

**CENTRAL BANK OF NIGERIA**  
**APPROVED SERVICE CHARTER**

FOREWARD

SERVICOM is an acronym for ‘Service Compact with all Nigerians’. It is a pledge by all Government Institutions to deliver service to the public in a timely, fair, honest, effective and transparent manner.

SERVICOM expresses the Federal Government's commitment to provide more responsive and citizen-friendly governance through quality service delivery that is; Efficient, Accountable and Transparent.

The Central Bank of Nigeria, being a corporate organization is committed to ensure full compliance with the laws of the Federal Republic of Nigeria and other binding international laws, thus, developed this compendium of services rendered to guide its customers.

The CBN Service Charter which is one of the provisions of “Service Compact with all Nigerians” is a document which represents and expresses the Central Bank of Nigeria’s commitment towards its customers in respect of:

- Standard of services
- Information dissemination
- Availability of choice and consultation
- Non-discrimination and accessibility to service
- Grievance redress Mechanism
- Courtesy and value for money
- Expectations of the Bank from its customers.

This document is therefore recommended for the reading of the customers and staff of the Bank for quality service delivery.

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**(DG, CS) Chairman, CBN SERVICOM**

**Edward Lametek Adamu**



	<p>("CBN" or "the Bank") towards the achievement of the Bank's Vision.</p> <p><b>These values are dear to us, and should guide our daily interactions, decisions, plans and implementations. No staff of the CBN should be in doubt as to what our core values are in executing our duties.</b></p>  <p>The diagram is a semi-circle divided into four sections. At the top is an orange section labeled 'Meritocracy' containing 'Empowerment', 'Performance', and 'Professionalism'. To the left is an olive green section labeled 'Leadership' containing 'Vision', 'Courage', and 'Integrity'. To the right is a light blue section labeled 'Learning' containing 'Self Development', 'Team Work', and 'Continuous Improvement'. At the bottom is a yellow section labeled 'Customer-Focus' containing 'Responsiveness', 'Innovation', and 'Proactivity'.</p>
<p><b>PURPOSE OF THE SERVICE CHARTER</b></p>	<p>The Service Charter reiterates our commitment to effective and prompt service delivery to our stakeholders and customers. It enables our beneficiaries know the range of services provided by the Bank, as well as standards on which these services will be provided.</p> <p>It equally states the redress procedures in the event of service failure from any of our service windows. The Charter applies to all stakeholders and customers of the Bank.</p>

## PRINCIPLES OF SERVICE DELIVERY IN THE BANK

The purpose of the CBN Service Charter is to lay out the Guiding principles for Service delivery that will assist the Bank in the provision of efficient and effective services to our valued customers. The CBN principles of guiding effective service delivery is anchored on the following:

- **Availability:** A service should be available at the time and scale that the customer or user needs it
- **Usability:** A service should be presented to the customer in the specific formats that the customer can fully understand
- **Dependability:** A service should be delivered regularly and on time to the customer
- **Usefulness:** A service should be designed to respond appropriately to customer needs
- **Credibility:** A service be designed in such a way that the customer or user can confidently and conveniently apply it in solving his/her problem or need
- **Authenticity:** A service should be delivered in such a way that entitles it to be accepted by stakeholders in decision-making contexts.
- **Responsiveness and flexibility:** A service should directly respond to the evolving customer or user needs
- **Sustainability:** A service should be affordable and consistent over time
- **Expandability:** A service should be applicable to different kinds of approaches.

While the Bank strives to adhere strictly to the above service delivery principles, the adoption of the following makes service delivery even more effective at the CBN

- Customer engagement and feedback is essential in designing and delivering services
- Sharing best practices has led to effective and efficient service design and implementation
- Partnership with international and regional organisations that also engage in delivering similar services to broaden our customer experience.

Our customers include private and public-sector organizations that are involved with the operation(s) and/or control of monetary and financial sector policies of the economy, within and outside Nigeria, as detailed hereunder:

- Federal and State Government Ministries, Departments and Agencies (MDAs) such as Nigeria Deposit Insurance Corporation (NDIC), Nigeria Security Printing and Minting Plc (NSPM Plc),

## OUR CUSTOMERS.

	<p>Pension Commission of Nigeria (PENCOM), Securities and Exchange Commission (SEC) National Bureau of Statistics (NBS), etc.</p> <ul style="list-style-type: none"> <li>• Development Finance Institutions (DFIs) which include Development Bank of Nigeria (DBN), Nigeria Export-Import Bank (NEXIM), Bank of Industry (BOI), Federal Mortgage Bank of Nigeria (FMBN), Bank of Agriculture, etc.</li> <li>• Deposit Money Banks (DMBs), Merchant Banks and Other Financial institutions (OFIs).</li> <li>• International financial institutions including International Monetary Fund (IMF), The World Bank, African Development Bank (ADB), International Finance Cooperation (IFC), Foreign Correspondent Banks etc.</li> <li>• The General Public</li> </ul>
<p><b>OBLIGATIONS/ EXPECTATION OUR CUSTOMERS</b></p> <p style="text-align: right;"><b>FROM</b></p>	<p>Central Bank of Nigeria opens to its customers from 9.00 am to 3.00 pm daily except on weekends and public holidays. However, there are specified days for general visitors (Wednesday) especially in the Head Office.</p> <p>The Bank has instituted a corporate policy tagged “Code of Business Ethics and Compliance” (COBEC) that ensures all stakeholders imbibe an ethical culture in our activities/engagements.</p> <p>The Bank also undertakes periodic online customer satisfaction surveys through its website to gauge customers’ perception of the Bank’s services through feedback. Reports of such surveys are published on the Bank’s website <a href="http://www.cbn.gov.ng">www.cbn.gov.ng</a></p> <p>These measures notwithstanding, the Bank expects the following from its customers to enable them access and benefit from its services:</p> <ul style="list-style-type: none"> <li>• Familiarize themselves with the requirement needed to access each of the services provided by the Bank.</li> <li>• Courteous conversation while discussing on a phone in the Bank’s premises</li> <li>• Explicit and unambiguous correspondences that are straight to the point</li> </ul>

	<ul style="list-style-type: none"> <li>• Non usage of abusive and/or foul languages in written communication or oral communications while in the Bank’s premises</li> <li>• Decent dressing while in the Bank’s premises</li> <li>• Adherence to established timelines.</li> </ul>
<p><b>OUR RESPONSIBILITIES TO CUSTOMERS</b></p>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Respect our customers.</li> <li>• Create platforms for people with “special needs” such as the elderly and physically challenged to access our services</li> <li>• Provide prompt, courteous and efficient customer service and at all times remain <b>professional</b>.</li> <li>• Be realistic about what we can do and in what timeframes</li> <li>• Provide accurate and consistent information.</li> <li>• Show respect for customers’ privacy in dealings with us and the confidentiality of information discussed.</li> <li>• Strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.</li> <li>• Actively seek customer’s feedback on our services to ensure they meet their needs.</li>   <li>• In the unlikely event of service failure on our part, the Bank pledges to resolve customer grievances according to the contract condition and in accordance to the Bank’s grievance redress mechanism</li> </ul>
<p><b>STATEMENT OF SERVICES PROVIDED AND SERVICE STANDARDS BY THE DEPARTMENTS OF THE BANK</b></p>	<p>A declaration on the array of services to be provided by the Bank to all stakeholders and customers, as well as the standards on which these services would be delivered.</p>
<p>(1)</p>	<p><b>CONSUMER PROTECTION DEPARTMENT (CPD)</b></p> <p>CPD is responsible for the development and implementation of an effective Consumer Protection Framework that promotes consumer confidence in the financial system. It manages complaints received from the banking public against banks and Other Financial Institutions (OFIs) under the purview of the CBN, conducting consumer compliance</p>

examinations to engender public confidence in the banking system and promoting the knowledge and education relevant to consumer protection.

**MANDATE**

- Develop and implement an effective Consumer Protection Framework that promotes Consumer confidence in the Financial System.
- Promote knowledge through financial education to increase consumer financial literacy and capability
- Ensure fair and responsible market conduct amongst financial service providers.
- Develop redress mechanisms regarding complaints lodged by financial services consumers against banks and other financial institutions under the purview of the Central Bank of Nigeria (CBN)
- Conduct Consumer Compliance Examinations to confirm the level of Financial Institutions' compliance with policies and regulations so as to enhance public confidence in the financial system.

**VISION:**

To be the model unit of the Central Bank of Nigeria, ensuring equitable treatment of financial consumers and deepening confidence in the financial system.

