

# CENTRAL BANK OF NIGERIA

## Service Charter On Freedom of Information Act 2011 (FOIA)



Prepared By:

Freedom Of Information Office

Corporate Secretariat



## **Service Charter On Freedom of Information Act 2011 (FOIA).**

The Freedom of Information Act 2011 gives us the right to access information contained in documents from Government Agencies, Parastatals, Federal Civil Service, Private and Public sectors e.t.c.

### **How To Apply For Document Under FOI.**

Access to documents under the FOI Act can be obtained by forwarding a written and/ or oral request to;

**The Governor,  
Central Bank of Nigeria,  
P.M.B 0187, Garki  
Central Business District,  
Abuja.**

**ATTENTION: DIRECTOR OF CORPORATE SECRETARIAT:**

### **The Request Should;**

- 1) Clearly describe the documents you wish to access
- 2) State that you are requesting access under the FOI Act
- 3) Include your contact details.

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### **Why Do We Have A Service Charter?**

This Charter sets out the standards of service by the staff of the Information Management Division, Corporate Secretariat of the Central Bank of Nigeria regarding FOI issues, to our clients, both Internal and External.

### **This Service Charter Tells You About:**

- 1) The range of services offered by the Department
- 2) The service standards our clients should expect
- 3) How client's concerns would be addressed.

The Information Management Division is staffed with dedicated and trained professionals, who are committed to this service charter. Our Goal/Mission is to support effective leadership and provide for a vibrant world class public service.

### **The Services Offered By The Information Management Division Includes:**

- 1) To provide day to day advice and support on the application of FOI issues promptly and timely; and
- 2) To make sure requests are attended to effectively and efficiently.

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Our Clients are assured of the best service and the confidentiality of all requests will be maintained. Requests will be treated promptly and granted within the stipulated time in accordance with the provisions of the FOIA 2011. Clients would be duly informed about requests for more time to provide information.

**Clients Requests Will Be Addressed As Follows:**

- 1) Upon receipt of application, the information will be retrieved from the relevant BU.
- 2) The application will be processed in accordance to laid down procedures and the applicant might be required to pay a stipulated amount for the document sought, if need be.
- 3) Within 7 days in accordance with the FOIA 2011, the applicant's request will be obliged. If there is need for extension of time, the client will be duly informed.

Our aim is to bring the FOI Act 2011 close to you while ensuring confidentiality.

**How We Respond:**

Decisions regarding requests to access information would be conveyed as soon as possible and within the stipulated 7days after being received.

If the request involves personal or business information relating to a third party, we will obtain their views on the release of the information. Response to an application may take longer than 7days to

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process, we will however keep you informed on the progress. If we decide not to release some or all of the information that you requested, we will give you reasons for our decision.

#### **Commitment To Our Customer:**

The Information Management Division is committed to delivering high quality service to our clients and the public. We, therefore commit ourselves to serve you in an effective and efficient manner with integrity, courtesy and respect.

#### **Customer Service Standard:**

The Information Management Division aims to provide a professional, courteous, efficient and helpful service to all clients at all times.

Specifically, we will make every effort to ensure that the following standards are met:

a) The IMD office will be opened on working days:

**Monday-Fridays 8.00am-4.00pm**

b) We will acknowledge all written correspondence within 2 working days.

Response to written correspondence will be provided within 7 working days of receipt.

c) We commit ourselves to treat your sensitive matters with the utmost confidentiality.

#### **Monitoring And Review:**

The Information Management Division is key to bringing Freedom of information closer to you and support the commitment to building a world class public service. Monitoring and measuring our performance against our standards are essential to the effectiveness of this charter.

The purpose of the Service Charter is to commit all Business Units (BUs) because of the time frame in the FOIA 2011.

#### **Channels To Ensure Timeliness:**

All Heads of Business Units (Departments and Branches) shall be the contact persons for quick responses of issues in view of the sensitive nature of information that might be required and shall respond to all requests within 48hours.

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**We Welcome Your Feedback:**

We encourage our clients to make genuine and constructive feedback, improvement, recommendations and /or compliments to the:

**The Governor,  
Central Bank of Nigeria  
P.M.B. 0187, Garki  
Central Business District  
Abuja.**

**ATTENTION: DIRECTOR OF CORPORATE SECRETARIAT**

**What We Expect From You:**

It is our belief that service is a partnership. You have our pledge to meet your needs as stated in this service charter, we in turn expect you to:

- a) Treat our staff with respect;
- b) When a request comes through your Business Unit, we expect you to forward it to the FOI Office within 24 hours;
- c) When we send a request, we expect response within 48hours. Failure to do so, the SBU will be held liable under **Sec 7(4),(5) FOIA 2011**; and
- d) Supply us with the necessary information, when required.

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