

20 23 BUSINESS FACILITATION ACT COMPLIANCE REPORT

JANUARY 2023 TO
DECEMBER 2023



Driven by:
PRESIDENTIAL
ENABLING BUSINESS
ENVIRONMENT
COUNCIL (PEBEC)

BFA2022

reportgov.ng

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LIST OF MDAs



Bank of Industry
(BOI)



Bureau of Public
Procurement (BPP)



Central Bank of
Nigeria (CBN)



Corporate Affairs
Commission (CAC)



Federal Airports
Authority of Nigeria
(FAAN)



Federal Competition
& Consumer
Protection
Commission (FCCPC)



Federal Inland
Revenue Service
(FIRS)



Federal Ministry of
Industry, Trade &
Investment,
Trademarks Registry



Federal Ministry of
Interior, Citizenship
and Business
Department



Federal Road
Safety Corps
(FRSC)



Joint Tax Board
(JTB)



National Agency
for Food And Drug
Administration and
Control (NAFDAC)



National
Broadcasting
Commission (NBC)



National Collateral
Registry (NCR)



National Drug Law
Enforcement
Agency (NDLEA)



National Office for
Technology
Acquisition and
Promotion (NOTAP)



National Pension
Commission (PENCOM)



National Sugar
Development
Council (NSDC)



Nigeria Agricultural
Quarantine Service
(NAQS)



Nigeria Civil
Aviation Authority
(NCAA)



Nigeria Customs
Service (NCS)



Nigeria Export
Processing Zones
Authority (NEPZA)



Nigeria Immigration
Service (NIS)



Nigeria Police
Force (NPF)



Nigerian Airspace
Management
Agency (NAMA)



Nigerian Content
Development &
Monitoring Board
(NCDMB)



Nigerian Electricity
Management
Services Agency
(NEMSA)



Nigerian Electricity
Regulatory
Commission
(NERC)



Nigerian Export
Promotion Council
(NEPC)



Nigerian
Export-Import
Bank (NEXIM)



Nigerian
Investment
Promotion
Commission (NIPC)



Nigerian Maritime
Administration and
Safety Agency
(NIMASA)



Nigerian Ports
Authority (NPA)



Nigerian Shippers
Council (NSC)



Oil & Gas Free
Zones Authority
(OGFZA)



S E R V I C O M



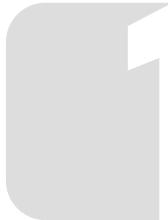
Special Control
Unit Against
Money Laundering
(SCUML)



Standards
Organisation of
Nigeria (SON)



The Securities and
Exchange
Commission (SEC)



Introduction

The inauguration of the Presidential Enabling Business Environment Council (PEBEC) in July 2016 marked a pivotal moment for Nigeria's business landscape. With a dual mandate to remove bureaucratic and legislative constraints to doing business and improve the perception of the ease of doing business in Nigeria, PEBEC has driven the efforts towards establishing an enabling business environment and contributing to sustained economic growth.

PEBEC in collaboration with Ministries, Departments, and Agencies (MDAs) have worked on this dual mandate, with the passing of the Business Facilitation Act (BFA) in February 2023, giving legislative backing to key Ease of Doing Business Reforms.

Yearly, PEBEC releases the Business Facilitation Act (BFA) Compliance Report which offers insights into critical metrics for measuring effective and transparent service delivery by the various MDAs.

Based on meticulous data collection and rigorous data analysis, the 2023 Full-Year BFA Compliance Report ranks the MDAs in order of their compliance to providing services in an efficient, timely, and customer-friendly manner.

Despite the progress indicated in previous BFA reports, the 2023 report spotlights the urgent need for MDAs to strengthen their efforts on high-quality service delivery to rapidly improve the productivity and competitiveness of Nigeria's business environment.

While PEBEC actively works with fifty-three (53) priority MDAs, this report focused on thirty-nine (39) priority MDA delivering critical services to the Nigerian business community.

PEBEC remains steadfast in its commitment to driving reforms aimed at enhancing effectiveness, transparency, and collaboration within MDAs that directly interface with the business public and institutionalizing reforms for improving the Ease of Doing Business in Nigeria.



Efficiency Compliance Ranking

From January 2023 –
December 2023

The BFA Efficiency ranking relates to the capacity of an MDA to provide its services in a timely, cost-effective, and customer-friendly manner. The ranking measures MDAs on their adherence to service level agreements (SLAs), costs and procedures, one government directive, and default approval. Historically, the MDAs that exhibit exceptional performance are those that recorded consistent efficiency reporting performance, higher degrees of adherence to service guidelines, and improved customer experience.

The table below illustrates MDAs' performance in meeting the set BFA Efficiency criteria from January 2023 to December 2023. The evaluation also captures their compliance with the one government directive and instances of default approval.