**MISSION:**

To promote responsible business conduct by the financial institutions, empower financial consumers with adequate financial knowledge while ensuring that they are protected from unethical financial institutions through the provision of grievance redress mechanism

**List of Customers rendered services to:**

- All consumers of financial products offered by Banks and Other Financial Institutions (OFIs) under the supervision of the CBN.
- Financial Institutions
- Ministries Departments and Agencies
- Action groups and Public interest group

	<p><b>Details of services provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• Receive ATM related complaints from financial consumers, investigate, appraise the issues and communicate resolution to the complainants within 14 days.</li> <li>• Receive excess charges related complaints from financial consumers, investigate and communicate resolution to the complainants within 30 days.</li> <li>• Receive other categories of complaints from financial services consumers, investigate, appraise the issues and communicate resolution to the complainants within 14 days.</li> <li>• Carries out periodic Consumer Education and collaborates with various stakeholders to enhance Financial Consumer Education.</li> <li>• Receive and respond to requests for clarifications/interpretations of Consumer Protection policies and guidelines within 14 days.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Submission of Complete and accurate documentation/information.</li> <li>• Basic financial literacy.</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Incomplete documentation/information given by some complainants at the point of lodging complaints.</li> <li>• Low financial literacy.</li> </ul> <p><b>Address: Director, Consumer Protection Department <u>8<sup>th</sup> floor wing B</u>, CBN Head Office, Central Business District, Abuja.</b></p>
(2)	<p><b>FINANCIAL POLICY AND REGULATIONS DEPARTMENT (FPRD)</b></p> <p>FPRD is responsible for the development and implementation of policies &amp; regulations aimed at ensuring financial system stability, licensing &amp; approvals of banks and other financial institutions.</p> <p><b>MANDATE</b></p>

- The Development and implementation of policies & regulations aimed at ensuring financial system stability
- Licensing & approvals for banks and other financial institutions

**VISION**

To be outstanding in developing efficient and effective financial regulatory framework.

**MISSION**

To promote financial stability through the development of effective financial and regulatory policies.

**List of Customers rendered services to:**

- All banks and financial institutions under the purview of the CBN;
- Promoters of financial institutions;
- Other regulatory organizations in the Nigerian financial system;
- Relevant Ministries, Departments and Agencies (MDAs) of governments;
- Multilateral organizations; and
- The General Public

**Details of services provided and delivery timelines**

- Policy Clarification/Response to enquiries within 10 working days.
- Regulatory approvals of Board Charter for banks and OFIs within 5 working days.
- Approvals for Non-Interest Financial Institutions (NIFIs) and other regulatory bodies within 30 working days from the day of holding the meeting of the Financial Regulation Advisory Council of Experts (FRACE).
- Code Issuance/Activation for microfinance banks (MFBs) and Bureau De Change (BDCs) within 2 working days.
- Responding to complaints against Illegal Fund Managers/’Wonder Banks within 7 working days.
- Licensing of financial institutions; Approval In Principle (AIP) Stage within 3 months subject to compliance with CBN licensing requirements (available on [www.cbn.gov.ng](http://www.cbn.gov.ng)).

	<ul style="list-style-type: none"> <li>Licensing of financial institutions; Final Approval Stage within 3 months subject to compliance with CBN licensing requirements (available on <a href="http://www.cbn.gov.ng">www.cbn.gov.ng</a>).</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>Submission of complete documentation</li> <li>Timely response to queries on documents tendered</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>Incomplete/wrong/fake documentations</li> </ul> <p><b>Address: Director, Financial Policy &amp; Regulations Department <u>4<sup>th</sup> floor Wing C</u>, CBN Head Office, Central Business district, Abuja</b></p>
(3)	<p><b>BANKING SUPERVISION DEPARTMENT (BSD)</b></p> <p>BSD is responsible for Conducting off-site surveillance and on-site examination of Deposit Money Banks, Specialized Institutions, Credit Registry Bureaux, AMCON &amp; related institutions, and development of standards for examinations and consolidated supervision.</p> <p><b>VISION</b></p> <p>To be globally outstanding in promoting stability and public confidence in the Nigerian Banking system.</p> <p><b>MISSION</b></p> <p>To be proactive in the supervision of the banking system through the adoption of best practices and strong interaction with stakeholders.</p> <p>BSD is responsible for Conducting off-site surveillance and on-site examination of Deposit Money Banks, Specialized Institutions, Credit Registry Bureaux, AMCON &amp; related institutions, and development of standards for examinations and consolidated supervision.</p> <p><b>List of Customers rendered services to:</b></p> <p><b>Domestic</b></p>

The Deposit Money Banks (DMBs), Credit Bureaus, Specialized Institutions, Regulatory/Supervisory bodies and related Institutions.

**External**

- i. Cross-border Financial Institutions
- ii. International Financial Institutions i.e. World Bank, International Monetary Fund, Bank of International Settlement etc.
- iii. Other stakeholders:- i.e. regulatory agencies and related institutions

**Details of services provided and delivery timelines**

**Regulatory Approvals:**

- a. Approval of the appointments of Directors and Management staff of banks within 10 working days.
- b. Review of employment of staff by banks within 5 working days.
- c. Review and appraisal of the increase in capital within 10 working days.
- d. Review of re-investment and divestment decisions by banks within 10 working days.
- e. Introduction of new products by banks within 3 working days.
- f. Expansion, revalidation, relocation and rationalization of branches, cash centres and other channels of banks within 5 working days.
- g. Review and monitoring of cross-border expansion of Nigerian banks within 5 working days.
- h. Review and approval of mergers and acquisitions by banks etc. within 10 working days.

**Supervisory Process:**

- a. On-site Examination within 30 days.
- b. Investigation/spot checks on banks within 10 days.
- c. Review of Internal Capital Adequacy Assessment Process (ICAAP) of banks within 30 days.
- d. Review of Recovery and Resolution Plans (RRP) of banks within 30 days.
- e. Review Anti-Money Laundering and Combating Financing of Terrorism (AML/CFT) Returns within 30 days.

	<p>f. Monthly analysis of statutory returns of banks within 30 days.</p> <p>g. The department also periodically provides banking sector data and analysis for policy and decision-making within 30 days.</p> <p>h. The Department continuously facilitates collaboration with other Central Banks, international Financial Institutions and other regulatory bodies to enhance information sharing and ensure safe, stable and sound financial system within 30 days.</p> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Strict adherence to BOFIA, Guidelines and relevant Circulars.</li> <li>• Complete and accurate documentations/ information to support applications</li> <li>• Prompt response to queries and request for additional information.</li> </ul> <p><b>Limitations to service delivery</b></p> <p>Knowledge gap and incomplete documentation from banks</p> <p><b>Address: Director, Banking Supervision Department, <u>4<sup>th</sup> Floor Wing B</u>, CBN Head Office, Central Business District, Abuja.</b></p>
(4)	<p><b>OTHER FINANCIAL INSTITUTIONS SUPERVISION DEPARTMENT (OFISD)</b></p> <p>OFISD is responsible for the conduct of off-site surveillance and on-site examination of Other Financial Institutions (OFIs) made up of Microfinance Banks, Bureaus-de-Change, Development Finance Institutions, Primary Mortgage Institutions and Finance Companies.</p> <p><b>VISION:</b> To be the best among the world’s central banks in the regulation/supervision of other financial institutions</p> <p><b>MISSION:</b></p>

To provide an appropriate regulatory/ supervisory framework to facilitate the efficient performance of the other financial institutions sub-sector.

**List of Customers rendered services to:**

- Operators of OFIs
- Ministries, Departments, and Agencies (MDAs)
- Press
- General public
- Researchers
- Multilateral Agencies ( World Bank, IMF, etc)

**Details of services provided and delivery timelines**

- Approval of Appointment of Board of Directors processed within 15 working days
- Approval of Appointment of Management Staff processed within 9 working days
- Approval for increase in paid-up share capital processed within 14 working days
- Application for transfer of share processed within 9 working days
- Application for branch closure processed within 9 working days
- Application for opening of branch processed within 14 working days
- Application for Head Office or Branch relocation processed within 14 working days.
- Application for appointment or change of external auditors processed within 9 working days.
- Processing of audited annual financial statements of OFIs before publication within 15 working days.
- Application for change of name processed within 14 working days
- Approval for Organizational Structure processed within 9 working days
- Approval for Capital Restructuring processed within 14 working days.
- Application and approval on Equity Investments by OFIs processed within 14 working days
- Request to access NHF facility by OFIs processed within 17 working days
- Approval of OFIs on new IT products processed within 14 working days

	<ul style="list-style-type: none"> <li>• Acquisition, Sale, and Lease of Real Estate processed within 14 working days</li> <li>• Issuance of Bonds and other Sub-Ordinated Debts processed within 14 working days</li> <li>• Asset Equity Swaps processed within 14 working days.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Timely submission of requests and returns as stipulated in relevant Guidelines and Circulars</li> <li>• Complete and accurate documents to support applications.</li> <li>• Prompt response to queries and requests for additional information.</li> </ul> <p><b>Address: Director, Other Financial Institutions Supervision Department <u>4<sup>th</sup> floor wing A</u>, CBN Head Office, Central Business District, Abuja.</b></p>
(5)	<p><b>FINANCE DEPARTMENT (FND)</b></p> <p>FND is charged with ensuring that all budgetary controls and financial systems in the Bank are adequately maintained, prepares and implements the Bank’s budget, prepares the monthly &amp; annual financial statements of the Bank and also makes payments to internal and external customers.</p> <p><b>1.0 MANDATE</b></p> <ul style="list-style-type: none"> <li>• Finance Department enables and Supports all Directorates to achieve their strategic objectives and ensure effective financial management.</li> <li>• Develop and maintain strong financial management and analytical capabilities.</li> <li>• Manage Finance Staff for high performance.</li> <li>• Ensure the financial planning and reporting system are aligned.</li> <li>• Strive for Excellence.</li> </ul> <p><b>2.0 VISION</b></p> <ul style="list-style-type: none"> <li>• To provide world-class quality of financial services to all stakeholders of the Central Bank of Nigeria.</li> </ul> <p><b>3.0 MISSION</b></p>

- To satisfy stakeholders through prompt delivery of high quality financial services

