow
	Computerization of stock inventory records with the support of ICT Department.	Warehouse unit Inventory control Material executives.	FAAN Auditors both Internal & External	Obey the rules and regulations guiding the provisions of our services in Stores.	24 Hours	On the spot assessment Efficiency Accuracy Reliability
	Liase with appropriate department to aid in disposing the various obsolete materials.	GM Store	FAAN	Obey the rules and regulations guiding the provisions of our services in Stores	24 Hours	Records of stock Sanity of Store Value for money
	Safe keep and Management of Materials.	Warehouse unit Material executive	FAAN	Obey the rules and regulations guiding the provisions of our services in Stores	24 Hours	Supervision Avoid wastages
	Update Bin card records	Material executives Inventory control Unit	FAAN	Obey the rules and regulations guiding the provisions of our services in Stores	24 Hours	Records of cards Accountability Transparency

5.0 DETAILS OF COMPLIANT/GRIEVANCE REDRESS MECHANISM

- Every customer of stores department shall be treated with courtesy.
- Any aggrieved customer has the right to be heard.
- The compliant(s) grievance shall be addressed within 21 work days if appropriate supportive documents are provided.
- All complaints shall be directed to the Director of Administration and Head of Department, Stores.
- Please refer to FAAN Integrated Service Charter pages 8 and 9 for further details

6.0 OBLIGATION/EXPECTATIONS

6.1 STAFF OBLIGATION

All stores department officers must be accessible, courteous, responsive, reliable competent in all dealing with customers

6.2 MANAGEMENT'S OBLIGATIONS

Recognize and reward quality service delivery efforts and results.

7.0 STATEMENT OF EXISTING LIMITATIONS

- Provide conducive environment and adequate/quality working materials and equipments.
- All customers are required to follow due process in order to access our services.
- Lack of funds.
- Inadequate staff training.
- Inadequate environment.
- Inadequate working equipments.

8.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

Undertake Monthly and quarterly inventory, to ensure maintenance and replacement where and when necessary.

9.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet monthly, quarterly and as the need arises to ensure effective service delivery

FREEDOM OF INFORMATION UNIT (FOI)

1.0 INTRODUCTION

The Freedom of Information Act 2011 makes it statutory and mandatory for the Authority to set up FOI Unit in the agency.

The FOI Unit is responsible for handling all requests from the general public to the Authority and respond to them in accordance with the FOI Act.

Ensure that the Authority's FOI Annual Report is forwarded to the Honourable Attorney-General of the Federation and Minister of Justice on or before 1st Feb, every year.

2.0 VISION

To protect public records/information and personal privacy in the Authority.

3.0 MISSION STATEMENT

To provide an efficient and effective administrative support system, that will handle all request from the general public to the Authority and respond to them in accordance with the FOI Act.

4.0 SERVICE PROVISION OF FREEDOM OF INFORMATION (FOI)

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
1.	The FOI handles all request from general public to the Authority and respond to them in accordance with FOI Act.	Admin Freedom of Information Unit (FOI)	Federal Ministry of Aviation Governing Board Management FAAN General Public	Obey the rules and regulations guiding the provisions of FOI Act.	24 Hours	Submission of FOIA annual report to the Honourable Attorney General of Federation and Minister of Justice
2.	FOI Annual Reports to the Honourable Attorney General of the Federation/Minister of Justice.	Admin Freedom of Information Unit (FOI)	Federal Ministry of Aviation Governing Board Management FAAN General Public	Provide adequate, correct information and genuine document(s) when requiring the services of the FOI.	Quarterly	Supervision Register
3.	Organize Awareness & Enlightenment meetings for officials on right to information and on effective implementation of this Act.	Admin Freedom of Information Unit (FOI)	Federal Ministry of Aviation Governing Board Management FAAN General Public	Obey the rules and regulations guiding the provisions of FOI Act.	Quarterly	Awareness/ Sensitization campaign.
4.	Protect public records and information to the extent consistent with the public interest and the protection of personal privacy,	Admin Freedom of Information Unit (FOI)	Federal Ministry of Aviation Governing Board Management FAAN General Public	Obey the rules and regulations guiding the provisions of FOI Act.	24 Hours	Supervision

5.0 DETAILS OF COMPLIANT/GRIEVANCE REDRESS MECHANISM

- Please refer to FAAN Integrated Service Charter pages 8 and 9 for further details

6.0 OBLIGATION/EXPECTATIONS:

6.1 STAFF OBLIGATION

- FOI Unit must be accessible, courteous, reliable and competent in all dealings with customers.

6.2 MANAGEMENT'S OBLIGATIONS

- Recognize and reward quality service delivery efforts and results.

8.0 STATEMENT OF EXISTING LIMITATIONS

Service will be provided in line with available equipment and materials.

9.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

Submission of FOIA Annual Report to the Honourable Attorney General of the Federation and Minister of Justice on or before the 1st day of February, annually.

9.1 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet monthly, quarterly, annually and as the need arises to ensure effective service delivery

ANTI CORRUPTION AND TRANSPARENCY UNIT (ACTU) IS DOMICILE IN ADMINISTRATION DEPARTMENT

1.0 INTRODUCTION

In 2001, the ICPC established Anti-Corruption Units in MDAs to tackle corruption in civil service through preventive approaches and the institutionalization of culture of Transparency and Accountability in the conduct of Government business.

ACTUs derive their powers from the provisions of Section 6(a)-(t) of the Corrupt Practices and other Related Offences Act, 2000, which empowers them to serve as compliance and ethics officers, with the sole aim of educating and enlightening their respective MDAs on the need for adherence to rules, regulations and upholding of ethical practices in the work place.

2.0 VISION

To be amongst the best Anti-Corruption and Transparency Unit (ACTU) in curbing corrupt practices in our nation's Airports.

3.0 MISSION STATEMENT

To provide checklist of preventive measures and practices (Corruption Risk Assessment) in our Airports.