Efficiency Compliance Ranking from January 2023 – December 2023

S/N	MDA NAMES	EFFICIENCY SCORE	RANKING
1	Standards Organisation of Nigeria (SON)	66.42%	1
2	Nigerian Content Development & Monitoring Board (NCDMB)	64.02%	2
3	Nigerian Electricity Regulatory Commission (NERC)	61.98%	3
4	Nigeria Agricultural Quarantine Service (NAQS)	56.55%	4
5	Nigerian Export-Import Bank (NEXIM)	55.96%	5
6	Federal Competition & Consumer Protection Commission (FCCPC)	55.55%	6
7	Corporate Affairs Commission (CAC)	53.36%	7
8	Securities and Exchange Commission (SEC)	46.07%	8
9	Central Bank of Nigeria (CBN)	41.53%	9
10	Nigerian Electricity Management Services Agency (NEMSA)	41.26%	10
11	Federal Ministry of Interior (FMI)	39.74%	11

S/N	MDA NAMES	EFFICIENCY SCORE	RANKING
12	Nigeria Immigration Service (NIS)	35.67%	12
13	National Agency For Food And Drug Administration and Control (NAFDAC)	35.05%	13
14	Federal Inland Revenue Service (FIRS)	34.14%	14
15	Nigerian Shippers Council (NSC)	30.69%	15
16	Nigerian Ports Authority (NPA)	28.55%	16
17	Federal Airports Authority of Nigeria (FAAN)	18.83%	17
18	Nigerian Investment Promotion Commission (NIPC)	14.83%	18
19	National Office for Technology Acquisition and Promotion (NOTAP)	13.70%	19
20	SERVICOM	13.27%	20
21	Nigerian Maritime Administration and Safety Agency (NIMASA)	9.47%	21
22	Bureau for Public Procurement (BPP)	9.02%	22
23	National Pension Commission (PENCOM)	7.95%	23
24	Federal Ministry of Industry, Trade and Investment Commercial Law Department Trademarks, Patents and Design Registry	7.27%	24
25	Nigeria Export Processing Zones Authority (NEPZA)	6.50%	25
26	National Sugar Development Council (NSDC)	6.09%	26
27	Federal Road Safety Corps (FRSC)	5.91%	27
28	Nigerian Airspace Management Agency (NAMA)	5.91%	28
29	Nigerian Export Promotion Council (NEPC)	4.40%	29
30	Nigeria Civil Aviation Authority (NCAA)	4.16%	30
31	National Broadcasting Commission (NBC)	1.89%	31
32	Oil & Gas Free Zones Authority (OGFZA)	0.08%	32
33	National Drug Law Enforcement Agency (NDLEA)	0.00%	33
34	Bank of Industry (BOI)	0.00%	34
35	National Collateral Registry (NCR)	0.00%	35
36	Special Control Unit Against Money Laundering (SCUML)	0.00%	36
37	Nigeria Customs Services (NCS)	0.00%	37
38	Joint Tax Board (JTB)	0.00%	38
39	Nigeria Police Force (NPF)	0.00%	39

KEY: 100% - 70% 69% - 50% 49% - 40% 39% - 0%



Transparency Assessment Ranking

as at December 2023

When MDAs publish their standardized procedures, timelines, and service fees, it empowers citizens to demand efficient service and ensures access to comprehensive information on services, fees, timelines, requirements, and customer service contact details. The BFA imposes obligations on MDAs to:

- Provide a comprehensive inventory of all charges, schedules, terms, and prerequisites necessary for acquiring permits, licenses, and approvals, both within its facilities and on its official website.
- Assign the duty of consistently revising and validating such information to the respective heads of various government MDAs.

The table below illustrates MDAs' performance in meeting the set BFA transparency criteria from January 2023 to December 2023.

BFA 2022 Transparency Scores January 2023 - December 2023

S/N	MDA NAMES	TRANSPARENCY SCORE (100%)	RANKING
1	Federal Road Safety Corps (FRSC)	91.79%	1
2	Nigerian Export Promotion Council (NEPC)	90.42%	2
3	Corporate Affairs Commission (CAC)	89.88%	3
4	Federal Inland Revenue Service (FIRS)	87.17%	4
5	Nigerian Maritime Administration and Safety Agency (NIMASA)	86.58%	5
6	Federal Competition & Consumer Protection Commission (FCCPC)	84.38%	6
7	Nigerian Content Development & Monitoring Board (NCDMB)	80.54%	7
8	Nigerian Export-Import Bank (NEXIM)	79.46%	8
9	Nigerian Electricity Management Services Agency (NEMSA)	78.33%	9
10	National Broadcasting Commission (NBC)	77.13%	10
11	Oil & Gas Free Zones Authority (OGFZA)	73.33%	11