**List of Customers rendered services to:**

- Suppliers of goods and services
- Tax Authorities
- External Auditors'
- National Assembly
- Other stakeholders e.g. Nigeria Inter-Bank Settlement System (NIBSS), Deposit Money Banks, Financial Reporting Council of Nigeria
- Investee Companies e.g. Nigeria Security Printing and Minting Plc, (NSPM), Bank of Agriculture (BOA), Bank of Industry (BOI), Nigeria Export Import Bank (NEXIM), Africa Finance Corporation (AFC) etc.
- Government, Ministries, Departments and Agencies (MDA's)

**Details of services provided and delivery timelines**

- Suppliers of goods and services to be paid within 60 days of submission of complete and correct documents.
- Audited Financial statement of any year is transmitted to Government on or before the end of February of the succeeding year.
- Accounts for MDAs etc. are opened within 5 working days of receipt of the request in the Bank.
- Close accounts for customers within 5 working days on request
- Modify account details (name, address and enabling accounts for cheque operations) within 5 working days
- Resolution of customer complaints within 5 working days.
- Providing relevant information to other relevant agencies when required within 5 working days

**Responsibility of customers**

- Provision of complete documentation required to process payments
- Timely response to queries on documents tendered

**Limitations to service delivery**

	<ul style="list-style-type: none"> <li>• Incomplete/wrong documentations by some suppliers/vendors</li> <li>• Server downtime by our payment solution provider</li> </ul> <p><b>Address: Director, Finance Department <u>3<sup>rd</sup> floor wing B</u>, CBN Head Office, Central Business District, Abuja</b></p>
<p><b>(6)</b></p>	<p><b>CORPORATE COMMUNICATIONS DEPARTMENT (CCD)</b></p> <p>Corporate Communications Department is saddled with the responsibility of ensuring effective and timely qualitative internal and external communication, engagement and feedback</p> <p><b>MISSION</b></p> <ul style="list-style-type: none"> <li>• We aim to present the Bank’s image and activities, as projected by its key officials, in the best possible light and through a structured manner.</li> </ul> <p><b>Vision</b></p> <ul style="list-style-type: none"> <li>• To strengthen staff engagement and institutional morale by facilitating dialogue between management and staff as well as amongst staff.</li> <li>• To minimize speculative market behavior that negatively impact key financial and economic indices.</li> <li>• To create feedback mechanisms that will build confidence and encourage public contribution to shaping the economic agenda, whilst also measuring the effectiveness of CBN communication.</li> <li>• To minimize communication asymmetry and enhance the reputation of the CBN.</li> </ul> <p><b>List of Customers services are rendered to:</b></p> <ul style="list-style-type: none"> <li>• The Media (Traditional and Social)</li> <li>• Bank’s Brands: Federal Government Agencies, Other Regulatory bodies, Self-Regulatory bodies, International Financial Institutions, Financial Institutions.</li> <li>• Tertiary Institutions</li> </ul>

	<ul style="list-style-type: none"> <li>• The General Public</li> <li>• The National Assembly</li> <li>• Bank’s sponsored sporting events Nigeria Football Federation (NFF), IBB-Golf Club, Nigeria Tennis Federation (NTF).</li> </ul> <p><b>Details of services provided</b></p> <ul style="list-style-type: none"> <li>• Management of the Bank’s media and public relations</li> <li>• Drive effective advocacy and stakeholder management to ensure that the Bank’s agenda is well understood and shared by all stakeholders</li> <li>• Promote the Bank’s brand</li> <li>• Provide publications (Bullion etc.)</li> <li>• Receive enquiries from the public (Channel complaints to SBU where necessary for feedback)</li> <li>• Engagement with National Assembly on matters relevant to the Bank’s core mandate: Monitor plenaries, coordinate and facilitate Banks appearance at the National Assembly and ensure prompt responses to enquiries.</li> <li>• Manage the Bank’s sponsored sporting engagements (Golf, Football and Tennis Tournaments)</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Timely submission of requests and returns</li> <li>• Complete and accurate documents to support applications.</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Hackers and impersonators</li> <li>• Website: too low uptime or too high downtime</li> <li>• Server downtime by our payment solution provider</li> </ul> <p><b>Address: Director, Corporate Communications Department <u>6<sup>th</sup> floor Wing B</u>, CBN Head Office, Central Business District, Abuja</b></p>
(7)	<b>CAPACITY DEVELOPMENT DEPARTMENT (CDD)</b>

CDD is responsible for building the strategic talent capabilities of the Bank through systematic focus on competencies required to achieve current and future business objectives. It also provides training facilities (training rooms) to internal and external users at the International Training Institute (ITI), Abuja and Learning Centre, Lagos, subject to approval.

**Vision**

To be the Central Bank destination for developing strategic skills and competences through learning and development.

**Mission**

Our mission is to build strategic readiness for the Bank through continuous learning and developing a corporate leadership, coaching and mentoring as well as diversity and inclusiveness programmes to cater for the rapidly changing workforce demography.

**Mandate**

Building the strategic talent capabilities of CBN. Through systematic focus on competencies required to achieve current and future business objectives

**List of Customers rendered services to:**

- Ministries, Departments and Agencies (MDAs)
- Other African Central Banks
- International financial related agencies

**Details of services provided and delivery timelines**

- All booking enquiries will be responded to within 48 hours.
- The Programmes/Course information is provided on the ITI Programmes Brochure published annually and available on the ITI website ([www.xxx.gov.ng](http://www.xxx.gov.ng)). The Brochures are also available at the front desk of ITI Abuja and selected Bank Branches (Kano, Lagos and Enugu).

**Responsibility of customers**

Clear and concise request for service with desired date and time clearly specified

	<p><b>Limitations to service delivery</b></p> <p>Legal/litigation issues</p> <p><b>Address: Director, Capacity Development Department, 5<sup>th</sup> Floor Wing C, CBN Head Office, Central Business District, Abuja.</b></p>
(8)	<p><b>MEDICAL SERVICES DEPARTMENT (MSD)</b></p> <p>MSD provides medical care at the in-house facilities, as well as coordinates medical services provided by external parties.</p> <p><b>Vision</b> To be a distinct provider of best in class Health Care Services for CBN Staff and other beneficiaries.</p> <p><b>Mission</b> To ensure a Healthy &amp; Motivated Workforce by providing high quality, cost efficient Health Care Services to enable CBN achieve its mandate.</p> <p><b>Details of services provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• MSD reports to the Local Government on the usage of the Vaccines collected, and also Epidemics if any on or before the end of every month.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Provide required vaccines in good condition as at when needed</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Unavailability/delay in delivery of required vaccine</li> </ul> <p><b>Address: Director, Medical Services Department, CBN Clinic, Zaria Road, Garki, Abuja.</b></p>

(9)

## **SECURITY SERVICES DEPARTMENT (SSD)**

SSD develops and administers the policies, processes, services and tools required to promote and maintain the highest levels of corporate security and safety of assets and persons.

### **Mandate**

To develop and administer the policies, processes, services and tools required to promote and maintain the highest levels of corporate security and safety of assets and persons.

### **Vision**

To provide world- class Corporate Security Services for the Bank.

### **Mission**

To be proactive in providing effective & efficient Corporate Security Services for the Bank

### **List of Customers rendered services to:**

- Security Consultants and Contractors

### **Details of service provision and delivery timelines**

- Requests from Consultants and Contractors are treated within 14 working days on submission of proper documentation.

### **Responsibility of customers**

- Adherence to conditions stated in the Terms of Reference (TOR) for engagement.
- Provision of complete documentation
- Timely response to queries on documents tendered

### **Limitations to service delivery**

- Incomplete/wrong documentations

	<p><b>Address: Director, Security Services Department <u>2<sup>nd</sup> floor Wing B</u>, CBN Head Office, Central Business District, Abuja.</b></p>
<p><b>(10)</b></p>	<p><b>PROCUREMENT AND SUPPORT SERVICES DEPARTMENT (PSSD)</b></p> <p>PSSD is charged with providing appropriate infrastructural support services and best-practice procurement in line with the Public Procurement Act (PPA). It effectively manages relationships with the Bank’s major service providers.</p> <p><b>MANDATE</b></p> <p>Procurement and Support Services Department provides procurement &amp; support services through best practices and manages relationship with service providers for efficient performance.</p> <p><b>VISION</b></p> <p>To provide efficient procurement and Infrastructural services to the Central Bank of Nigeria.</p> <p><b>MISSION</b></p> <p>To manage procurement and infrastructural support services using appropriate technology and due process.</p> <p><b>List of Customers rendered services to;</b></p> <ul style="list-style-type: none"> <li>• Contractors</li> <li>• Consultants</li> </ul> <p><b>Details of services provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• Payment certificate requests shall be processed within the contractual duration or within 60 days according to Public Procurement Act 2007.</li> <li>• Claims (variation, fluctuation, extension of time, bonds/guarantees, etc) approvals shall be processed within the contractual duration or within 90 days.</li> <li>• On request vendors account details shall be created within 24 hours.</li> </ul>