4.0 SERVICE PROVISION OF ANTI-CORRUPTION AND TRANSPARENCY UNIT (ACTU)

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
	ACTUs carry out investigations into cases of misconduct.	ACTU Members	Federal Ministry of Aviation Governing Board Management FAAN Staff Concessionaires Airport Users General Public FAAN Stakeholders	Obey the rules and regulations guiding the provisions of ACTU Act.	24 Hours	Reports of investigation
	Ensure that corruption is reduced in our Airports.	ACTU Members	Federal Ministry of Aviation Governing Board Management FAAN Staff Concessionaires Airport Users General Public FAAN Stakeholders	Obey the rules and regulations guiding the provisions of ACTU Act.	24 Hours	On the spot assessment and supervision.
	ACTUs perform all the duties detained in section 6(a) – (f) of the corrupt practices and other Related Offences Act, 2000.	ACTU Members	Federal Ministry of Aviation Governing Board Management FAAN Staff Concessionaires Airport Users General Public FAAN Stakeholders	Provide adequate, correct information and genuine document(s) when requiring the services of the ACTU.	24 Hours	On the spot assessment and.

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
	Enlist and foster public support in fighting corruption as charged in Section 6 of the ICPC law.	ACTU Members	Federal Ministry of Aviation Governing Board Management FAAN Staff Concessionaires Airport Users General Public FAAN Stakeholders	Provide adequate, correct information and genuine document(s) when requiring the services of the ACTU.	24 Hours	Awareness/ Sensitization campaign.
	Anti-Corruption and Transparency Units (ACTUs) is represented in Junior Staff Committee (JSC), Senior Staff Committee (SSC), Procurement Committee (PC) and Technical Board's Evaluation Committee (TBEC) as observers.	ACTU Members	Federal Ministry of Aviation Governing Board Management FAAN Staff Concessionaires Airport Users General Public FAAN Stakeholders	Obey the rules and regulations guiding the provisions of ACTU Act.	24 Hours	Awareness/ Sensitization campaign. Supervision Minutes of meeting.
	Highlights the common corruption problems/risk encountered by our organization.	ACTU Members	Federal Ministry of Aviation Governing Board Management FAAN Staff Concessionaires Airport Users General Public FAAN Stakeholders	Provide adequate, correct information and genuine document(s) when requiring the services of the ACTU.	24 Hours	Awareness/ Sensitization campaign. Research, analysis and reports on the above
	Conduct in house training for the staff	ACTU Members	Federal Ministry of Aviation	Obey the rules and regulations guiding the	Every two months	Awareness/ Sensitization campaign.

S/N	SERVICE	STAFF/DIVISION RESPONSIBLE	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION(S)	DELIVERY STANDARD	MONITORING ACTIVITY(S)
	through workshops and seminars in compliance with the ICPC Standing Order for the Operation of the Anti-Corruption and Transparency Unit (ACTU).		Governing Board Management FAAN Staff Concessionaires Airport Users General Public FAAN Stakeholders	provisions of ACTU Act.		

5.0 DETAILS OF COMPLIANT/GRIEVANCE REDRESS MECHANISM

- Please refer to FAAN Integrated Service Charter - pages 8 and 9 for further details

7.0 OBLIGATION/EXPECTATIONS:

6.1 CUSTOMER OBLIGATIONS

- Obey the rules and regulations guiding the provisions of the ACTU Act.
- Provide adequate, correct information and genuine document(s) when requiring the services of the ACTU Unit.
- Display courtesy in dealing with staff of ACTU Unit.
- In seeking redress for service failure adopt the prescribed complaints procedure.

6.2 STAFF OBLIGATION

- ACTUs Unit must be accessible, courteous, reliable and competent in all dealings with customers.

6.3 MANAGEMENT'S OBLIGATIONS

- Recognize and reward quality service delivery efforts and results.

7.0 STATEMENT OF EXISTING LIMITATIONS

Service will be provided in line with available equipment and materials.

8.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

Submission of ACTU Annual Report to the Chairman of the ICPC.

9.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet monthly, quarterly, annually and as the need arises to ensure effective service delivery

DIRECTORATE OF AVIATION SECURITY

LOCAL CHARTER

1.0 INTRODUCTION

The Aviation Security Directorate is responsible for safeguarding Civil Aviation against acts of unlawful interference coupled with being the police organ of the Authority. This aim is achieved through the combination of measures and the marshalling of various human and material resources at airport levels.

2.0 VISION

To ensure that safety and security is provided at all times in our airports.

3.0 MISSION STATEMENT

To be among the best airport security outfits at world class level.

4.0 DETAILS OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Unions
- Government Agencies
- Media Houses
- International Organizations
- Nigerian Airspace Management Agency (NAMA)
- Nigerian Civil Aviation Authority (NCAA)
- Handling Companies (NAHCO, SAHCOL,ETC)
- Nigerian College Of Aviation Technology (NCAT)
- Nigerian Meteorological Agency (NIMET)
- Advertising Agencies/Publication Companies
- Concessionaires
- Airline Operators
- Passengers/Airport Users

5.0 SERVICE PROVISION OF AVIATION SECURITY SERVICES (AVSEC)

	SERVICE	STAFF/ DIVISION RESPONS IBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARD/ PERFORMAN CE TARGET (%)	MONITORING ACTIVITY (S)
1.	Control and manning of access points to restricted areas.	<ul style="list-style-type: none">• AVSEC	<ul style="list-style-type: none">• Passenger• Staff• Airlines• Concessionaire• Airport users	<ul style="list-style-type: none">• Ticket• Boarding pass• Identity Card (ID)/On Duty Card(ODC)• Submission search.	24 hours	<ul style="list-style-type: none">• Inspection• Surveillance• Supervision• Test• Survey• Audit
2.	Patrolling of the airside	<ul style="list-style-type: none">• AVSEC	<ul style="list-style-type: none">• Passengers	<ul style="list-style-type: none">• ID/ODC	24 hours Irregular patrol on	<ul style="list-style-type: none">• Inspection of station