S/N	MDA NAMES	TRANSPARENCY SCORE (100%)	RANKING
12	Standards Organisation of Nigeria (SON)	71.33%	12
13	Bank of Industry (BOI)	71.17%	13
14	Nigeria Export Processing Zones Authority (NEPZA)	70.96%	14
15	Joint Tax Board (JTB)	70.83%	15
16	National Agency For Food And Drug Administration and Control (NAFDAC)	67.63%	16
17	Federal Ministry of Interior (FMI)	67.13%	17
18	Securities and Exchange Commission (SEC)	67.00%	18
19	Bureau for Public Procurement (BPP)	64.33%	19
20	National Drug Law Enforcement Agency (NDLEA)	64.21%	20
21	Nigeria Customs Services (NCS)	61.75%	21
22	Nigeria Immigration Service (NIS)	59.00%	22
23	Nigerian Electricity Regulatory Commission (NERC)	58.83%	23
24	National Sugar Development Council (NSDC)	58.54%	24
25	National Collateral Registry (NCR)	57.79%	25
26	Nigerian Investment Promotion Commission (NIPC)	55.63%	26
27	Central Bank of Nigeria (CBN)	55.29%	27
28	National Office for Technology Acquisition and Promotion (NOTAP)	52.96%	28
29	Nigerian Airspace Management Agency (NAMA)	50.08%	29
30	Federal Airports Authority of Nigeria (FAAN)	49.46%	30
31	Nigeria Agricultural Quarantine Service (NAQS)	49.00%	31
32	SERVICOM	48.96%	32
33	National Pension Commission (PENCOM)	46.75%	33
34	Nigerian Ports Authority (NPA)	42.88%	34
35	Nigeria Civil Aviation Authority (NCAA)	39.58%	35
36	Nigerian Shippers Council (NSC)	38.50%	36
37	Federal Ministry of Industry, Trade and Investment Commercial Law Department Trademarks, Patents and Design Registry	34.38%	37
38	Nigeria Police Force (NPF)	31.88%	38
39	Special Control Unit Against Money Laundering (SCUML)	23.46%	39

KEY: 100% - 70% 69% - 50% 49% - 40% 39% - 0%



Overall BFA Performance Results

for January 2023 - December 2023

The overall performance of Ministries, Departments, and Agencies (MDAs) is evaluated based on the efficiency and transparency scale with a weighting of 70% and 30% respectively. The MDAs that have achieved higher scores indicate higher compliance levels to their service level agreement, one government, and default approval.

S/N	MDA NAMES	TOTAL SCORE (100%)	RANKING
1	Nigerian Content Development & Monitoring Board (NCDMB)	70.07%	1
2	Standards Organisation of Nigeria (SON)	69.05%	2
3	Corporate Affairs Commission (CAC)	65.12%	3
4	Federal Competition & Consumer Protection Commission (FCCPC)	65.08%	4
5	Nigerian Export-Import Bank (NEXIM)	63.51%	5
6	Nigerian Electricity Regulatory Commission (NERC)	61.65%	6
7	Nigeria Agricultural Quarantine Service (NAQS)	55.45%	7
8	Securities and Exchange Commission (SEC)	53.10%	8
9	Nigerian Electricity Management Services Agency (NEMSA)	53.09%	9
10	Federal Inland Revenue Service (FIRS)	50.49%	10
11	Federal Ministry of Interior (FMI)	48.58%	11
12	Central Bank of Nigeria (CBN)	46.31%	12
13	National Agency For Food And Drug Administration and Control (NAFDAC)	45.39%	13
14	Nigeria Immigration Service (NIS)	43.13%	14
15	Nigerian Shippers Council (NSC)	33.58%	15
16	Nigerian Ports Authority (NPA)	32.85%	16
17	Nigerian Maritime Administration and Safety Agency (NIMASA)	32.60%	17
18	Federal Road Safety Corps (FRSC)	31.67%	18
19	Nigerian Export Promotion Council (NEPC)	30.59%	19
20	Federal Airports Authority of Nigeria (FAAN)	28.66%	20
21	Nigerian Investment Promotion Commission (NIPC)	27.24%	21
22	Nigeria Export Processing Zones Authority (NEPZA)	25.84%	22