	<ul style="list-style-type: none"> <li>• Written enquiries shall be responded to within 72 hours and Oral enquiries will be responded to on the same day.</li> <li>• Management decisions and recommendations shall be communicated within 72 hours in a need-to-know basis to concerned parties.</li> <li>• Engage services of vendors (consultant and contractors) in accordance with the Public Procurement Act 2007 timeline and conditions</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Adherence to conditions stated in the Terms of Reference (TOR) for engagement.</li> <li>• Provide complete and accurate information/documentation.</li> </ul> <p><b>Limitations to service delivery</b></p> <p>Incomplete documentation/information provided during application process.</p> <p><b>Address: Director, Procurement and Support Services Department <u>2<sup>nd</sup> floor wing D</u>, CBN Head Office, Central Business District, Abuja</b></p>
(11)	<p><b>HUMAN RESSOURCES DEPARTMENT (HRD)</b></p> <p>HRD is responsible for the development of human capital management policies and administration of the suite of human capital management functions and processes.</p> <p><b>MANDATE</b> Responsible for the development of human capital management policies and administration of the suite of human capital management functions and processes.</p> <p><b>VISION</b> “To be a world-class HR Department that will make the Bank an employer of choice.”</p> <p><b>MISSION</b> “To be proactive in providing a framework and value system that attracts, retains and develops the best-in-class workforce for the achievement of the Bank’s vision”</p>

	<p><b>List of Customers rendered service to:</b></p> <ul style="list-style-type: none"> <li>• General Public</li> </ul> <p><b>Details of service provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• In order to ensure effective workforce planning and career succession, the department periodically reviews the Banks workforce and hires competent individuals from the general public to fill in existing vacancies.</li> <li>• All enquiries are attended to within 48 Hours.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Adherence to the guidelines and policies as it relates to human resources and workforce planning</li> </ul> <p><b>Limitations to service delivery</b></p> <p>Poor network coverage especially in rural areas.</p> <p><b>Address: Director, Human Resources Department, <u>5<sup>th</sup> floor wing B</u>, CBN Head Office, Central Business District, Abuja.</b></p>
(12)	<p><b>LEGAL SERVICES DEPARTMENT (LSD)</b></p> <p>LSD is saddled with the responsibility of providing advisory and support services on all issues of law touching upon and concerning the Bank.</p> <p><b>MANDATE</b></p> <p>LSD is saddled with the responsibility of providing advisory and support services on all issues of law touching upon and concerning the Bank.</p> <p><b>VISION</b></p> <p>To facilitate the achievement of the Bank’s mandate through a robust and effective legal regulatory framework.</p>

	<p><b>MISSION</b></p> <p>To employ the dynamics of the law in guiding policy formulation and implementation in a way that promotes the achievement of the Bank’s mandate.</p> <p><b>List of Customers rendered services to:</b></p> <ul style="list-style-type: none"> <li>• External Solicitors</li> <li>• Ministries/Departments/Agencies of government</li> <li>• Financial institutions (Local &amp; Foreign)</li> <li>• The general public</li> </ul> <p><b>Details of service provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• Provision of Certified True Copies of public documents emanating from the CBN in 12 working days</li> <li>• Processing of applications from lawyers interested in rendering legal services to the CBN in 5 working days</li> <li>• Handling complaints pertaining to legal issues in 10 working days</li> <li>• Responding to requests for information in 10 working days</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Timely submission of requests and returns</li> <li>• Complete and accurate documents to support applications.</li> <li>• Prompt response to queries and requests for additional information.</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Court Judgments/orders</li> </ul> <p><b>Address: Director, Legal Services Department, <u>7<sup>th</sup> floor wing C</u>, CBN Head Office, Central Business District, Abuja.</b></p>
<b>(13)</b>	<b>STATISTICS DEPARTMENT (STD)</b>

STD is responsible for disseminating social and economic information by collating, analysing and managing data on all sectors of the economy, in order to provide statistical support to the management of the Bank, the Government, International organizations and other stakeholders.

**MANDATE**

To collect, analyze and manage data on all sectors of the economy, in order to provide statistical support to the Bank, the government, international organizations and other stakeholders.

**VISION**

To consistently excel in the production and dissemination of credible statistics for decision making and policy design.

**MISSION**

To provide comprehensive, timely, accurate and reliable data for policy design, analysis and evaluation through the use of standard procedures

**List of Customers rendered services to:**

- International Monetary Fund (IMF)
- World Bank
- African Development Bank
- West African Monetary Agency (WAMA)
- West African Monetary Institute (WAMI)
- National Bureau of Statistics
- Corporate Affairs Commission
- Development Finance Institutions
- Debt Management Office
- National and International Research Institutions
- Office of Accountant General of the Federation
- Deposit Money Banks
- Other Stakeholders e.g. Academia, Private & Public Sectors.

**Details of service provided and delivery timelines**

- Compile monthly Exchange rate statistics and make it available by two months lag as soon as we have received the financial market segments rate.
- Compile quarterly Balance of Payments Statistics and make it available by two months lag after rendition of inputs from Ministry Departments and

	<p>Agencies (MDAs), oil companies and Free Trade Zone.</p> <ul style="list-style-type: none"> <li>• Produce quarterly Currency Composition of Foreign Exchange Reserves (COFER) and make it available by one month lag.</li> <li>• Compile annual International Investment Positions Statistics and make it available by one quarter (3 months) lag after the Survey of Foreign Asset and Liability (SOFAL) is conducted.</li> <li>• Compile monthly Monetary Aggregates and make it available by three weeks lag as returns are available from commercial banks, merchant banks, non interest banks and other deposit taking institutions.</li> <li>• Compile quarterly Financial Soundness Indicators and make it available by one quarter lag.</li> <li>• Compile quarterly Prudential and Structural Islamic Financial Indicators and make it available by one quarter lag.</li> <li>• Compile monthly Capital Market Statistics and make it available by two weeks lag upon receipt returns from Nigerian Stock Exchange</li> <li>• Compile quarterly Other Financial Statistics and make it available by one quarter lag following periodic returns from other financial institutions.</li> <li>• Compile bi-annual State and Local Government Fiscal Priority Tables and make it available at end of May and November as soon as State and Local Government surveys are conducted</li> <li>• Compile quarterly Public Debt Statistics Tables and make it available by one quarter lag as released by Debt Management Office.</li> <li>• Compile monthly Federal Government Fiscal Operations Tables and make it available by two months lag after Federal Government fiscal survey is conducted</li> <li>• Produce monthly Purchasing Manager Index Survey Report and make it available by one week lag.</li> <li>• Produce quarterly Inflation Attitude Survey Report and make it available by second week of last month in that quarter.</li> <li>• Produce monthly Business Expectations Survey Report and make it available by two weeks lag.</li> <li>• Produce quarterly Consumer Expectation Survey Report and make it available by second week of last month in that quarter</li> <li>• Produce quarterly Credit Condition Survey Report and make it available by third week of last month in that quarter.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Produce bi-annual CBN Journal of Applied Statistics and make it available by one month lag if a minimum of six articles have been certified publishable by external reviewers a month to the release date.</li> <li>• Produce quarterly Statistics Bulletin and make it available by one quarter lag due to .availability of both primary and secondary data.</li> <li>• Produce Annual Statistics Bulletin and make it available by six months lag due to availability of both primary and secondary data.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Source for data on <a href="http://statistics.cbn.gov.ng/cbn-onlinestats/">http://statistics.cbn.gov.ng/cbn-onlinestats/</a></li> <li>• Make formal data request to the Bank if unavailable on site above</li> <li>• Adhere to the purpose for which information is provided.</li> <li>• Timely response to survey instruments</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Network downtime by service providers</li> </ul> <p><b>Address: Director, Statistics Department <u>8<sup>th</sup> floor wing D, CBN Head Office, Central Business District, Abuja.</u></b></p>
(14)	<p><b>MONETARY POLICY DEPARTMENT (MPD)</b></p> <p>MPD is responsible for enhancing the Efficiency and Effectiveness of monetary policy design and implementation by providing proactive recommendations for sound monetary policy decisions of the Bank.</p> <p><b>Mandate</b></p> <p>To Facilitate the Conceptualization and Design of Monetary policy of the Central bank of Nigeria.</p> <p><b>Vision</b></p> <p>To be Efficient and Effective in promoting the Attainment and Sustenance of the Monetary and price stability of the Central Bank of Nigeria.</p> <p><b>Mission</b></p>

To provide a Dynamic Evidence-based Analytical Framework for the Formation and implementation of Monetary policy for Optimal Economic Growth.

**List of Customers rendered services to:**

- International financial and non-financial institutions: IMF, World Bank, UNECA, G-24, UNDP, UNGA, IFC and OECD.
- Regional financial and non-financial institutions: AfDB, BCEAO, ECOWAS, WAMA, WAMZ, WTO, WAIFEM and UNCTAD.
- Non-Regional financial and non-financial institutions: AACB, AUC.
- MDAs and trade organizations (Trade and Investment, Nigerian Investment Promotion Council)
- International Rating Agencies (Moody, S&P and Fitch)
- The academia

**Details of services provided and delivery timelines**

- Timely production of bi-annual reports such as the Monetary Policy Review (within eight weeks of end of half year).
- Prompt response to enquiries by international, regional and non-regional financial and non-financial institutions (48 hours).
- Research collaboration and capacity development with domestic academic and international financial and non-financial institutions as the need arises (dependent on time to completion allotted to individual assignments).

**Responsibility of customers**

Clear and concise request for service

**Limitations to service delivery**

- Interpretations of documents in languages other than in English eg. (French)
- Delay in receiving data from the fiscal authority.

