

2020



NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY



[NEMSA SERVICE CHARTER]

NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY

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NIGERIAN ELECTRICITY MANAGEMENT SERVICES AGENCY NEMSA

SERVICE CHARTER

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FOREWORD

The Nigerian Electricity Management Services Agency (NEMSA)'s Service Integrated Charter explains in simple terms our commitment to Quality Service Delivery in ensuring safety of life and property in the Nigerian Electricity Supply Industry (NESI) and other allied industries/workplaces.

Electricity power supply is an important commodity that drives National Development and Economic Growth of any country. Compliance with standard construction practice, the use of qualified and certified electrical installation contractors/corporate companies, the right quality, type and standard material/equipment is vital for the production of safe and reliable delivery of electricity power supply in the power value chain and utilization.

Our Integrated Service Charter was developed in consultation with all relevant stakeholders and regulatory agencies in the Power Sector and it contains service standards we aim to provide to our esteemed customers. These show our determination of continuous improvement of the level of the services rendered in order to satisfy the needs of our customers. Furthermore, in carrying out our services, we assure Citizens of our responsiveness, transparency and accountability while also treating them with respect, fairness and equality at all times.

In order to effectively carry out our services and continue to improve on our services and standard operating procedures to meet their expectations, we would appreciate the customers' constructive feedback.

I present with pleasure therefore, the Nigerian Electricity Management Services Agency (NEMSA)'s Integrated Service Charter which will serve as a tool to solidify our commitment and determination to improve our services to provide the customers with Quality Service Delivery at all times.

Signed

Engr. Peter O. Ewesor
Managing Director/CEO &
Chief Electrical Inspector of the Federation



1.0 INTRODUCTION:

The Nigerian Electricity Management Services Agency is established to carry out the functions of Enforcement of Technical Standards and Regulations, Technical Inspection, Testing and Certification of All categories of Electrical Installations, Electricity Meters, and Instruments, to ensure the Efficient Production and Delivery of Safe, Reliable and Sustainable Electricity Power Supply and Guarantee Safety of Lives and Property in the Nigerian Electricity Supply Industry, and other Allied Industries/Workplaces.

The Chief Executive officer of the Agency is established as the Chief Electrical Inspector of the Federation with the powers to carry out the functions of Enforcement of Technical Standards and Regulations through Technical Inspection, Testing and Certification of all categories of electricity equipment and installations, electricity meters, instruments and other allied related matters in the Nigerian Electricity Supply Industry.

In line with the provisions of the NEMSA Act 2015 and Statutory Regulations, it is mandatory that All Electrical Installations in Power Plants/Stations, Transmission Networks/Systems, Distribution Networks/Systems, and other Allied Industries and Workplaces where electricity is used; as well as all Electricity Meters and Instruments to be deployed in NESI, are duly Inspected, Tested and Certified fit and safe by Electrical Inspectors (Engineers and Technologists) of NEMSA and the NEMSA National Meter Test Stations before they can be put to use in Nigeria.

2.0 PURPOSE OF THE SERVICE CHARTER:

The main objective of the NEMSA Customer Service Charter is to define the services provided by the Agency, provide a framework for defining the service delivery standards, the rights of customers/stakeholders, and how complaints from customers/stakeholders will be handled. This charter seeks to enhance customer education on the services and activities of NEMSA and the difference between NEMSA activities and those of other service providers in the Nigerian Electricity Supply Industry.

3.0 MANDATE:

The Mandate of Nigerian Electricity Management Services Agency (NEMSA) amongst others include:

- i. To ensure that: –
 - electrical materials/equipment/instruments used in NESI are of the right quality, standards and specifications;
 - the power systems and networks put in place have been well planned, properly designed and executed before use to ensure that such systems are capable of delivering safe, reliable and regular power supply to consumers nationwide;
 - the safety of lives and property within NESI, off-grid networks (residential, commercial etc.) are guaranteed;
 - electricity meters and instruments used in NESI are of the right type, class and accuracy for proper accountability of energy supplied, transmitted, delivered and utilized by the customers in the entire power supply value chain.
- ii. Processing and issuance of Competency Certificates to qualified Electrical Installation Contractors and Practitioners/personnel engaged in the practice of electrical installations works along the power value chain and utilization in NESI and other allied industries and workplaces.
- iii. Providing other professional technical services in NESI including Engineering/Chemical Laboratory Analysis and Tests, R & D, Transformer Testing/Repairs, Electricity Information Management Systems (EIMS), Specialized Trauma/Healthcare Services, etc.
- iv. Providing data, information and library services for stakeholders, investors, researchers, academia, etc. through the Electricity Information Management Systems (EIMS).