S/N	MDA NAMES	TOTAL SCORE (100%)	RANKING
23	Bureau for Public Procurement (BPP)	25.61%	23
24	National Office for Technology Acquisition and Promotion (NOTAP)	25.47%	24
25	National Broadcasting Commission (NBC)	24.63%	25
26	SERVICOM	24.16%	26
27	Oil & Gas Free Zones Authority (OGFZA)	22.05%	27
28	National Sugar Development Council (NSDC)	21.83%	28
29	Bank of Industry (BOI)	21.35%	29
30	Joint Tax Board (JTB)	21.25%	30
31	National Pension Commission (PENCOM)	19.59%	31
32	National Drug Law Enforcement Agency (NDLEA)	19.26%	32
33	Nigerian Airspace Management Agency (NAMA)	19.16%	33
34	Nigeria Customs Services (NCS)	18.53%	34
35	National Collateral Registry (NCR)	17.34%	35
36	Federal Ministry of Industry, Trade and Investment Commercial Law Department Trademarks, Patents and Design Registry	15.40%	36
37	Nigeria Civil Aviation Authority (NCAA)	14.79%	37
38	Nigeria Police Force (NPF)	9.56%	38
39	Special Control Unit Against Money Laundering (SCUML)	7.04%	39

KEY: 100% - 70% 69% - 50% 49% - 40% 39% - 0%



BFA Score Card

on Sector-Specific Directives

The BFA outlines two key sector-specific directives: the entry experience of travelers and port operations. Key MDAs involved in the movement of travellers through Nigeria's airports and facilitating trade at the seaports are assessed for compliance with these directives.

The MDAs are tracked based on monthly efficiency reports, citizen feedback, and site visits. This report includes specific details based on the findings from the spot inspections conducted at the Murtala Mohammed International Airport in Lagos, Nnamdi Azikiwe International Airport Abuja, APM Terminals and Tincan Terminal in Lagos State.



BFA Scorecard - Entry Experience of Visitors and Travellers

This includes provisions to aid a seamless travel experience for visitors and travellers at the airports.



Ordinary tourist and business visas shall be issued within 48 hours



The updated list of requirements and timelines for visa-on-arrival to be published on the Nigeria Immigration Service website



The processing of issuance of visa-on-arrival shall be done in a transparent manner



Officials caught soliciting or receiving bribes from passengers shall be subject to immediate removal from their post and disciplined



Agencies at the airport shall merge their respective departure and arrival interfaces into a single customer interface

KEY:
 Full compliance
 Low level of compliance
 High incidence of non-compliance

BFA includes provisions to aid a seamless travel experience for visitors and travellers at the airports.

This spot check was critical to ensuring the report accurately reflects the true experience of travellers at the country's ports of entry. The observations from the inspection are reported in line with established parameters for measuring the implementation of Ease of Doing Business (EoDB) reforms around the entry and exit of people.

Ordinary tourist and business visas shall be issued within 48 hours

According to observed practices and the information available on the Nigeria Immigration Service's website, visa-on-arrival is only available for business visas, not tourist visas.

Updated list of requirements and timelines for visa-on-arrival to be published on immigration related websites

The Nigeria Immigration Service (NIS) website provides the eligibility requirements for visa-on-arrival but does not specify the processing timeline. This lack of published timeline is contrary to the provision in the Business Facilitation Act 2022 and allows for delays in processing beyond the legally required timeframe.

There shall be no touting at the airports

At the airport, there was a widespread level of touting by officials from all the agencies present. While no incident of off-duty officials touting were observed, there were observed instances of on-duty officials actively engaging in touting at the Airports.

The issuance of visa-on-arrival shall be done in a transparent manner

The overall atmosphere of the visa-on-arrival (VOA) area was less than ideal. The space had inadequate ventilation and was overcrowded. It was observed that passengers who had already obtained prior visa approval were still made to wait at the airport for a minimum of 45 minutes, and only the highest bidders were attended to. Additionally, there were instances of duplicated processes, where travellers were required to provide information and documents that had already been submitted online.

Officials caught soliciting or receiving bribes from passengers shall be subject to immediate removal from their post and disciplined

During the spot inspection, the team observed several instances of rent-seeking behaviour by officials at the airport. Also, there was no evidence that proper consequence management or disciplinary measures were being taken against these erring officers.

Agencies at the airport shall merge their respective departure and arrival interfaces into a single customer interface

The agencies operating at the airports have not yet established a single, unified interface for managing arrival and departure procedures. For instance, it was observed that passengers experienced more than 12 different touchpoints from the time they entered the Airport until their departure.



BFA Sector Specific Directive Scorecard – Port Operations

The BFA contains measures to increase the effectiveness of Seaport operations and facilitate cross-border trade through the ports.



Agencies at the port shall harmonise their operations into a single interface station at the port and implement single task force.

The Agencies at the seaport are yet to harmonise their operations into a single interface. If implemented, the single interface will streamline procedures by consolidating the functions of various agencies, thereby enhancing the Ease of Doing Business for exporters.

The lack of a functional unified interface station at Export Processing Terminals (EPTs) is a significant issue. This station simplifies procedures by integrating the functions of different agencies, thereby improving efficiency. Exporters interviewed allege that agencies refrain from utilizing this station for personal benefit underscoring the necessity for enhanced implementation and oversight.