	SERVICE	STAFF/ DIVISION RESPONS IBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARD/ PERFORMAN CE TARGET (%)	MONITORING ACTIVITY (S)
			<ul style="list-style-type: none"> • Staffs • Airlines • Concessionaire • Airport users 		daily basis.	<ul style="list-style-type: none"> diaries/incidence diaries • Log book • Surveillance • Survey • Audit
3.	Reporting security incident and occurrences.	<ul style="list-style-type: none"> • AVSEC 	<ul style="list-style-type: none"> • Passenger • Staff • Airlines • Concessionaire • Airport users 	<ul style="list-style-type: none"> • Statements or reports 	24 hours and continuous	<ul style="list-style-type: none"> • General inspection by AVSEC Intelligent Unit • Log book
4.	Maintaining cooperation and liaison with civil police unit on airport crimes.	<ul style="list-style-type: none"> • AVSEC / Airport Manager 	<ul style="list-style-type: none"> • Passengers • Police • Other security agencies 	<ul style="list-style-type: none"> • Statement • Attendance of meetings 	24 hours Continuous	<ul style="list-style-type: none"> • Minutes of meetings • Situation report and feedback.
5.	Screening service for departing passengers and baggage.	<ul style="list-style-type: none"> • AVSEC 	<ul style="list-style-type: none"> • Passengers • Staff • Airlines • Concessionaire • Airport users 	<ul style="list-style-type: none"> • Ticket • Boarding pass • ID/ODC • Submission for search 	24 hours Regular screening of passengers and airport users	<ul style="list-style-type: none"> • Profiling / monitoring • Surveillance • Supervision, log book and incident report • Inspection, test, survey, Audit
6.	Providing identity card / Duty Card services.	<ul style="list-style-type: none"> • AVSEC 	<ul style="list-style-type: none"> • Staff • Airport users 	<ul style="list-style-type: none"> • Filling of forms and approvals from DSS and other relevant agencies 	24 hours Issuance of personal identification card and duty card.	<ul style="list-style-type: none"> • Screening/ background check • Reports. • Test • Inspection • Audit • survey
7.	Screening of cargo.	<ul style="list-style-type: none"> • AVSEC 	<ul style="list-style-type: none"> • Passengers • Cargo Agents • Airline • Staff • Concessionaire • Airport users 	<ul style="list-style-type: none"> • Filling of acceptance form • Presentation of cargo by owners and registered agents. 	<ul style="list-style-type: none"> • Weekday -8 am to 4 pm (8 hours) • Saturday- 8 am to 1 pm (5hours) 	<ul style="list-style-type: none"> • Supervisors /Head of Unit (HOU), log book and incident report
8.	Advising	<ul style="list-style-type: none"> • AVSEC 	<ul style="list-style-type: none"> • Passenger 	Following	24 hours	Meetings / reports /

	SERVICE	STAFF/ DIVISION RESPONS IBLE	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARD/ PERFORMAN CE TARGET (%)	MONITORING ACTIVITY (S)
	and assisting in building search		<ul style="list-style-type: none"> • Staff • Airlines • Concessionaire • Airport users 	evacuation or emergency procedures	When the need arises	<ul style="list-style-type: none"> inspections Mock exercise test
9.	Receiving and escorting of aircraft.	<ul style="list-style-type: none"> • AVSEC 	<ul style="list-style-type: none"> • Passenger • Staff • Airlines • Concessionaire • Airport users 	Taxing of aircrafts	24 hours Frequent and on regular basis depending on operating airlines	<ul style="list-style-type: none"> • Monitoring / surveillance • Evaluation of constant performance • Supervision and Log book • Patrol, Audit, Inspection.
10.	Provision of routine surveillance.	<ul style="list-style-type: none"> • AVSEC 	<ul style="list-style-type: none"> • Passenger • Staff • Airlines • Concessionaire • Airport users 	NIL	24 hours Throughout Operational period.	<ul style="list-style-type: none"> • Test / Auditing • Reports and log-book. • Surveillance and monitoring
11.	Airport control and management of vehicular traffic.	<ul style="list-style-type: none"> • AVSEC Officers 	<ul style="list-style-type: none"> • Passenger • Staff • Airlines • Concessionaire • Airport users 	<ul style="list-style-type: none"> • Application and approval for vehicular pass. • Submission for screening. • Provision of necessary requirement for airside access. 	24 hours	<ul style="list-style-type: none"> • Physical monitoring and Survey • Supervision and Log book • Inspection • Test
12.	Investigation of criminal incidents.	<ul style="list-style-type: none"> • AVSEC 	<ul style="list-style-type: none"> • Passenger • Staff • Airlines • Concessionaire • Airport users 	Statement or report	24hrs	<ul style="list-style-type: none"> • On the spot investigation • Crime report and supervision.

6.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

Carry out evaluation of staff performance for reward of excellence on daily, monthly, quarterly and annually.

7.0 DETAILS OF COMPLAINTS/ GRIEVANCE REDRESS MECHANISM

- i. Every customer of FAAN shall be treated with courtesy.

- ii. Any aggrieved customer has the right to be heard.
- iii. The complaints/ grievance shall be addressed within a maximum of seventy two (72 hrs).
- iv. All complaints shall be directed to the following officers; Managing Director; Airport Manager, Nodal Office (where applicable) in event of services failure. Please refer to FAAN Integrated Service Charter pages 8 and 9 for further details

8.0 OBLIGATIONS/ EXPECTATIONS

8.1 Customer Obligations

- i. Obey the rules and regulations guiding the activities in the Airports.
- ii. Do not engage the services of illegal personnel (touts).
- iii. Provide adequate, correct information and genuine prescribed supporting document(s) when applying for the services of FAAN.
- iv. Display courtesy in dealing with service providers.
- v. In seeking redress for service failure adopt the prescribed complaints procedures.