4.0 VISION STATEMENT:

To be an efficient world class technical enforcement agency that ensures standardization, specification, quality, safety and competence for the competitive Nigerian Electricity Supply Industry, other Allied Industries and Premises.

5.0 MISSION STATEMENT:

To ensure efficient, stable, safe and reliable networks for electricity supply; safety of lives and property in the Nigerian Electricity Supply Industry and Allied Industries, through appropriate and innovative technology employing a well-motivated workforce.

6.0 NEMSA QUALITY POLICY STATEMENT:

- Nigerian Electricity Management Services Agency is committed to Quality Enforcement of Technical Standards and Regulations to assure safety of lives and property in Nigeria.
- We are committed to continually improve our Quality Management System Process and satisfy applicable requirements.
- We shall make available to all relevant interested parties and ensure that it is communicated, understood and applied within NEMSA.

7.0 CORE VALUES:

- Quality Service and Safety;
- Honesty and Integrity;
- Leadership and Collaboration.

8.0 WORKING DAYS/HOURS:

NEMSA operates a five-day working week (8am-5pm) Monday-Friday and stakeholders with suggestions or complainants are allowed in between 10am and 2pm daily.

9.0 SERVICE PROVISION AND PERFORMANCE TARGET

ACTIVITIES	SERVICE RENDERED	PERFORMANCE TARGET	TIMELINES
Technical Standards/ Inspectorate Services	i. Carry out inspection, testing and certification of all categories of electrical installations	Ensure that the plans, design and construction carried out are in line with Technical Standards and Regulation to ensure safety of lives and properties.	72 hrs – respond to request 7 days – To carry out inspection and give report
	ii. Carry out inspection, testing and certification of electric concrete pole manufacturing site and pole samples	Ensure that only genuine and certified poles are deployed within the NESI	72 hrs – respond to request 21 days - To carry out inspection and give report
	iii. Monitoring of existing electricity networks	Reduce number of bad networks in the NESI	Weekly monitoring with reports to DISCOs Monthly revalidation
	iv. Investigation of electric accidents and electrocutions	i. Find root cause of electric accidents ii. To mitigate number of electrical accidents	72 hrs – Carry out preliminary investigations and produce preliminary report Ongoing Investigation
Metering Services	Testing and Certification of Energy Meters	i. Ensures reliability and accuracy of meter operations ii. Checks meter performance during supply of poor quality power	7 to 21 days

ACTIVITIES	SERVICE RENDERED	PERFORMANCE TARGET	TIMELINES
		<ul style="list-style-type: none"> iii. Prevents failure in field iv. Checks anti-tampering features v. Ensures long life without quality degradation vi. Prevents meter malfunction vii. Ensures substandard Energy Meters are not deployed viii. Improves Utility Companies & Investors Return on Investment ix. Proper Energy Accountability between Utility Companies [Gencos/TCN/Discos] and customers 	
Certification of Electrical Installation Contractors	Issuance of competency certificate to qualified, competent and experienced personnel who have undergone certification competency interview	To ensure only Competent and experienced electrical installation engineers, contractors and Technicians are allowed to carry out electrical installations works in the Nigerian Electricity Supply Industry (NESI)	<ul style="list-style-type: none"> i. Application – No later than five (5) days prior to interview ii. Notification/ interview date – Three (3) days before interview iii. Scheduling/ date – Three (3) weeks prior to interview iv. Examination /interview period – Quarterly v. Notification of Results – Three (3) weeks after interview

ACTIVITIES	SERVICE RENDERED	PERFORMANCE TARGET	TIMELINES
			vi. Issuance of Certificates – No later than four (4) weeks after payments are made.

NB: The time frame set for delivery of NEMSA's services are in line with the Executive Order on Ease of Doing Business in Nigeria.

10.0 STAKEHOLDERS' PARTICIPATION:

Stakeholders' participation is very important for effective and efficient delivery of NEMSA's services to achieve the goal of the Agency, as such numerous avenues/windows have been created through which stakeholders can participate/patronize the Agency's services. The Stakeholders are invited and encouraged to attend the yearly stakeholders forum where their views, inputs and contributions as well as complaints (if any) are discussed and addressed.

The Stakeholders are also encouraged to attend/witness bid openings during procurement process; call-in during our radio programs with Federal Radio Corporation of Nigeria (FRCN) where their views, suggestions and complaints (if any) will be heard to help us improve our service delivery.

Also, NEMSA has developed and signed MOUs with other Government Agencies and International Partners with the view of maximizing the opportunities available for efficient and effective technical service delivery to the people nationwide.