Each port in Nigeria shall assign an existing export terminal dedicated to the exportation of agricultural produce within 30 days of the commencement of the Act.



The Apapa Port shall resume round-the-clock operations within 30 days from the commencement of the Act

Exporters interviewed voiced dissatisfaction with the absence of 24-hour port operations, emphasizing the urgent need for extended service hours at the nation's ports. Addressing infrastructure challenges such as power supply and improving port security would enhance stakeholder confidence, promote trade flow, and alleviate port congestion.



No touting shall be allowed at the ports by official and non-official persons



Officials caught soliciting or receiving bribes from passengers shall be subject to immediate removal from their post and disciplined.

Exporters interviewed at the ports revealed that rent seeking was customary during document processing at agency offices within the ports. Rapidly addressing this issue is essential to fostering trust and an improved business environment.

KEY:

Full compliance

Low level of compliance

High incidence of non-compliance



REPORTGOV.NG

The ReportGov.NG interface is accessed via <https://reportgov.ng>. The ReportGov.NG Platform currently hosts 53 Ministries, Departments, and Agencies (MDAs), all of which have been onboarded on the platform. These MDAs are all bound by a Service Level Agreement (SLA) endorsed by the Federal Executive Council (FEC). According to this SLA, all lodged complaints must be resolved within 72 hours. PEBEC has conducted training sessions for the representatives of these diverse MDAs to improve the skills of MDA personnel in complaint management and administration.

ReportGov.NG supports the implementation of the Business Facilitation Act by:

- Gathering input from stakeholders regarding the services offered by MDAs.
- Enhancing the implementation of service delivery benchmarks.
- Enhancing the oversight and assessment of enacted improvements.

REPORTGOV.NG ANALYSIS

The chart below shows MDAs that actively engage on the ReportGov.NG platform and adhere to the FEC timeline of 72 hours for complaint/ticket resolution.

MDAs performance ranking on ReportGov.NG



Although 53 MDAs are onboarded on the ReportGov.NG platform, only 13 are active, with 5 MDAs adhering to the FEC approval timeline. The PEBEC Secretariat continues to deepen awareness on the existence of the ReportGov.NG platform by collaborating with MDAs in developing effective communication strategies in this regard. This will ensure that Micro, Small and Medium Scale Enterprises (MSMEs) rapidly adopt the platform.

REPORTGOV.NG TESTIMONIALS

“

We'd like to express our sincere appreciation for the swift resolution of our recent passport renewal concerns through the ReportGov.ng platform. PEBEC's intervention ensured the timely delivery of both my passport and my wife's. This experience highlights the effectiveness of the ReportGov.ng platform. We are truly grateful for their outstanding support.

Mr. Chibuzor Ihejirika

June 2023 | Rivers State, Nigeria

“

We're thrilled to receive our passports this morning! We appreciate the prompt response and resolution from the Nigeria Immigration Service. We also want to thank PEBEC for their ongoing efforts in ensuring complaints submitted on ReportGov.ng are addressed. Thank you both for your contributions!

Susan Ejeh

August 2023 | Benue State, Nigeria

“

The PEBEC team is instrumental in driving reforms within Nigeria's business landscape and ensuring that government agencies prioritize actions that foster business growth. Thanks to PEBEC's efforts, our company has experienced timely resolutions to various complaints lodged with government MDAs. Without PEBEC, navigating these challenges would have been considerably more challenging. The individuals within PEBEC are exceptional, and our company extends heartfelt appreciation for their dedication and support. Thank you and best regards!

Dr. Lukman O.

April 2023 | Lagos state, Nigeria

“

Thank you so much, I really appreciate the work put in by PEBEC. I was able to resolve this without paying any additional duty fee to customs.

Mrs Roselyn A.

October 2023 | Ekiti state, Nigeria

“

We are grateful to report that our application has finally been approved after experiencing delays in the registration of our company name. This achievement would not have been possible without the invaluable support and intervention of the PEBEC Secretariat.

Mr. Daniel O.