8.2 FAAN Staff

All FAAN staff must be accessible, courteous, responsive, reliable and competent in all dealing with customers

8.3 FAAN Management

Recognize and reward quality service delivery efforts and results

9.0 STAKEHOLDERS PARTICIPATION IN SERVICE_PROVISION/DELIVERY

FAAN stakeholders made up her internal and external customers meet monthly to evaluate, analyse, draw up modalities and submit recommendations to management on service improvement for the realization of her mission as well as protects stakeholders interest.

DIRECTORATE OF ENGINEERING SERVICES

LOCAL CHARTER

INTRODUCTION

The Directorate comprises of the following departments; Mechanical/Transport, Civil/Building, Land, Water & Survey and Safety, Electrical and Estate.

MECHANICAL/TRANSPORT DEPARTMENT

1.0 INTRODUCTION

The department is responsible for routine maintenance of all Mechanical equipment at airports.

2.0 VISION

To ensure the realization of the Authority's vision.

3.0 MISSION STATEMENT

To keep mechanical equipment/facilities effectively functional in order to promote smooth and efficient operations at all airports.

4.0 DETAILS OF CUSTOMERS

- Federal Ministry of Aviation
- Governing Board
- Management
- Staff
- Government Agencies
- International Organizations
- Nigerian Airspace Management Agency (NAMA)
- Nigerian Civil Aviation Authority (NCAA)
- Handling Companies (NAHCO, SAHCOL,ETC)
- Nigerian College Of Aviation Technology (NCAT)
- Nigerian Meteorological Agency (NIMET)
- Concessionaires
- Banks
- Airline Operators
- Passengers/Airport Users

5.0 SERVICE PROVISION OF MECHANICAL DEPARTMENT

S/ N	SERVICE	STAFF/ DIVISION RESPONSIB LE	WHO IS THE CUSTOMER	CUSTOMERS' OBLIGATION(S)	DELIVERY STANDARD	MONITO RING ACTIVIT Y(S)
1	<p>Procurement & Installation of mechanical equipment and facilities viz.</p> <ul style="list-style-type: none"> • Fire Crash Tenders • Passengers Boarding Bridges • Passengers and Baggage Facilitation Equipment (Baggage Conveyors, Elevators, Escalators, Travolators, etc.) • Aircraft Recovery Equipment • Generators • Air conditioning & Refrigeration systems, • Light Vehicles (operational and utility vehicles) • Heavy Duty Vehicles (Gully emptier, Platform, Forklifts, Water tanker, Trucks, Tractors, etc.) • Lawn Mowers & Machine Tools at all Airports and FAAN Headquarters. <p>(Please note Light vehicles and Tractors are not being procured by Mechanical Department)</p>	Mechanical Department	<p>-Airliners</p> <p>-Passengers/ travelers</p> <p>Concessionaires</p> <p>-other airport users</p>	<p>Strict compliance to the contractual obligations and the prevailing standards:</p> <p>International Civil Aviation Organisation (ICAO), Standards of Airport Regulation & Practices (SARPs), etc</p>	Annually/When the need arises	<p>-Routine/schedule supervision</p> <p>-Staff survey</p> <p>- Customer survey</p> <p>-On the spot assessment</p>
2	<p>Operation and maintenance of mechanical equipment and facilities (as listed above).</p>	Mechanical Department	<p>Airliners</p> <p>-Passengers/ travelers</p> <p>Concessionaires</p> <p>-other airport users</p>	<p>Strict compliance to the contractual obligations and the prevailing standards:</p> <p>International Civil Aviation</p>	24 Hours/When the need arises	<p>-Routine/schedule supervision</p> <p>-Staff survey</p> <p>- Customer survey</p>

				Organisation (ICAO), Standards of Airport Regulation & Practices (SARPs), etc		-On the spot assessment
3	Vetting of Mechanical projects with respect to private development at the Airports.	Mechanical Department	Private investors (Local and International)	Strict compliance to the contractual obligations and the prevailing standards: International Civil Aviation Organisation (ICAO), Standards of Airport Regulation & Practices (SARPs), etc	5 Working days?	Monitoring of records in register log
4	Preparation of Tender Document with Technical Specifications of mechanical equipment and facilities	Mechanical Department	Private investors (local and international)	Same as above	10 working days	-Factory inspection visits Information sourcing via electronic means (contacting the company)
5	Supervision of Mechanical Engineering activities at the Airports and FAAN headquarters	Mechanical Department	-Airliners - Passengers/travellers Concessionaires - Other airport users	Strict compliance to the contractual obligations and the prevailing standards: International Civil Aviation Organisation (ICAO), Standards of Airport Regulation & Practices (SARPs), etc	24 Hours/When the need arises	Routine/schedule supervision -Staff survey - Customer survey -On the spot assessment

6	Project cost estimation, evaluation and control, supervision and documentation	Mechanical Department	-Private investors (local and international)	Strict compliance to the contractual obligations and the prevailing standards: International Civil Aviation Organisation (ICAO), Standards of Airport Regulation & Practices (SARPs), etc	10 working days	Routine/schedule Supervision Staff Survey Customer Survey On the spot assessment Factory inspection visits Information sourcing via electronic means (contacting the company)
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i. **STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING**

- ii. All the vehicles and equipment/facilities are inspected daily to ensure serviceability at all times.
- iii. Carry out quarterly evaluation of staff performance to ensure that set standards are met.

