

Governor Cardoso Approves the Central Bank of Nigeria's Service Charter

The Governor, Mr. Olayemi Cardoso, has approved the Central Bank of Nigeria's reviewed **Service Charter**.

The Service Charter is a requirement of the **Business Facilitation Act (BFA) 2022** for driving the ease of doing business in Nigeria. It also enables the Bank to fully comply with the directives of **SERVICOM Nigeria (The Presidency)** on improvement of customer service delivery. The Charter outlines how the Bank promises to work with its **external** customers in meeting their expectations of service along with what the Bank expects from them.

In the **foreword**, the Governor reiterated the Bank's "commitment to providing more responsive and citizen-friendly governance through quality service delivery that is efficient, accountable and transparent".

The document clearly outlines the Bank's mandates, vision, mission, and core values. It contains the list of services offered by the Bank through its various departments and the service standards for each service.

The Service Charter also includes a standardized **Customer Complaints Form** for reporting service failure as well as a mechanism for addressing service failure in any of the Bank's services.

Click below to access soft copy of the document.

- [The Service Charter](#)