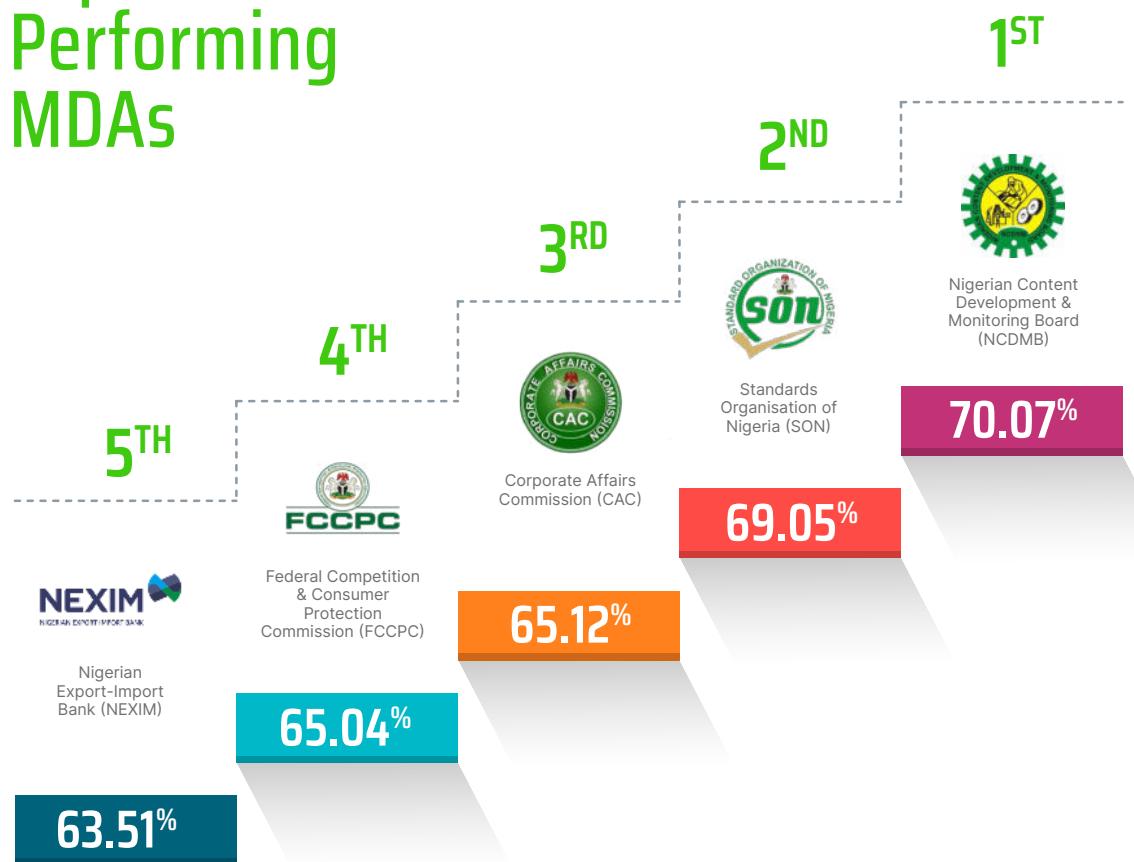
May 2023 | Lagos state, Nigeria



COMMENDING COMPLIANCE

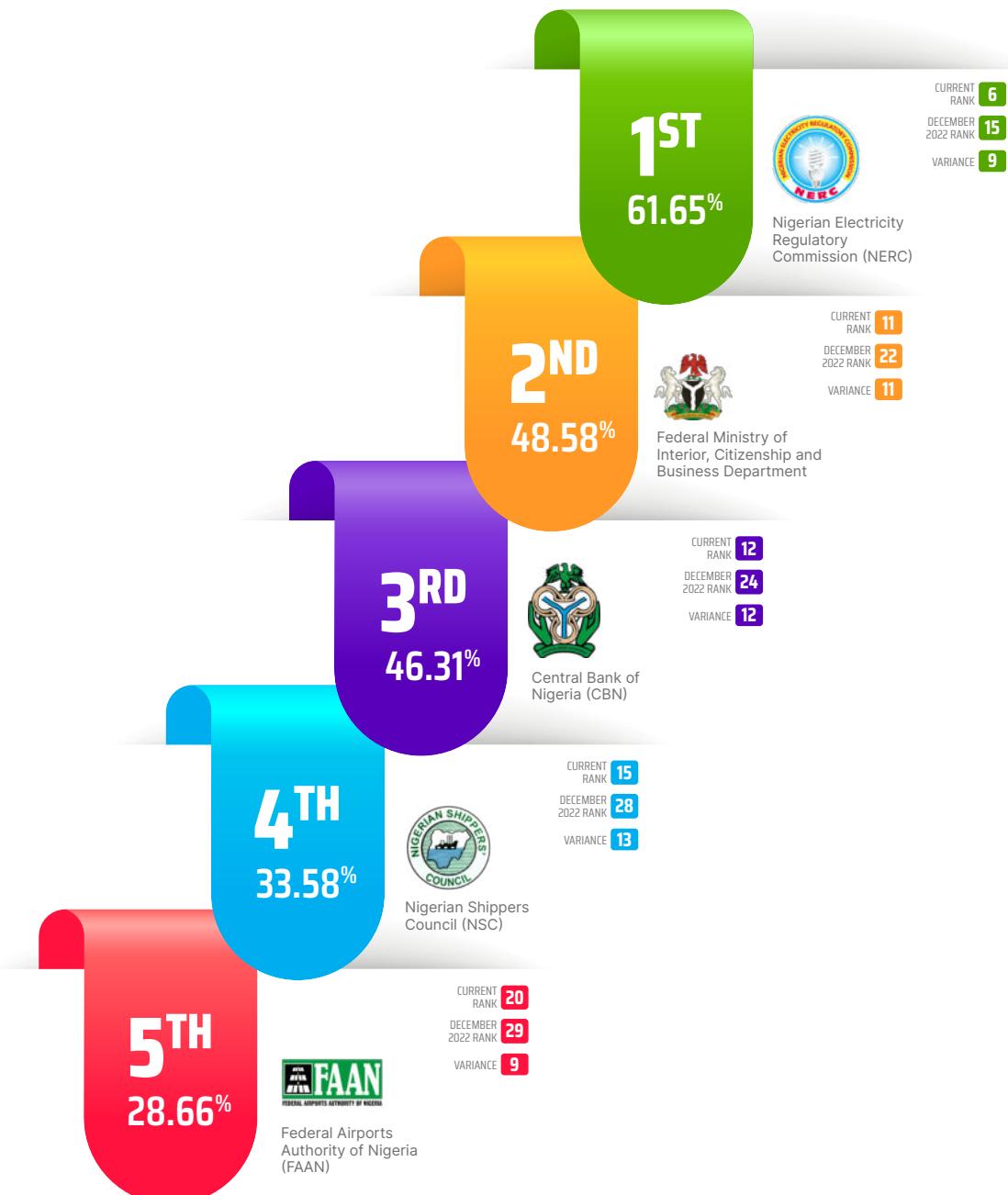
Following the detailed analysis of the MDAs performances, these MDAs demonstrated commendable performance.