6.0 DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM

- i. Every customer of Mechanical/Transport Department shall be treated with courtesy.
- ii. Every aggrieved customer has the right to be heard.
- iii. The complaints/grievance shall be addressed as applicable.
 - All complaints shall be directed to the following officers: Managing Director, Airport Managers, Nodal Officer (MMA) and SERVICOM. Please refer to FAAN Integrated Service Charter pages 8 and 9 for further details

7.0 OBLIGATIONS/EXPECTATIONS

8.1 Customer Obligations

- i. Obey the rules and regulations guiding the activities in the airports.
- ii. Do not engage the services of illegal personnel (touts).
- iii. Provide adequate, correct information and genuine prescribed supporting document(s) when applying for our services.
- iv. Display courtesy in dealing with staff of Mechanical/Transport Department.
- v. In seeking redress for service failure adopt the prescribed complaints' procedures.

8.2 Staff Obligations

All Mechanical/Transport officers must be accessible, courteous, responsive, reliable, and competent in all dealings with customers.

8.3 Management Obligations

Recognize and reward quality service delivery efforts and results.

STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet annually/as need arises with Private investors to ensure efficient service delivery

CIVIL & BUILDING DEPARTMENT

LOCAL CHARTER

1.0 INTRODUCTION

Civil and Building Department is an arm of the Maintenance and Engineering Directorate of FAAN responsible for the designing, constructing, maintaining and monitoring of Civil/Building infrastructures at all airports.

2.0 VISION

To maintain sustainable infrastructures for the realization of Federal Airports Authority's vision.

3.0 MISSION STATEMENT

To design, construct and maintain Civil/Building infrastructures at world class standards that will guarantee safe operations.

4.0 SERVICE PROVISION OF CIVIL AND BUILDING DEPARTMENT

S/NO	SERVICE	RESPONSIBILITY	WHO IS THE CUSTOMER	CUSTOMERS' OBLIGATION(S)	DELIVERY STANDARD/ PERFORMANCE TARGET (%)	MONITORING ACTIVITY (S)
1	Building capital and medium term projects	<ul style="list-style-type: none">• Federal Ministry of Transport (Aviation)• FAAN Management• All Civil/Building (C/B) Staff	Airliners and airport service users	Complying strictly to the appropriate use of the facility	Long term packaging, 6 months, etc.	<ul style="list-style-type: none">• Staff Survey• Customer Survey• On the spot assessment• Supervision
2	Designing Civil/Building projects (major/medium)	<ul style="list-style-type: none">• Civil/Building Mid-management Staff (Civil Engineering Unit and Architecture Unit)• Civil/Building Supervisory staff (Civil Engineering	Airliners and airport service users	Complying strictly to the appropriate use of the facility	6 weeks minimum	<ul style="list-style-type: none">• Staff Survey• Engineering Calculations and Architectural Draftings• Supervision of

		Unit and Architecture Unit)				incoming/outgoing register
3	Production of Architectural and Structural drawings (i.e plans, sections and elevations)	<ul style="list-style-type: none"> • Civil/Building Mid-management Staff (Civil Engineering Unit and Architecture Unit) • Civil/Building Supervisory staff (Civil Engineering Unit and Architecture Unit) 	Airliners and airport service users	Complying strictly to the appropriate use of the facility	3 weeks minimum 8 weeks maximum	<ul style="list-style-type: none"> • Staff Survey • Engineering Detailing/ Working drawings and Architectural Working drawings
4	Packaging contract documents for award, gathering of tenders and analysis	<ul style="list-style-type: none"> • All Civil/Building Staff 	Airliners and airport service users	Complying strictly to the appropriate use of the facility	4 weeks minimum 8 weeks maximum	<ul style="list-style-type: none"> • C/B Staff Survey • Supervision of incoming/outgoing register
5	Supervision of airports engineering activities	<ul style="list-style-type: none"> • All Civil/Building Staff (Civil Engineering Unit) 	Airliners and airport service users	Complying strictly to the appropriate use of the facility	All year round through the entire life span of the project.	<ul style="list-style-type: none"> • C/B Staff Survey • On the spot assessment • Seminars, Workshops & Lectures
6	Analysis of airport requirements and responses to demand on facility maintenance, ordering of materials and equipment	<ul style="list-style-type: none"> • All Civil/Building Management Staff • All Civil/Building Mid-management Staff 	Airliners and airport service users	Complying strictly to the appropriate use of the facility	1 month	<ul style="list-style-type: none"> • C/B Staff Survey • Customer Survey • Vetting, Phone calls and emails

7	Assets valuation, compensation, assessment and land administration	• All Civil/Building Staff (Estate Management/Valuation Unit)	Airliners and airport service users	Complying strictly to the appropriate use of the facility	3 months, duration of the project	• C/B Staff Survey • Customer Survey • On the spot assessment/report • Supervision of incoming/outgoing register
8	Engagement of consultancy services	• All Civil/Building Management Staff	Airliners and airport service users	Complying strictly to the appropriate use of the facility	Continuous, life span of the project.	• C/B Staff Survey • Customer Survey • Planning, Analysis and Designing of Civil/Building Infrastructure

5.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- i. Carry out monthly/quarterly evaluation on service performance to ensure compliance with service standards.
- ii. Undertake annual staff audit checks to ensure compliance.

7.0 DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM

- i. Every customer of FAAN shall be treated with courtesy.
- ii. Any aggrieved customer has the right to be heard.
- iii. The complaints/grievance shall be addressed within a maximum of twenty one (21) working days.
- iv. Please refer to FAAN Integrated Service Charter - pages 8 and 9 for further details

8.0 OBLIGATIONS/EXPECTATIONS

8.1 Customer Obligation

Obey the rules and regulations guiding the activities in all the airports.

8.2 Staff Obligation

All Civil/Building officers must be accessible, courteous, responsive, reliable and competent in their various assignments.

8.3 Management Obligation

Recognize and reward quality service delivery efforts and results and also punish any erring staff.

9.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet quarterly with all Aviation Industry Parastatals, Concessionaries and Contractors to ensure efficient service delivery

ELECTRICAL DEPARTMENT

1.0 INTRODUCTION:

Electrical Department is responsible for the maintenance and sustenance of Airports electrical facilities and equipment in order to meet International Civil Aviation Organisation (ICAO) Standard And Recommended Practices Standard Aviation Regulations Practices (SARPs).