	<p><b>Address: Director, Monetary Policy Department <u>9<sup>th</sup> floor wing D, CBN Head Office, Central Business District, Abuja.</u></b></p>
<p><b>(15)</b></p>	<p><b>RESEARCH DEPARTMENT (RSD)</b></p> <p>RSD is responsible for the development and provision of information services, analysis and policy papers on various areas of the economy including the financial, external, fiscal and real sectors, macroeconomic modeling and forecasting.</p> <p><b>Mandate</b>          Analysis and Policy oriented research in the areas of financial, external, fiscal and real sectors          Macroeconomic modeling and forecasting          Development and provision of information services</p> <p><b>Vision:</b>          To be the Centre of Excellence for Economic Research for Monetary and Financial Policies.</p> <p><b>Mission:</b>          To Undertake Applied Research for the Promotion of Sound Economic Management in Nigeria.</p> <p><b>List of Customers rendered services to:</b></p> <ul style="list-style-type: none"> <li>• Presidency</li> <li>• National Assembly</li> <li>• Federal Ministry of Finance (FMF)</li> <li>• Academia</li> <li>• Students</li> <li>• International Monetary Fund (IMF), World Bank, West African Monetary Institute (WAMI)</li> <li>• Nigerian Economic Society (NES), Financial Institute Training Centre (FITC), Chartered Institute of Bankers in Nigeria (CIBN)</li> <li>• General Public</li> </ul> <p><b>Details of services provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• Annual Report to be submitted to the Presidency by end-April, the following year.</li> </ul>

	<ul style="list-style-type: none"> <li>• Monthly/Quarterly Economic Report to be published and posted on the CBN website by the 3rd week of the following month.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Submission of timely requests.</li> </ul> <p><b>Limitations to service delivery</b></p> <p>Network downtime by service providers.</p> <p><b>Address: Director, Research Department <u>9<sup>th</sup> floor wing B,</u> CBN Head Office, Central Business District, Abuja.</b></p>
(16)	<p><b>TRADE AND EXCHANGE DEPARTMENT (TED)</b></p> <p>TED is responsible for the development, articulation and implementation of foreign exchange management and trade policies.</p> <p><b>MANDATE</b></p> <ul style="list-style-type: none"> <li>• Formulate micro policies on Foreign Exchange Management, exports and import trade transactions</li> <li>• Issue authorized dealership licenses to banks and authorized buyer-ship licenses to Hotels</li> <li>• Monitor export and import trade transactions through returns and interdepartmental team operations</li> <li>• Determine and monitor foreign exchange Net Open Position (NOP) of banks.</li> <li>• Monitor Foreign exchange utilization</li> <li>• Provide clarifications on foreign exchange and trade policies.</li> </ul> <p><b>VISION:</b> To be efficient and effective in ensuring judicious utilization of foreign exchange.</p> <p><b>MISSION:</b></p> <ul style="list-style-type: none"> <li>• To be prompt in attending to our customers and proactive in formulating effective trade and exchange policies with a view to facilitates trade processes.</li> </ul>

**List of Customers rendered services to:**

- Authorised Dealer Banks (ADB)
- Bureau De Change (BDC) Operators
- Nigeria Customs Service (NCS)
- Pre-Shipment Inspection Agents (PIAs)
- Monitoring and Evaluation Agents (MEAs)
- International Money Transfer Operators (IMTOs)
- Nigeria Exports Promotion Council (NEPC)
- Nigeria Investment Promotion Council (NIPC)
- Hotels
- Federal Ministry of Finance
- Debt Management Office (DMO)
- NNPC & International Oil Companies
- Nigeria Exports Supervision Scheme Inter-ministerial Technical Committee
- Comprehensive Import Supervision Scheme Inter-ministerial Technical Committee
- Foreign Investors
- Importers
- Exporters
- General Public

**Details of services provided and delivery timelines**

- Issuance of Authorised Dealership and Buyership licenses – Within three months from date request is received.
- Renewal of Authorised Dealership and Buyership licenses - 10 working days from date request is received.
- Circulars and Policy guidelines – Within 24hrs that Policy is approved.
- Forex Forms ('A', 'M', 'NXP', 'NCX') – Within 24hrs of request.
- Confirmation of Exports proceeds repatriation – 5 working days from date request is received
- Forex Forms Management - Extension, Amendment and Cancellation - 5 working days from date request is received
- Issuance of Authorized Dealers and Buyers Trading Codes (Banks, BDCs Oil Companies, Hotels) - 5 working days from date request is received.
- Processing Certificate of Capital Importation (CCI) – Issuance, Transfer, Conversion, Amendment – Within 24hrs from date request is received

	<ul style="list-style-type: none"> <li>• Processing Not Valid for forex import requests - 5 working days from date request is received</li> <li>• Processing request for importation of Petroleum products - 5 working days from date request is receive</li> <li>• Provide clarifications on foreign exchange and trade policies – One working day from date request is received</li> <li>• Statutory annual report on Nigerian Export Supervision Scheme (NESS) and Comprehensive Import Supervision Scheme (CISS) – By end of first quarter of the succeeding year.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Timely Submission of Returns</li> <li>• Clarity of Request</li> <li>• Proper and Complete Documentation</li> <li>• Compliance with Guidelines</li> <li>• Requisite knowledge of Forex Management by Operators</li> <li>• Have required Information Technology Systems</li> </ul> <p><b>Limitations to service delivery</b></p> <p>Incomplete documentation/information given during application process.</p> <p><b><u>Address: Director, Trade and Exchange Department 8<sup>th</sup> floor wing C, CBN Head Office, Central Business District, Abuja.</u></b></p>
(17)	<p><b>FINANCIAL MARKET DEPARTMENT (FMD)</b></p> <p>FMD is mandated to intervene effectively in the money and foreign exchange markets in order to achieve monetary policy objectives of the Bank.</p> <p><b>MANDATE:</b></p> <ul style="list-style-type: none"> <li>• To intervene effectively in the money and foreign exchange markets in order to achieve monetary policy objectives</li> <li>• To conduct auctions in government securities, Central Bank of Nigeria Securities and foreign exchange for effective liquidity management</li> <li>• To obtain timely market intelligence reports on the impact of monetary policy decisions and promote the development of efficient markets</li> </ul>

	<ul style="list-style-type: none"> <li>To develop instruments to deepen the financial markets</li> </ul> <p><b>Vision</b> To be one of the most effective central bank financial markets franchise in the world.</p> <p><b>Mission</b> To deepen the Nigerian financial markets by ensuring that they are global, organized, liquid, diversified and transparent.</p> <p><b>List of Customers services are rendered to:</b></p> <ul style="list-style-type: none"> <li>Deposit Money Banks</li> <li>External Auditors', NIBSS, DMO, BOA, BOI, NEXIM, SWF, AMCON, CSCS, SEC, FMDQ etc.</li> </ul> <p><b>Details of services provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>Open Market Operations for liquidity management as determined by Management.</li> <li>Bi-weekly auctions of the Nigerian Treasury Bills</li> <li>Foreign exchange interventions on a Daily, Weekly and Fortnightly basis.</li> <li>Providing daily financial transactions information.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>Efficiently partake in activities of the financial markets</li> <li>Attending stakeholders' meetings</li> <li>Timely submission of records of transactions activities</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>Network downtime from the network service provider</li> </ul> <p><b>Address: Director, Financial Markets Department <u>7th Floor, Wing B</u> Central Bank of Nigeria Plot 33, Tafawa Balewa way Garki, Abuja.</b></p>
(18)	<p><b>RISK MANAGEMENT DEPARTMENT (RMD)</b></p> <p>RMD is responsible for developing frameworks for Identifying, Managing and Controlling the risks that could impede the fulfillment of the Bank's mandate as well as promoting strong Corporate Governance, Risk culture and Risk expertise across the Bank and the sector.</p>

**Mandate**

- The mandate of Risk Management Department is to:
- a. Develop Frameworks for Identifying, Managing and Controlling the risks that could impede the fulfillment of the bank's mandate
  - b. Promote strong Corporate Governance, Risk culture and Risk expertise across the bank and the sector

**Vision**

To be a model Risk Management Department, promoting Enterprise Risk Management and enhancing a risk aware culture across the Bank.

**Mission**

To enable and support all Business Units to identify and address their strategic and enterprise risks.

**List of Customers rendered services to:**

- Chief Risk Officers Forum (CRO)
- Deposit Money Banks (DMBs)
- Nigeria Inter-Bank Settlement System (NIBSS)

**Details of services provided and delivery timelines**

Processing and granting of approval to DMBs for delisting of bank customers' BVN from BVN watch-list within 3 days from receipt of request for delisting

**Responsibility of customers**

- Complete and accurate documentations/ information to support applications/request

**Limitations to service delivery**

Knowledge gap and incomplete documentation from banks

**Address: Director, Risk Management Department, 7<sup>TH</sup> Floor Wing A, CBN Head Office, Central Business District, Abuja.**