Top 5 Performing MDAs



Top 5 Most Improved MDAs

December 2022 vs
December 2023





CONCLUSION

The January 2023 - December 2023 (BFA Compliance Report) presents a critical result: MDAs need to rapidly increase the efficiency and transparency of their service delivery.

It is noteworthy that the high-performing MDAs demonstrated commendable performance in both efficiency and transparency through diligent adherence to their Service Level Agreements (SLAs) during the 2023 reporting year, the overall performance of MDAs highlights the need for massive improvement in key BFA Compliance metrics.

With only 10 MDAs scoring above 50% and a weighted average score of 34.87% across the 39 MDAs, strategic measures to enhance sector-specific metrics will need to be prioritized. Thus, MDAs must take concrete steps to improve efficiency and transparency ratings before the end of the 2024 reporting period.

Most importantly, MDAs should as a matter of urgency set-up BFA Implementation Reform Committees. These committees will be responsible for steering BFA implementation initiatives in the MDAs, accelerating the strides taken in promoting a culture of transparency and accountability.

This will be in furtherance of the implementation strategies of the 8-point agenda of the Administration of President Bola Ahmed Tinubu GCFR, designed to boost economic reforms for sustained inclusive growth across all sectors.

We strongly urge the MDAs covered in this report to draw insights from empirical data and past BFA reports (since 2018) to drive essential improvements in efficiency and transparency.

Appendices

Appendix -1

Excerpt of the
Business Facilitation
(Miscellaneous
Provisions) Act 2022
(BFA) codifying
Executive Order 001

Appendix -2

BFA 2022 Tracking
Flowchart

Appendix-3

BFA 2022 Service
Delivery Flowchart

Appendix-4

BFA 2022 MDAs
Transparent
Assessment Scale

Appendix-5

BFA 2022 MDAs
Efficiency
Assessment Scale

Appendix-6

Timeliness for BFA
2022 Compliance

Appendix-7

BFA 2022 MDA
Reporting Template

Appendix-8

ReportGov.NG -
Logging in a Ticket &
Ticket Process Flow

Appendix-9

PEBEC Seaport
Inspection Protocol

Appendix-10

PEBEC Airport
Inspection Protocol

Appendix-11

List of MDAs with
Examples of Services

Appendix-1

Excerpt of the Business Facilitation
(Miscellaneous Provisions) Act 2022
(BFA) codifying Executive Order 001

A 97

BUSINESS FACILITATION (MISCELLANEOUS PROVISIONS) ACT, 2022



ARRANGEMENT OF SECTIONS

Section :

1. Objectives.
2. Application.
3. Transparency requirements.
4. Default approvals.
5. One government directive.
6. Service level agreements.
7. Port operations.
8. Registration of businesses.
9. Consequential amendments.
10. Interpretation.
11. Citation.

**BUSINESS FACILITATION
(MISCELLANEOUS PROVISIONS) ACT, 2022**

ACT No. 5

AN ACT TO PROVIDE FOR THE EASE OF DOING BUSINESS, ENSURE TRANSPARENCY, EFFICIENCY AND PRODUCTIVITY IN NIGERIA ; AND FOR RELATED MATTERS.