2.0 VISION

To ensure that our Airport is rated amongst the best Airport groups in the world.

3.0 MISSION STATEMENT:

To keep electrical facilities effectively functional to allow for smooth efficient operations of the Airports.

4.0 SERVICE PROVISION OF ELECTRICAL DEPARTMENT

S/N	SERVICES	STAFF/DIVISION RESPONSIBILITY	WHO IS THE CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARD PERFORMANCE TARGET	MONITORING ACTIVITY
	Provision of Power supply and maintenance for Airport Operations	-Electrical Staff at the Main Power House; headed by an Head of Section (HOS)Power Unit and Head of Power Generation for MMIA (Lagos), NAIA (Abuja), PHIA (Port Harcourt)& MAKIA (Kano) Airports	-Airliners, -Passengers Concessionaires -staff of FAAN	Nil	24 Hours/Daily 85% Target	-use of log book, -supervision and routine inspection by electrical staff
	Provision of illumination and Maintenance at Terminal building, Apron, Access road and surroundings; (Interior and Exterior lightings)	Electrical Staff in charge of illumination, headed by an HOS or Head of Department (HOD) – Electrical	-Airliners, -Passenger -Concessionaires -staff of FAAN	Nil	24 Hours/Daily 85% Target	-use of log book, -supervision and routine inspection by electrical staff
	Provision & maintenance of Safe, and Reliable AFL Airfield Lighting (AFL) System	Electrical Staff in charge of AFL system, headed by an HOS or HOD – Electrical	-Airliners, -Passenger -Concessionaires -staff of FAAN	Nil	24 Hours/Daily 85% Target	-use of log book, -supervision and routine inspection by electrical staff

5.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- i. Carry out annual evaluation of staff performance for possible corrective measures.
- ii. Undertake monthly staff audit checks to ensure compliance.

6.0 DETAILS OF COMPLAINT/GRIEVANCE REDRESS MECHANISM

- i. All complaints/faults are directed to the Head of Department who escalates to Airport Manager
- ii. Please refer to FAAN Integrated Service Charter - pages 8 and 9 for further details

7.0 OBLIGATIONS/EXPECTATIONS

7.1 Customers Obligations

- i. Obey the rules and regulations guiding the activities in the Airports as regards to lights and equipment usage.

7.2 Staff Obligations

All Electrical Department officers must be accessible, courteous, responsive, reliable and competent in their various assignments.

7.3 Management Obligation

Recognize and reward quality service delivery efforts and results and also punish any erring staff.

7.4 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet annually with Power Holding Company to ensure efficient power supply at the airports

LAND, WATER AND SURVEY DEPARTMENT

1.0 INTRODUCTION

The department consists of two units: the Lands and Survey section which are responsible for maintaining all airports' boundaries and mapping of project sites for third party investors; and the Water and Survey section which is in charge of ensuring availability of quality water for general use in all airports.

2.0 VISION

To improve and ensure the realization of the Authority's vision.

3.0 MISSION STATEMENT

To ensure and secure optimal use of airport lands and guarantee uninterrupted water supply for airport users.

4.0 SERVICE PROVISION OF LAND, WATER AND SURVEY DEPARTMENT

	SERVICE	STAFF/DIVISION RESPONSIBILITY	WHO IS THE CUSTOMER	CUSTOMERS OBLIGATION (S)	DELIVERY STANDARD/ PERFORMANCE TARGET (%)	MONITORING ACTIVITY (S)
1	Development/Review of Airports' Master Plans	Management/ Land & Survey (L&S) Officers	FAAN, Concessionaires & Airlines	Complying strictly to the appropriate use of the facility	Progressively/5 Years	Data Integrity Verification and Quality Assurance testing
2	Develop/Review of Land-Use Layout Plans	L&S Officers	FAAN	Complying strictly to the appropriate use of the facility	Annually	Field inspection to ensure correct setting out of the layout plot
3	Acquisition of Certificate of Title for all airport lands and other landed properties outside the airports belonging to the Authority	L&S Officers	FAAN	Submission of appropriate documents	Annually	Following up with the relevant Governmental Ministries to ensure timely processing of the C of O.
4	Ensure Constant potable water supply at airports for both passenger uses and Airport operations	Water & Sewage (W & S) Officers	Airlines, passengers and Staffs	Complying strictly to the appropriate use of the facility	24 Hours	<ul style="list-style-type: none"> • Staff survey • Supervision • Customer survey • On the spot assessment
5	Progressively Develop and improve Water Hydrant system to meet ICAO requirements of water availability	W&S Officers	FAAN, Airlines & concessionaires	Complying strictly to the appropriate use of the facility	Quarterly/Annually	<ul style="list-style-type: none"> • Staff survey • Supervision • Customer survey • On the spot assessment

	SERVICE	STAFF/DIVISION RESPONSIBILITY	WHO IS THE CUSTOMER	CUSTOMERS OBLIGATION (S)	DELIVERY STANDARD/ PERFORMANCE TARGET (%)	MONITORING ACTIVITY (S)
	for aircraft Fire-fighting as specified in Annex 14					
6	To maintain functional Sewage Treatment plants	W&S Officers	FAAN, Staff & Concessionaires	Complying strictly to the appropriate use of the facility	Quarterly/Annually	<ul style="list-style-type: none"> • Staff survey • Supervision • Customer survey • On the spot assessment
7	To maintain serviceable water sources and Treatment plants	W&S Officers/ To ensure safe and uninterrupted water supply	FAAN, Staff & concessionaires	Complying strictly to the appropriate use of the facility	Quarterly	<ul style="list-style-type: none"> • Staff survey • Supervision • Customer survey • On the spot assessment
8	To Produce Pavement Performance/Status Survey as basis of Pavement maintenance Schedule	L&S Officers	FAAN	Complying strictly to the appropriate use of the facility	Annually	Update in the airport structure monitoring statistical data
9	Constantly Update Details of Physical Development at the airports	L&S Officers	FAAN, Staff & Concessionaires	Complying strictly to the appropriate use of the facility	2 Weeks	Update in the airport layout plan
10	To produce Obstacle/Obstruction Evaluation maps for all the airports	L&S Officers	FAAN	Complying strictly to the appropriate use of the facility	Annually	Updates in the OLS chart
11	Provide Solid Survey networks within the airports for monitoring the mapping of project sites for third party investors	L&S Officers	FAAN	Complying strictly to the appropriate use of the facility	On request	Update in the airport control network database
12	Contract Administration and Awards	Land, Water and Survey (LWS) Staff/ ensuring due process is complied with	FAAN, Contractors & concessionaires	Due process	6 weeks Minimum	<ul style="list-style-type: none"> • LWS Officers Survey • Appraisal of incoming memos, phone calls