11.0 PERFORMANCE MONITORING OF ACTIVITIES:

NEMSA has internal Key Performance Indicators (KPIs) by which the activities of the Agency are monitored and evaluated by Management which

are done monthly, quarterly and annually with reports produced as the case may apply, to NESI and other Allied Industries/Workplaces by the Agency.

NEMSA Activities	Service Rendered	Timeline	Achieved	Not Achieved
TS & IS	Carry out inspection, testing and certification of all categories of electrical installations	72 hrs – respond to request 7 days – To carry out inspection and give report	Yes	Nil
	Carry out inspection, testing and certification of electric concrete pole manufacturing site and pole samples	72 hrs – respond to request 21 days - To carry out inspection and give report	Yes	Nil
	Monitoring of existing electricity networks	Weekly monitoring with reports to DISCOs Monthly revalidation	Yes	Nil
	Investigation of electric accidents and electrocutions	72 hrs – Carry out preliminary investigations and produce preliminary report Ongoing Investigation	Yes	Nil
Metering (Testing, Certification and collection)	Testing and Certification of Energy Meters	7 to 21 days Production of report quarterly	Yes	Nil

NEMSA Activities	Service Rendered	Timeline	Achieved	Not Achieved
Certification (Application, Test/interviews and collection of certificate)	Issuance of competency certificate to qualified, competent and experienced personnel who have undergone certification competency interview	3 months from date of payment with quarterly report of exercise to the Central Board	Yes	Nil
Internal (Departments /Units)	Ensure assigned duties are carried out by staff effectively and efficiently.	Each Department/Unit prepares monthly, quarterly and annual reports to the MD/CEO & CEIF	Yes	Nil

12.0 LIST OF CUSTOMERS/STAKEHOLDERS:

Customers/Stakeholders engaged in the activities of NEMSA cut across every sector of the economy in Nigeria. These include:

12.1 INTERNAL CUSTOMERS

Office of the MD/CEO & CEIF
 Technical Standards and Inspectorate Services
 Human Resources Department
 Commercial Department
 Certification Unit
 Metering Department
 Finance and Account Department
 Procument Unit
 Public Affairs Unit
 ICT Unit
 Protocol Unit



SERVICOM Unit
Legal Unit
Audit Unit
Registry
Admin Unit
Chemical and Engineering Laboratory
Transformer Repairs Workshop
Warehouses
NEMSA Accident and Trauma Centre, Abuja
Area Inspectorate Field Offices
National Meter Test Stations.
Electricity Information Management Systems Unit (EIMS)

12.2 INTRA-CUSTOMERS

Federal Ministry Power (FMP)
Nigerian Electricity Regulatory Commission (NERC)
National Power Training Institute of Nigeria (NAPTIN)
Rural Electrification Agency (REA)
Niger Delta Power Holding Company (NDPHC)
Nigerian Electricity Liability Management Company (NELMCO)
Generating Companies (GENCOs)
Distribution Companies (DISCOs)
Transmission Company of Nigeria (TCN)
Nigerian Bulk Electricity Trader (NBET)
Standards Organisation of Nigeria (SON)
Federal Competition and Consumer Protection Commission (FCCPC)
Licensed Electrical Contractors Association of Nigeria (LECAN)
Nigerian Police
Federal Fire Service
Petroleum Trust Development Fund (PTDF)

12.3 EXTERNAL/PUBLIC CUSTOMERS

Companies & Individuals involved in Electrical Installations
Government Contractors



Domestic Electricity consumers
International Oil Companies (IOCs) operating ON/OFF-Shore
All other industries/factories

13.0 STAFF AND MANAGEMENT OBLIGATIONS AND RIGHTS OF THE PUBLIC/STAKEHOLDERS:

- i. To treat internal and external customers with fairness and provide good services promptly.
- ii. Obligations of the public/stakeholders is to ensure that all installations are duly tested and certified by NEMSA before being energized and put into use.
- iii. They are encouraged to report all structural anomalies observed in the NESI to NEMSA for necessary action and quick resolution of such defects.
- iv. They are also encouraged to demand for proof of tested electricity meters before these are deployed in their premises.
- v. They should ensure that only NEMSA certified electrical installations contractors are used for their electrical installations, electrical infrastructure etc.
- vi. The right of the public/stakeholders is prompt delivery of NEMSA's services by NEMSA personnel.

14.0 Existing LIMITATIONS: Technically, NEMSA is fully equipped with both human and material resources to carry out the functions which the Agency was set up to perform in Nigeria.