<b>(19)</b>	<p><b>DEVELOPMENT FINANCE DEPARTMENT (DFD)</b></p> <p>DFD is responsible for the development and implementation of various policies, programmes and schemes aimed at effective, efficient and sustainable delivery of financial services to special sectors of the economy.</p> <p><b>MANDATE</b> To develop and implement various finance policies, programmes and schemes that will enable financial institutions to deliver effective, efficient and sustainable financial services to the real sector of the economy</p> <p><b>VISION</b> To be a lead promoter of development finance policies and services among development finance-oriented Central Banks</p> <p><b>MISSION</b> To develop and implement policies, regulatory frameworks and programmes in partnership with stakeholders for effective provision of development finance services</p> <p><b>List of Customers rendered services to:</b></p> <ul style="list-style-type: none"> <li>• Deposit Money Banks</li> <li>• Development Finance Institutions</li> <li>• Microfinance Banks</li> <li>• Federal and State Governments and their Agencies</li> <li>• NGO-MFI</li> <li>• Other Stakeholders such apex commodity associations and organized private sector, etc.</li> </ul> <p><b>Details of services provided and delivery timelines</b></p> <p>Timelines are as specified in the guidelines for the relative intervention.</p> <ul style="list-style-type: none"> <li>• Credit facilities for real sector activities such as Agriculture, Manufacturing, Power, etc.</li> <li>• Provision of Credit Guarantees to DMBs and Micro Finance Banks on agricultural and MSME financing</li> <li>• Support Entrepreneurship and Youth Development initiatives.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Promote Financial Inclusion through the implementation of National Inclusion Strategy</li> <li>• Partner Development Finance Institutions to enhance their capacity and outreach.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Strict adherence to operating guidelines of the intervention</li> <li>• Complete and accurate documentations/ information to support applications</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Court Judgments /orders</li> </ul> <p><b>Address: Director, Development Finance Department <u>6<sup>th</sup> floor wing D</u>, CBN Head office, Central Business District, Abuja.</b></p>
(20)	<p><b>INTERNAL AUDIT DEPARTMENT (IAD)</b></p> <p>IAD is charged with safeguarding the Bank’s assets, managing compliance with policies and procedures, monitoring the efficiency and effectiveness of operations, assessing accuracy of financial reporting and preventing fraud.</p> <p><b>VISION:</b> To ensure that the Bank is safe and minimize the occurrence of fraud with excellent control systems.</p> <p><b>MISSION:</b> To use appropriate auditing tools and expertise to evaluate the adequacy and effectiveness of the Bank’s control systems, risk management, governance processes and ensure compliance with procedures and policies with a view to achieving cost efficiency and adding value.</p> <p><b>List of Customers rendered services to:</b></p> <ul style="list-style-type: none"> <li>• External Auditors</li> </ul> <p><b>Details of service provided and delivery timelines</b></p>

	<ul style="list-style-type: none"> <li>• Provide information to external auditors upon request (within 2 days of receipt of request)</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Submit a concise and timely request for information</li> </ul> <p><b>Address: Director, Internal Audit Department <u>8<sup>th</sup> floor wing A</u>, CBN Head Office, Central Business District, Abuja.</b></p>
(21)	<p><b>FINANCIAL SYSTEM STRATEGY 2020 (FSS 2020)</b></p> <p>The Secretariat is charged with the responsibility to coordinate reforms within the Financial System &amp; ensure that Nigerian economy becomes one of the world safest and most diversified economies by the year 2020.</p> <p><b>Mandate</b></p> <ul style="list-style-type: none"> <li>• To coordinate reforms within the Financial System &amp; ensure that Nigerian economy becomes one of the world safest and most diversified economies by the year 2020.</li> </ul> <p><b>Vision</b></p> <ul style="list-style-type: none"> <li>• By 2020, to be the safest and most diversified financial system among emerging markets, supporting the real economy</li> </ul> <p><b>Mission</b></p> <ul style="list-style-type: none"> <li>• To drive rapid and sustainable economic growth in Nigeria and Africa</li> </ul> <p><b>List of Customers rendered services to:</b></p> <ul style="list-style-type: none"> <li>• Securities and Exchange Commission (SEC)</li> <li>• National Insurance Commission (NAICOM)</li> <li>• Debt Management Office (DMO),</li> <li>• Federal Mortgage Bank of Nigeria (FMBN),</li> <li>• Small and Medium Enterprises Development Agency of Nigeria(SMEDAN)</li> </ul>

	<ul style="list-style-type: none"> <li>• Nigerian Stock Exchange (NSE),</li> <li>• Nigerian Deposit Insurance Corporation (NDIC),</li> <li>• Federal Inland Revenue Services (FIRS)</li> <li>• Financial Reporting Council (FRC)</li> <li>• National Assembly</li> <li>• Nigerian Export Import Bank (NEXIM)</li> <li>• National Pension Commission (PENCOM)</li> <li>• Federal Ministry of Finance</li> </ul> <p><b>Details of services provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• Contact participating stakeholders 72 hours before engagements.</li> <li>• Provide resolution to recommendations made during engagements, to stakeholders within 5 working days.</li> <li>• Provide feedback to stakeholders on status of financial system legislative bills within 5 working days.</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Assign subject matter expert as FSS 2020 contact officer</li> <li>• Timely submission of FSS 2020 status report</li> </ul> <p><b>Limitations to service delivery</b> Absence of effective Cooperation and Collaboration by stakeholders</p> <ul style="list-style-type: none"> <li>• <b>Address: Director, Financial System Stability, Central Bank of Nigeria, Abuja. Plot 418 Tigres Crescent, Off Aguyi Ironsi Street, Maitama Abuja.</b></li> </ul>
(22)	<p><b>CORPORATE SECRETARIAT DEPARTMENT (CSD)</b></p> <p>CSD is charged with the responsibility of facilitating the principal meetings of the Bank and monitoring the decisions of the Board while giving assurance of the highest level of oversight for internal and public complaints; and implementation of the FOIA, 2011.</p> <p><b>MANDATE</b></p> <ul style="list-style-type: none"> <li>• Facilitate Principal meetings of the Bank</li> </ul>

- Provision of support to the Board
- Monitoring of the decisions of the Management and Board
- Provide an assurance of the highest level of oversight for internal and public complaints; and implementation of the FOIA, 2011
- Managing, from creation to archival, all CBN documents
- Provision of custodial services.

### **VISION**

To Facilitate World-class Corporate Governance and Support Services for the Bank.

### **MISSION**

To Provide an enabling Environment for Sound Decision making, Relationships Management and Policy Implementation in the Bank.

### **List of Customers rendered services to:**

- General Public
- Office of the Attorney-General of the Federation
- Parastatals in which CBN has interest

### **Details of services provided and delivery timelines**

- Process oral or written application(s) for access to information and records in accordance to the FOI Act 2011;
- Preparation and submission of Annual FOI implementation Report to the Office for the Attorney General of the Federation (AGF) on or before 1st February for the preceding year.
- Communicate Management decisions to Parastatals which the Bank has interest within 48 hours

### **Responsibility of customers**

- Timely submission of requests and returns
- Complete and accurate documents to support applications.
- Prompt response to queries and requests for additional information.

### **Limitations to service delivery**

	<ul style="list-style-type: none"> <li>• Legal issues</li> </ul> <p><b>Address: Director, Corporate Secretariat Department 10th floor wing C, CBN Head Office, Central Business District, Abuja.</b></p>
(23)	<p><b>STRATEGY MANAGEMENT DEPARTMENT (SMD)</b></p> <p>SMD has the mandate to oversee the Bank’s strategy review, development and implementation by serving as a central function that ensures organization alignment.</p> <p><b>Mandate:</b></p> <p>Strategy Management Department has the mandate to oversee strategy review, development and the management of strategy implementation by serving as a central function that ensures organization alignment and focus on strategy – from development to execution. Also ensure sustenance and adherence to strategy governance processes and approaches.</p> <p><b>Vision</b></p> <p>To entrench a strategic and performance management system that enables CBN achieve its commitment.</p> <p><b>Mission</b></p> <p>To align people, planning and performance to consistently meet global standards for achieving CBN’s strategic objectives</p> <p><b>Address: Director, Strategy Management Department 7th floor wing D, CBN Head Office, Central Business District, Abuja.</b></p>
(24)	<p><b>GOVERNORS’ DEPARTMENT (GVD)</b></p> <p>GVD is saddled with the responsibility of creating a conducive environment that enables the Governors to concentrate on their core strategic functions.</p> <p><b>MANDATE:</b></p>

To Create a conducive environment that enables the Governors to concentrate on their core functions through the provisions of administrative and technical support services

### **VISION**

“To be the catalyst that enables the Governors’ achieve the Bank’s mandates”

### **MISSION**

To be proactive in providing effective and efficient technical and administrative support services for the Bank’s top management in the achievement of it’s mandates.

### **List of Customers rendered services to:**

- Ministries Departments and Agencies (MDAs)
- Foreign Correspondent Banks
- General Public
- Stakeholders (SERVICOM Nigeria, CIBN, RIMAN etc)

### **Details of services provided and delivery timelines**

- Prepare and submit monthly reports on the implementation of Executive Orders 001 and 003 to the Presidential Business Enabling Council (PEBEC) before the 10<sup>th</sup> of the following month.
- Receive complaints, treat and ensure resolution within 7 days of receipt.
- Response to request for information from Correspondent Banks within 7 days.
- Response to AML/CFT Questionnaire within 7 days from date of receipt.
- Review, evaluate and respond to CSR requests within 7 days from date of receipt.