	SERVICE	STAFF/DIVISION RESPONSIBILITY	WHO IS THE CUSTOMER	CUSTOMERS OBLIGATION (S)	DELIVERY STANDARD/ PERFORMANCE TARGET (%)	MONITORING ACTIVITY (S)
						and reports from airports
13	Appraisal of airport requirements and responses, ordering of materials and equipments etc.	LWS Management staff	FAAN	Complying strictly to the appropriate use of the facility	3weeks	<ul style="list-style-type: none"> • LWS Officers Survey • Appraisal of incoming memos, phone calls and reports from airports • And customer survey
1.0	Conception, Design, development, implementation, supervision and evaluation of engineering projects	LWS Engineering Unit	FAAN	Complying strictly to the appropriate use of the facility	Throughout the year	<ul style="list-style-type: none"> • LWS Engineering survey • Customer survey • On spot assessment

i. **STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING**

- ii. Daily inspection of equipment and facilities to ensure serviceability at all times.
- iii. Carry out annual evaluation of staff performance to ensure that the set goals are met.

6.0 DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM

- i. Every customer of FAAN shall be treated with courtesy.
- ii. Every aggrieved customer has the right to be heard.
- iii. The complaints/grievance shall be addressed as applicable.
- iv. All complaints shall be directed to the following officers: Managing Director, Airport Managers, Head of Department (LWS), Nodal officer SERVICOM. Please refer to FAAN Integrated Service Charter pages 8 and 9 for further details

7.0 OBLIGATIONS/EXPECTATIONS

7.1 Customers Obligations

- i. Obey the rules and regulations guiding the activities in the airports.
- ii. Display courtesy in dealing with service providers.

7.2 Staff Obligations

All officers of Land, Water and Survey department must be accessible, courteous, responsive, reliable and competent in all dealings.

7.3 MANAGEMENT'S OBLIGATIONS

Recognize and reward quality service delivery efforts and results.

STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY

We meet annually with the staff of the department to ensure efficient service delivery

ESTATE MANAGEMENT DEPARTMENT

1.0 INTRODUCTION

Estate Management Department is primarily saddled with the responsibility of maintaining buildings and services for staff residential quarters and Headquarters offices as well as Training School and Transit Camp. It also includes maintenance of internal access roads, drainage system and street lighting. It functions with four main units:

- (a) Civil/Building Unit
- (b) Water & Sewage Unit
- (c) Electrical Unit
- (d) Refrigeration & Air-conditioning Unit

The Estate Manager's office coordinates the four (4) Units. In addition, the Estate Manager's office liaises and works with Estate Fire Unit and Estate Security Unit as may be required in order to maintain safe and secured environment. The Estate Department also works with the Mechanical Department as it affects maintenance demands in that vocation.

2.0 VISION

To ensure comfortable residential accommodation and conducive office facility/workplace.

3.0 MISSION

Ensure sound maintenance of buildings and services with respect to aesthetics, decent and comfortable and friendly environment for living and for work including maintenance of good access road network and healthy drainage system.

4.0 SERVICE PROVISION OF ESTATE DEPARTMENT

S/N	SERVICES	STAFF/DIVISION RESPONSIBILITY	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION	DELIVERY STANDARD/PERFORMANCE TARGET	MONITORING ACTIVITY
1.	Direct Execution of Renovation and Rehabilitation of staff Residential Quarters	<ul style="list-style-type: none">● Civil Engineer: Inspection, Preparation of structural drawings, and supervision of works● Estate Surveyors: Inspection, supervision, and identification of problems.● Quantity Surveyors: Preparation of Bill of Quantities.● Architects: Preparation of as-built drawings.● Artisans: - (Plumbers, Bricklayers, Electricians, Carpenters, Tillers, Welders, Mechanics-Refrigerator and Air-Conditions, Painters): Carry out repair/maintenance works in their respective trade.	Internal (Occupants of Staff Quarters)	<ul style="list-style-type: none">● Corporate with maintenance staff during repair works.● Use the apartment in a permissible manner.● Must not commit any form of waste.	Four (4) Weeks	<ul style="list-style-type: none">● Allocation of staff quarters● Request from occupantRoutine inspection & supervision● Record of completed work
2.	Direct Execution of Renovation and Rehabilitation of Offices	-same-	Internal (Headquarters' Staff)	<ul style="list-style-type: none">● Corporate with maintenance staff during repair works.● Use the office	1 Week (Including Weekends)	-same-