15.0 WHAT IS EXPECTED OF CUSTOMERS?

Customers are expected to read and understand the **instructions** outlined on the website and in any hard copy manuals provided by NEMSA.



16.0 GRIEVANCE REDRESS MECHANISM (GRM) AND CONTACTS:

NEMSA has developed various methods by which grievances can be registered and processed as quickly as possible. On the NEMSA website, www.nemsa.gov.ng, various modes of reporting observations are available to the general public and they include: a phone help desk; i-report, quick contacts phone number, contact address and email of the Headquarters, all Zonal Inspecting Offices, National Meter Test Stations, Engineering and Chemical Laboratory, etc; Facebook and Twitter handles.

Grievance(s) against an office or services of the Nigerian Electricity Management Services Agency can also be forwarded to:

The Managing Director/CEO &
Chief Electrical Inspector of the Federation
Nigerian Electricity Management Services Agency,
4, Dar Es Salaam Crescent,
Off Aminu Kano Crescent,
Wuse II, Abuja.

CC: The Agency Nodal Officer,
Nigerian Electricity Management Services Agency,
4, Dar Es Salaam Crescent,
Off Aminu Kano Crescent,
Wuse II, Abuja.
08034515220
MILDRED.IMOUKHUEDE@NEMSA.GOV.NG

16.1 Area offices

NEMSA has nineteen (19) Area Inspectorate Field Offices spread across the nation, three (3) National Meter Test Stations at Oshodi-Lagos, Kaduna and Port Harcourt; a Chemical & Engineering Laboratory, Transformer Repair/Testing Centre in Ijora-Lagos; and three (3) Central Stores located in Oshodi-Lagos, Kaduna and Port Harcourt, which bring the services of the

Agency very close to stakeholders. The **locations and addresses** of our Inspectorate Field Offices, National Meter Test Stations, Engineering and Chemical Laboratory, Stores, etc, are as follows (Tables 1 & 2 below):

S/N	Zonal Office Location	Location/Address	States/ Covered	Head	E-Mail	Phone No.
1.	Abeokuta	Federal Secretariat, P.M.B, 2078, Abeokuta, Ogun, State	Ogun State	Engr. Abubakar Momoh	abubakar.momoh@nems.gov.ng abzymoh1980@gmail.com	08055235210
2.	Abuja	No. 12, 611 Road, 7 th Avenue, off Aural Awal Street, Gwarinpa, Abuja	FCT & Niger State	Engr. Eja Alobo	eja.alobo@nems.gov.ng ejaalobo@yahoo.com	07035866004
3.	Akure	Federal Secretariat, P.M.B, 702, Akure, Ondo State	Ondo & Ekiti State	Engr. Audra Tundun	adura.tundun@nems.gov.ng aduratundun@yahoo.com	08064430414 09052389121
4.	Bauchi	Rm 85 & 86, 4 th Floor, Federal Secretariat Complex, Bauchi, Bauchi State	Bauchi & Gombe State	Engr. Edward Micah Maku	micah.edward@nems.gov.ng makukam2@gmail.com	08063657401 08027368639
5.	Benin	Federal Secretariat Complex, Opposite Aduwawa Quarters, P.M.B, 1319, Benin City, Edo State	Edo & Delta State	Engr. Jimoh A. Quadry	jimoh.quadry@nems.gov.ng halabarma96@gmail.com	08033519956
6.	Enugu	Federal Secretariat, P.M.B, 1110, Enugu, Enugu State	Anambra, Enugu & Ebonyi State	Engr. Nelson Obiukwu	osita.obiukwu@nems.gov.ng cassellingx@yahoo.com	08059687499 07031317412
7.	Ibadan	Ministry of Energy Building, Beside NITEL Hqs, Inside Oyo State Secretariat, Agodi P.M.B 5028, Ibadan, Oyo State	Oyo & Osun State	Engr. Sakariyau Bamidele	sakariyau.bamidele@nems.gov.ng bamsak2002@gmail.com	07032276293
8.	Ilorin	Sir Kashim Ibrahim Road, Behind Governors House, P.M.B, 1580, Ilorin Kwara State	Kwara & Kogi State	Engr. Fayose Bamidele Olusola	olusola.fayose@nems.gov.ng olusolaval@yahoo.com	08033683492
9.	Jos	Club Road, P.M.B, 2099, Jos, Plateau State	Plateau, Benue, & Nassarawa State	Engr. Kalu Ochu Ikpo	kalu.ikpo@nems.gov.ng kaluiyke1965@yahoo.com	08037442084
10.	Kaduna	6, Yakubu Gowon Way, Hospital Road, P.M.B, 2119, Kaduna, Kaduna State.	Kaduna State	Engr. Baba David Danlami	david.baba@nems.gov.ng devazeze68@gmail.com	08065399466
11.	Kano	Federal Secretariat, P.M.B, 3477, Kano, Kano State	Kano, Jigawa & Katsina State	Engr. Muktar M. Abbas	abbas.muktar@nems.gov.ng abbastakai2@gmail.com	08034644000
12.	Lagos – Eko Area	Glass House, Block D FMW&H Premises, TBS, Moloney Sreet, Lagos State.	Lagos State (Eko)	Engr. Salami Afeez Oladokun	salami.oladokun@nems.gov.ng salamiaoems@gmail.com	07068881040
13.	Lagos – Ikeja Area	NMTS (Oshodi) Alasia Bus Stop, Agege Motor Road, Near YTK Petrol Station.	Lagos State (Ikeja)	Engr. Oyinlade Adewale	adewale.oyinlade@nems.gov.ng best_oyinlade@yahoo.com	08034417901
14.	Maiduguri	3, Lake Chad Nurs. Near Lake Chad, P.M.B, 1032 Maiduguri, Borno State	Borno & Yobe State	Engr. James Bata Sani	james.sani@nems.gov.ng jamesbatasani@gmail.com	08099640301