### **Responsibility of customers**

	<ul style="list-style-type: none"> <li>▪ Submit a concise request or complaint with all relevant documents where necessary.</li> <li>▪ Ensure all requests or complaints are properly addressed.</li> <li>▪ Courtesy when making enquires, complaints or providing feedbacks.</li> </ul> <p><b>Address: Director, Governors’ Department, <u>10<sup>th</sup> floor wing B</u>, CBN Head office, Central Business District, Abuja.</b></p>
(25)	<p><b>CURRENCY OPERATIONS DEPARTMENT (COD)</b></p> <p>COD is responsible for the development of Nigeria’s currency policy and implementation of local and foreign currency management processes.</p> <p><b>Mandate</b> Issue Legal Tender Currency, Procure and Distribute Foreign Currency in Nigeria.</p> <p><b>Vision</b> To promote and sustain an Optimal Currency Management System</p> <p><b>Mission</b> To be proactive in the Management of the National Currency and the Distribution of Foreign Currency.</p> <p><b>List of Customers rendered services to:</b></p> <ul style="list-style-type: none"> <li>• General Public</li> <li>• Nigeria Security Printing and Minting (NSPM) PLC</li> <li>• Cash-In-Transit and Currency Sorting Companies</li> <li>• Pilgrims Boards</li> <li>• Ministries, Departments &amp; Agencies</li> <li>• Currency Materials Suppliers</li> <li>• Original Equipment Manufacturers</li> <li>• Recycling Companies</li> <li>• Cargo Airline(s)</li> <li>• Schools/Students</li> </ul> <p><b>Details of services provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• Response to Enquiries or Complaints within 24 hours</li> </ul>

	<ul style="list-style-type: none"> <li>• Communicate Currency Indent to NSPM PLC before end of October annually</li> <li>• Supply of Currency (Naira, Kobo, USD, GBP &amp; EUR) to all States of the Federation within 48 hours</li> <li>• Source and deliver Aluminium Boxes to NSPM PLC for boxing within 5 days of request</li> <li>• Confirm Suspected Counterfeit/Burnt Notes within 2 weeks</li> <li>• Deliver Banknote Wastes to Recycling Companies within 1 month</li> <li>• Ensure Processing of Banknotes deposited by DMBs within 6 months</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Full Disclosure (The Department expect all Currency Operation’s service providers to avail complete and accurate information on their services).</li> <li>• Provide Timely Information</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Delay in Adjudication of Suspect Banknotes</li> </ul> <p><b>Address: Director, Currency Operations Department <u>5<sup>th</sup> floor wing D, CBN Head Office, Central Business District, Abuja.</u></b></p>
(26)	<p><b>BRANCH OPERATIONS DEPARTMENT (BOD)</b></p> <p>BOD is responsible for the Management of CBN branch operations nation-wide and branch customer relationship management.</p> <p><b>MANDATE</b></p> <ul style="list-style-type: none"> <li>• Monitor Branch Operations Service Delivery to Customers</li> <li>• Monitor and manage the reconciliation of Branch transaction</li> <li>• Coordinate the resolution of issues between Head Office and branches</li> <li>• Monitor Departmental Service Level Agreements (SLAs)</li> <li>• Consolidate Branch returns on behalf of business units</li> </ul> <p><b>VISION</b></p>

	<p>To be one of the most efficient Central Bank Departments, in the promotion of optimal Customer Focus Branch Network.</p> <p><b>MISSION OF BOD.</b></p> <p>To be proactive in the Management of Branch Network.</p> <p><b>List of Customers rendered service to:</b></p> <ul style="list-style-type: none"> <li>• Ministries, Departments and Agencies of Federal and State Governments.</li> <li>• Deposit Money Banks (DMBs)</li> <li>• Bureau De Change (BDCs)</li> </ul> <p><b>Details of services provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• Attend to customers request for cheque (Stamped &amp; Unstamped Cheque) within seven (7) working days)</li> <li>• Confirm deposit transactions of DMBs within 120 minutes for 100 boxes.</li> <li>• Treat withdrawal transactions of DMBs within 25minutes for 50boxes</li> <li>• Complete cash payment by Tellers in Banking Office to external customers- specifically military operational accounts within 10 minutes.</li> <li>• Payment of Estacode to MDAs within 26 minutes</li> </ul> <p><b>Responsibility of customers</b></p> <ul style="list-style-type: none"> <li>• Clear and concise request for service</li> <li>• Properly signed/authorized cheque /instrument.</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Network downtime by service providers</li> </ul> <p><b>Address: Director, Branch Operations Department, <u>6<sup>th</sup> floor wing A</u>, CBN Head Office, Central Business District, Abuja</b></p>
(27)	<b>RESERVE MANAGEMENT DEPARTMENT (RED)</b>

RED is responsible for maintaining a framework for sound foreign reserve management and strategic investment policy that meets global standards and best practices.

**Vision**

To stay on the leading edge of foreign exchange reserve management by building a team of skilled, diligent and committed professional investment managers.

**Mission**

To safeguard and grow Nigeria's foreign exchange reserves through proactive and prudent investment management practices.

**List of Customers rendered service to:**

- Federal Government of Nigeria (FGN)
- Ministries, Departments and Agencies of the federal government (MDAs)
- Foreign counterparties (deposit money banks, asset managers, trade brokers etc)
- Market information service providers (Reuters, Bloomberg system, Rating Agencies)
- The General Public

**Details of services provided and delivery timelines**

- Settlement of trades executed with counterparties within two days after transaction day.
- Provide FGN and MDAs information on the status of their investments 2 (two) days after receipt of instruction to invest funds.
- Provide data for daily external reserve's position after one day.

**Responsibility of customers**

- Deposit counterparties and asset managers should provide the Department with the correct information on the performance (return) of invested funds
- Provide prompt response to enquiries from CBN
- Foreign counterparties should provide the Department their business continuity plan
- Foreign counterparties have fiduciary duties to the Department on the safety of funds in their custody

	<ul style="list-style-type: none"> <li>• FGN and MDA’s have the responsibility of giving the Department two weeks’ notice before termination of any investment (eg cash flow requirements)</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Network downtime by service providers</li> </ul> <p><b>Address: Director, Reserve Management Department 3<sup>rd</sup> floor wing C, CBN Head Office, Central Business District, Abuja.</b></p>
(28)	<p><b>PAYMENT SYSTEM MANAGEMENT DEPARTMENT (PSMD)</b></p> <p>PSMD licenses, regulates and oversees the National Payment Ecosystem. It also develops and issues guidelines, and regulatory frameworks for participation in the payment ecosystem.</p> <p><b>VISION</b></p> <p>To put in place a payment system that is “nationally utilized and internationally recognized.”</p> <p><b>MISSION</b></p> <p>To facilitate economic activities by providing safe and efficient mechanisms for making and receiving payments with minimal risks to the financial system; extending the availability and usage to all sectors and geographies, banked and unbanked; and conforming to internationally accepted standards</p> <p><b>List of customers rendered services to:</b></p> <ul style="list-style-type: none"> <li>• Licensed Entities - stakeholders whose list are regularly updated on the CBN website</li> <li>• Unlicensed Entities - entities that seek to obtain one of the licenses.</li> <li>• End-Users of the Payment Infrastructure (General Public).</li> </ul> <p><b>Details of services provided and delivery timelines</b></p> <ul style="list-style-type: none"> <li>• Licensing (AIP) within 90 days of submission of complete and correct documents</li> <li>• Licensing (Final) within 60 days upon evaluation of processes on-site.</li> </ul>

	<ul style="list-style-type: none"> <li>• On the spot assessment upon whistle blowing within 7 working days</li> <li>• Request for licensing requirements within 2 working days</li> <li>• Clarification of Policy, Regulations and Guideline within 7 working days.</li> <li>• Providing relevant data for MDAs and Government within 72 hours.</li> </ul> <p><b>Limitations to service delivery</b></p> <ul style="list-style-type: none"> <li>• Ubiquitous nature of the payment space</li> </ul> <p><b>Address: Director, Payment Systems Management Department <u>4<sup>th</sup> Floor Wing D</u>, CBN Head Office, Central Business District, Abuja.</b></p>
(29)	<p><b>INFORMATION TECHNOLOGY DEPARTMENT (ITD)</b></p> <p>ITD enable and supports all Directorates to achieve their strategic objectives through the provision of credible, reliable and secure IT Services to enable the Bank render services to external stakeholders.</p> <p><b>VISION</b></p> <ul style="list-style-type: none"> <li>• To proactively use Information Technology to improve the effectiveness of the CBN and efficiency of the Nigerian financial system infrastructure.</li> </ul> <p><b>MISSION</b></p> <ul style="list-style-type: none"> <li>• Formulation of policies, management of infrastructure and provision of services to ensure an effective and secure information and communication technology (ICT) environment in the Bank.</li> </ul> <p><b>Address: Director, Information Technology Department <u>1<sup>st</sup> Floor Wing A</u>, CBN Head Office, Central Business District, Abuja.</b></p>
(30)	<p><b>BANKING SERVICES DEPARTMENT (BKSD)</b></p>

To guide the Nigerian economy towards sustainable development by putting in place the required payments infrastructure and ensuring stability through liquidity management

**LIST OF CUSTOMERS RENDERED SERVICES TO:**

- External stakeholders: i.e NAICOM, Insurance Companies, BDC'S, Deposit Money Banks, Merchant Banks, MDAs, Interswitch, NIBSS, OAGF, NNPC, Cheque printers, Nigerian Police Force, EFCC, Security agencies, Amcon, BOI.etc

**Details of services provided and delivery timelines**

- All correspondences on BDCs are attended to within one week of receipt.
- All FGN Bonds, Savings bonds, FRNT bonds Interests and FGN Sukuk rentals are paid on the due dates
- Accruals of interest are done on the last day of each month.
- All correspondences on Lien transactions, NTB rediscounting, NTB take-up, instrument transfers, manual OMO transactions are treated same day of receipt.
- All reconciliations of un-impacted or wrong entries are done within 24 hours
- Testing and analyzing of sample cheques for all DMBs are completed within 10 days
- Reports generated for the Nigerian Police force and other security agencies and confirmation of sort code for DMBs are completed within 72 hours.
- End of month FX revenue transfer one week
- FAAC FX monetization one week
- MDAs FX monetization three days
- Processing of MDAs FX payments mandate two days
- Preparation of FAAC FX component three days
- Processing of OAGF payment mandate 5 days
- Issuance and Management of Letters of Credit 24 hours
- Registrations of Forms M and NXP 24 hours
- Uploads of PAAR for registration by NCS 24 hours
- Interbank settlement 1-5 days
- Payment of estacode 2-5 days
- Payment of tuition fees 2-5 days