S/N	SERVICES	STAFF/DIVISION RESPONSIBILITY	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION	DELIVERY STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY
				in a permissible manner. ● Must not commit any form of waste.		
3.	Supervision of External Contractors	<ul style="list-style-type: none"> ● Civil Engineer: Joint Inspection, Preparation of structural drawings, and supervision of works ● Estate Surveyors: Inspection, coordination & identification of problems. ● Quantity Surveyors: Preparation of Bill of Quantities. (BOQ) ● Architects: Preparation of as-built drawings. 	External Contractors	<ul style="list-style-type: none"> ● Abide by all contractual agreement. ● Ensure follow all specifications including design, BOQ and basic safety requirement 	Four (4) Weeks	<ul style="list-style-type: none"> ● Inspection/ supervision ● Rectification of completed works in accordance with Job Order issued
4.	Rehabilitation of Drainage Systems	Civil & Building Unit	Internal (Occupants of Staff Quarters)	<ul style="list-style-type: none"> ● Corporate with maintenance staff during repair works. ● Use the environment in a permissible manner. ● Must not commit any form of waste. 	Four (4) Weeks	Constant inspection / supervision to ensure quality completed works.
5.	Rehabilitation of Internal Access Roads.	Civil & Building Unit	External (Contractors)	<ul style="list-style-type: none"> ● Ensure compliance & abide with all contractual agreement. ● Follow all specification including design, BOQ and basic safety requirement 	One (1) Week (Including Weekends)	<ul style="list-style-type: none"> ● Inspection/ supervision ● Rectification of completed works in accordance with Job Order issued
6.	Routine Maintenance and repair works	Estate Department: -Civil & Building Unit -Plumbing Unit -Electrical Unit -Refrigerator & Air-conditioning Unit	Internal (Occupants of Staff Quarters and offices)	<ul style="list-style-type: none"> ● Corporate with maintenance staff during repair works. ● Use the environment in a permissible manner. ● Must not commit any form of waste. 	Within 24 Hours	<ul style="list-style-type: none"> ● Filling of Estate Maintenance Request Form ● Routine inspection, supervision ● Follow-up on complains ● Satisfactory completion of assigned job
7.	Processing of Renovation Works on Contract	Civil & Building Unit.	External (Contractors)	<ul style="list-style-type: none"> ● Abide by all contractual agreement. ● Follow all 	One (1) Week (Including Weekends)	Follow-up with procurement process

S/N	SERVICES	STAFF/DIVISION RESPONSIBILITY	WHO IS THE CUSTOMER?	CUSTOMER OBLIGATION	DELIVERY STANDARD/ PERFORMANCE TARGET	MONITORING ACTIVITY
				specification including design, BOQ and basic safety requirement		
8.	Routine Inspection of Facilities	Estate Department: -Civil & Building Unit -Plumbing Unit -Electrical Unit -Refrigerator & Air-conditioning Unit	Internal (Occupants of Staff Quarters and offices)	• Corporate with maintenance staff during repair works.	Within 24 Hours	Routine inspection, supervision and follow-up

5.0 **STATEMENT OF PERFORMANCE , MONITORING AND PUBLISHING**

- i. Daily inspection of work done
- ii. Daily/Continuous appraisal of staff punctuality/Efficiency
- iii. Periodic monthly staff audit/Performance

6.0 **DETAILS OF COMPLAINTS/GRIEVANCE REDRESS MECHANISM**

- a. Every occupant of staff quarters as well as offices has a right to complain for repairs or fault identified.
- b. Every maintenance request must be attended to accordingly.
- c. All complaints are attended to immediately at the time of complain.
- d. All complaints should be directed to the General Manager Estate.
- e. Please refer to FAAN Integrated Service Charter - 8 and 9 for further details

7. **OCCUPANTS OBLIGATION**

- (a) All occupants of staff quarters and office must use existing facilities in normal permissible manner and must not commit any form of waste.
- (b) Occupants are expected to ensure minimum standard of safety and neatness in the apartment.

8. **STAFF OBLIGATION**

All Estate staff must be readily accessible and promptly responsive to relevant complaints from any occupants

9. **STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION/DELIVERY**

We meet monthly/as need arises with our stakeholders, Fire Department, Aviation Security Department, Admin & Store Department Mechanical Department to ensure efficient service delivery.

ACRONYMS

Terms	Definition
AIB	Accident Investigation Bureau
AIS	Aeronautical Information Services
AME	Aircraft Maintenance Engineering
AMO	Aircraft Maintenance Organisation
AMS	Applied Meteorological Services
AMSS	Automatic Message Switching
ANRs	Air Navigation Regulations
ASI	Aviation Safety Inspector
ATA	Aviation Training Academy
ATC	Air Traffic Control
ATE	Aeronautical Telecommunications Engineering
ATM	Air Traffic Management
ATN	Aeronautical Telecommunication Network
ATNS	Air Traffic Navigation Service
ATS	Air Traffic Services
ATS/COM	Air Traffic Services/Communication
AVGAS	Aviation Gasoline
AVSEC	Aviation Security
BASA	Bilateral Air Services Agreement
CAA	Civil Aviation Authority
CBT	Computer Based Training
CFO	Central Forecast Office
CNS	Communication, Navigation Surveillance
ETS	Engineering and Technical Services
FAAN	Federal Airports Authority of Nigeria
FEC	Federal Executive Council
FMA	Federal Ministry of Aviation
FMD	Flight Maintenance Department
GIS	Geographic Information System
GNSS	Global Navigation Satellite System
HR	Human Resources
ICAO	International Civil Aviation Organisation

ICT	Information and Communication Technology
IGR	Internally Generated Revenue
ILS	Instrument Landing System
LAN	Local Area Network
LB	Locator Beacon
MDA	Ministries, Departments and Agencies
MGS	Millennium Development Goals
NAFIS	Navigational Aids Flight Inspection & Surveillance
NAMA	Nigerian Airspace Management Agency
NEMA	National Emergency Management Agency
NAVAIDS	Navigational Aids
NCAA	Nigerian Civil Aviation Authority
NCAT	Nigerian College of Aviation Technology
NCAR	
NDB	Non Directional Beacon
NDT	Non Destruction Testing
NIMET	Nigerian Meteorological Agency
R&T	Research and Training
SAHCOL	Skyway power Aviation Handling Company
SES	Safety Electronic Services
WAN	Wide Area Network