15.	Owerri	Behind FERMA, Federal Secretariat Complex, Owerri, P/H Road, Owerri, Imo State	Imo & Abia State	Engr. Gerald Ene	gerald.ene@nems.gov.ng jaja3325@gmail.com	08161330625
16.	Port Harcourt	Federal Secretariat, Aba Road Port Harcourt, Rivers State	Rivers & Bayelsa State	Engr. Mrs. Jamila Yusuf	jamil.yusuf@nems.gov.ng Jamisky4real@yahoo.com	08035750837
17.	Sokoto	EIS Building Complex, Near Kangiwa Square P.M.B, 2291, Sokoto, Sokoto State	Sokoto, Kebbi & Zamfara State.	Engr. Baba Machina M.	baba.machina@nems.gov.ng babamachina@gmail.com	08034480787
18.	Uyo	Federal Secretariat Complex, Abak Road, Uyo, Akwa-Ibom State	Akwa Ibom & Cross River State	Engr. Abdulrahman I. Igetsi	abdulrahman.igetis@nems.gov.ng igetisiabdul@gmail.com	08030695738 07059914366
19.	Yola	29a, Mubi Road, P.M.B 2094, Yola – Adamawa State	Taraba & Adamawa State	Ntuen Ekpointuen Anthony	clergytony@gmail.com esugadua@yahoo.com	08037039351

Other NEMSA Facilities

S/N	Units	Location(s)	Head	E-mail	Phone No.
1	National Meter Test Stations	Lagos/Oshodi	Engr. Sunny Adeoye	sunny.adeoye@nems.gov.ng	07052453410
		Port-Harcourt	Engr. Koproda Cyriacus	Koproda.cyriacus@nems.gov.ng	08136842194
		Kaduna	Mr. Edward Agbo	isa.mohammed@nems.gov.ng nmtskd@nems.gov.ng	08160111557
2	Warehouses	Lagos	Adelabu S. A (Mrs)	sarat.adelabu@nems.gov.ng comdep.csl@nems.gov.ng	08023229493
		Port-Harcourt	Mrs. Vivian J. Manilla	comdep.csp@nems.gov.ng Vivian.manilla@nems.gov.ng	08033409110
3	Clinic	Abuja	Dr. Babatunde Abegunde	babatunde.abegunde@nems.gov.ng nems.clinic@nems.gov.ng	07038009824
4	Chemical and Engineering Lab	Lagos/Ijora	Mrs. Evelyn O. Ndekwu	Evelyn.ndekwu@nems.gov.ng	08023024655
5	Transformer Repairs Workshop	Lagos/Ijora	Mr. Michael Bejide	Michael.bejide@nems.gov.ng	08079137102

Such complaints or grievances shall be processed as outlined below:

- *issuance of acknowledgement letter within three (3) days;
- * disposal of written grievances within twenty one (21) days from the date of receipt;
- *Appeal/Reaction from petitioner within Two weeks from when the grievance was disposed of; and
- *Final disposal and closure of a case within sixty (60) days from the date the appeal was received



19. REVIEW OF SERVICE CHARTER:

This will happen if and when necessary with a time frame, feedbacks from the stakeholders and event/occurrences in the power sector, industries and other workplaces.

*Managing Director/CEO &
Chief Electrical Inspector of the Federation
June, 2020*