	<ul style="list-style-type: none"> <li>• Settlement of debt instruments 2-5 days</li> <li>• Processing/payment of Advance Payment Guarantee 2-5 days</li> <li>• Payment of intervention 2-5 days</li> <li>• Reconciliation of accounts 24hrs</li> <li>• Management of RTGS System 24hrs</li> <li>• Investigation request on BVN 24hrs</li> <li>• Processing request / complaints on BVN 24hrs</li> <li>• Authorized Signatory Update on ASV Portal 24hrs</li> <li>• Management of Cheque Truncation System T+1</li> <li>• Administration of Cheque Standards and Cheque Printers Accreditation 10 working days</li> <li>• Account opening for MDAs domestic transactions 48hrs</li> <li>• Change of Signatory Mandates 24hrs</li> <li>• Closure/Reactivation of Accounts 48hrs</li> <li>• Issue Bank Statement 30mins</li> <li>• Attend to customers enquiries Timely</li> <li>• Respond to investigative activities Timely</li> <li>• Treatment of Payment Mandates 24hrs</li>   <li>• Collates inflows from NNPC, Customs, FIRS, DPR 24hrs</li> <li>• Monthly Component statement for FAAC 12hrs</li> <li>• Oversees reconciliation of accounts 24hrs</li> <li>• Process Financial Accommodation 1hrs</li> <li>• Monitor repayment of principal and interest Daily</li> <li>• Payments of CBN Intervention initiatives 24hrs</li> <li>• Cash Reserve Requirements (CRR) of DMBs 24hrs</li>   <li>• Process Garnishee Order 24hrs</li> <li>• Reconcile the account 24hrs</li> <li>• Foreign account opening and closing 72hrs</li> <li>• Attend to MDAs and receive their mandates and other correspondences Timely</li> <li>• Receive and resolve clients' enquiries, requests, complaints and challenges Timely</li> <li>• Receive and process request from MDAs for picture and specimen signature cards and provision of same to them Timely</li>   <li>• Receipt of completed mandate cards from OAGF on behalf of the MDAs Timely</li>   <li>• Filing and capturing/upload of mandate cards on T24 verification portal 48hrs</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ensure MDAs liaison officers and approving officers are duly introduced with their names, status, Id. no., specimen signature and passport photograph submitted to CRO. Timely</li> <li>• Receive and process audit confirmation from external auditors on behalf of MDA. 48hrs</li> <li>• Process online access to correspondent bank internet statement for MDAs. 72hrs</li> <li>• NTB Investment for mandate and internal funds customers 48hrs</li> <li>• Investment and release of share capital deposits for BDCs, MFBS, Finance Company, Banks, PSPs etc 36hrs</li> <li>• Booking and liquidation of Non-interest banking loans and deposits same day</li> <li>• Posting of OMO swap and stabilization securities transactions same day</li> </ul> <p><b>Limitations of service delivery</b></p> <ul style="list-style-type: none"> <li>• Non automation of FRNT bond as manual computation is prone to errors</li> <li>• Inadequate man power in the office</li> <li>• Server downtime</li> <li>• Knowledge/ skill gap</li> <li>• System challenges</li> <li>• Inadequate coordination among security agencies.</li> <li>• Incomplete documentation</li> <li>• Delay by NCS on registration of Forms M and PAAR issuance</li> <li>• Incomplete documentation by LC applicants</li> <li>• Knowledge gap on some key areas in Trade Finance</li> </ul> <p><b>Address: Director, Banking Services Department, <u>4<sup>th</sup> Floor Wing D</u>, CBN Head Office, Central Business District, Abuja.</b>  <b>Email: <a href="mailto:BKSDdirectoroffice@cbn.gov.ng">BKSDdirectoroffice@cbn.gov.ng</a></b></p>
<p><b>COMPLAINT/ GRIEVANCE MECHANISM</b></p>	<p>The Bank encourages a climate of accountability and reporting of service failure or likely service failure from employees, contractors, consultants and external stakeholders before the issue disrupts the business or operations of the Bank. A customer seeking or receiving services from the Bank who is not satisfied with a service</p>

may seek redress by using the following procedure for resolving customer complaints/grievances concerning services rendered by the Bank.

The confidentiality of the aggrieved Party's identity will be maintained, unless required by law. All concerns will be treated in confidence and every effort will be made not to reveal the identity during and after the issue has been resolved except on stringent requirement.

### **Grievance Redress Team**

All reports will be taken seriously and will be addressed promptly and professionally by authorized personnel who may include but not limited to members of the SERVICOM office, Legal, Security and/or Human Resources Department and other relevant department and sometimes by a committee or panel. The Criteria for selecting members of the panel could include the following: knowledge of the complaints, its objectives, and outcomes; technical knowledge and expertise, capacity to absorb the issues dealt with and to contribute actively to decision-making processes; social recognition and standing; and an equitable representation.

### **Responsibility of the SERVICOM office on addressing grievances:**

Facilitate and provide information and services to resource persons as required by the grievance redress committee (GRC) to deal with reported grievances; register grievances using a prescribed form; document the GRC proceedings, decisions, and recommendations; maintain grievance-related documents, provide feedback to affected persons and agencies involved and report progress to the Deputy Governor, Corporate Services Directorate.

### **APPROACH TO COMPLAINT**

1. Admissible Complaints: All Stakeholders complaint will be admitted.
2. Complaint Assessment: Each Complaint would be carefully assessed to determine whether it raises concerns that are within the Grievance Redress Scope and its impact. Response plan/strategies would be proposed.
3. Problem Solving: SERVICOM office facilitates the problem solving process by working jointly

with the complainants and the responsible Branch or Department. Depending on the method needed, the collaboration can take various forms and we may help by either one of the following:

- Ensuring dissemination of Information
- Joint fact finding
- Dialogue/ Negotiation
- Mediation

## **STAGE OF COMPLAINT**

### **STAGE 1**

A customer may seek redress by filing his grievance/complaint by dropping a complaint in the complaint box, make complaints through emails, make complaints through telephone calls with designated phone numbers that will be provided or write a formal complaint describing briefly the situation about which the complaint is being made and indicating willingness to discuss the situation described in detail with the Focal Officer or SERVICOM office, Governors' Department. The Department/Branch will respond within **2 working days** acknowledging receipt.

### **STAGE 2**

Formal level – The Department/ Branch/Focal Officer will review the submitted written formal notice/complaints, escalate grievances needing subject matter experts' interventions to the appropriate office in the department/Branch within **5 (five) working days** of receipt of the signed complaint. This stage will involve arriving at a resolution and communicating to the customer. The following will be the possible outcome:

- i. The customer's withdrawal of complaints
- ii. The customer's acceptance of a resolution (including details of resolution reached)
- iii. The Customer Takes no further action OR
- iv. Continuation of Grievance procedure to stage 3

### **STAGE 3**

	<p>SERVICOM Office Review: if the grievance/complaint has not been resolved at stage 2, the case will be presented to the Head, SERVICOM Office of the Governors Department for further review and action for the purpose of resolving the complaint. The Focal Officer will inform the customer that the grievance has been referred to the SERVICOM Office. Complaints at this stage will be resolved <b>within 7 working days</b> and outcome communicated to customer</p> <p>Customers of the Bank can complain/ seek redress by email/ telephone or physical presence and expect prompt response in-line with the standards contained in this Charter. All Complaint could be channeled via</p> <ul style="list-style-type: none"> <li>• CBN CONTACT CENTRE; Email Platform: <a href="mailto:contactcbn@cbn.gov.ng">contactcbn@cbn.gov.ng</a> Telephone: 07002255226, 07080650000</li> <li>• CBN SERVICOM OFFICE; E-mail: <a href="mailto:servicom@cbn.gov.ng">servicom@cbn.gov.ng</a>, Phone:(07080651077,09-46219234, 09-46216455, 09-46217760 <b>Address:</b> 10<sup>th</sup> Floor Wing B, Governors’ Department, CBN Head-Office Abuja</li> <li>• CBN BRANCHES: Contact SERVICOM Focal officers(SERVICOM Representatives) in any of the 37 CBN Branches</li> </ul>	
<b>INDICATION OF STAKEHOLDERS PARTICIPATION</b>	Consultation with stakeholders through the MPC meetings, Financial Services Regulatory Coordinating Committee (FSRCC), Umbrella organization of Other financial institution (OFIS), SERVICOM Nigeria	
<b>STATEMENT OF EXISTING LIMITATION</b>	Court Delays in the adjudication of cases involving the Bank	
<b>DATE FOR REVIEW</b>	This document shall be reviewed on a yearly basis	
<b>REVIEWED BY</b>	Director Governors’ Department Jeremiah Abue	
<b>AUTHORISED BY</b>	DG Corporate Services, Edward Lametek Adamu	
<b>APPROVED BY</b>	CBN Governor, Godwin I. Emefiele, CON	
<b>DATE ISSUED</b>		