[*8th Day of February, 2023*]

Commence-
ment.

ENACTED by the National Assembly of the Federal Republic of Nigeria—

1.—(1) The objectives of this Act are to —

Objectives.

(a) promote the ease of doing business in Nigeria and eliminate bottlenecks ; and

(b) amend relevant legislation to promote the ease of doing business in Nigeria and institutionalise all the reforms to ease implementation.

2. This Act applies throughout the Federal Republic of Nigeria.

Application.

3.—(1) Ministries, Departments and Agencies (MDAs) of the Federal Government which provides products and services shall publish a complete list of requirements to obtain the products and services.

Transparency
requirements.

(2) The products and services mentioned in subsection (1) include permits, licenses, waivers, tax related processes, filings, approvals, registration, certification, and other products and services, in accordance with the functions of the MDA.

(3) The list of requirements referred to in subsection (1) shall —

(a) include all processes, documents, fees and timelines required for the processing of applications for the products and services ; and

(b) within 21 days from the commencement of this Act, be —

(i) conspicuously published on the website of the relevant MDA, and

(ii) available at the customer help desk or other office designated for this purpose.

(4) The head of an MDA shall ensure that the list of requirements is verified and kept up-to-date at all times.

(5) Where there is a conflict between a published and an unpublished list of requirements, the published list shall prevail.

(6) An MDA shall maintain a register of applications for products and services.

Default approvals.

4.—(1) Where the relevant MDA fails to communicate approval or rejection of an application within the time stipulated in the published list, all applications for products and services not concluded within the stipulated timeline shall be deemed approved and granted.

(2) An MDA shall maintain, at least, two modes of communication of its official decisions to applicants, and the preferred modes of communication shall be published on the website of the MDA.

(3) Where an application is rejected within the stipulated timeline, the MDA shall communicate the rejection to the applicant stating the grounds for the rejection.

(4) An applicant's physical acknowledgement or electronic copy of an application shall serve as proof of the date of submission of the application to determine when the timeline of an application commenced.

(5) An applicant whose application is deemed granted under subsection (1) may, on the expiration of the application timeline, notify the relevant MDA for the issuance of a certificate or document in evidence of the grant, and the MDA shall within 14 days, issue the certificate or document in evidence of the grant.

(6) The notification referred to in subsection (5) shall, for all purposes, be construed as a certificate or document in evidence of the grant.

(7) If the appropriate officer in an MDA fails to act on an application within the timeline stipulated, without lawful reason, the failure constitutes misconduct and is subject to the prescribed disciplinary proceedings under the civil or public service rules.

One government directive.

5.—(1) For the purposes of one government, where an applicant requires service from an MDA, the MDA shall conduct the necessary verification or certification from relevant MDAs, in respect of the applicant.

(2) Subject to subsection (1), a copy of any document submitted by an applicant in respect of an application shall be apparent proof of the content of such document.

(3) In this section, “one government” means collaboration between MDAs to process and deliver products and services to the public.

Service level agreements.

6.—(1) An MDA shall have a service level agreement which shall provide for—

- (a) a list of products and services rendered;
- (b) documentation requirements ;

-
- (c) time lines for processing applications ;
 - (d) applicable fees ;
 - (e) a summary of the procedure of application ;
 - (f) redress mechanisms ; and
 - (g) such other requirement, as the MDA may consider necessary.

(2) The service level agreement of an MDA shall be binding on the MDA in the processing of applications.

(3) A service level agreement shall be published on the website of the MDA.

(4) Failure of the appropriate officer to act within the timeline stipulated in the service level agreement, without lawful reason, shall amount to misconduct and be subject to appropriate disciplinary proceedings in accordance with the relevant law or regulations applicable to the civil or public service.

7.—(1) Touting is prohibited in any port in Nigeria.

Port operations.

(2) Staff on duty shall be properly identified by uniform and official identity cards.

(3) Staff off duty shall stay away from the ports except with the express approval of the head of the MDA.

(4) The Federal Airports Authority of Nigeria (FAAN), Aviation Security (AVSEC) and Nigeria Ports Authority (NPA) security shall ensure compliance with the provisions of this section.

(5) A non-official staff shall not be allowed into the secured areas of any of the ports in Nigeria.

(6) An official of the FAAN, Nigerian Immigration Service, a security agency, Ministry responsible for foreign affairs or MDA shall not be permitted to meet a non-designated dignitary at a secured area of the airport.

(7) The official approved list of dignitaries that have been pre-approved to be received by protocol officers shall be made available to AVSEC and other relevant agencies ahead of the arrival of such dignitaries at the airport.

(8) Any official who solicits or receives bribe from a passenger or other users of the port shall be —

- (a) removed from his duty post ;
- (b) subject to disciplinary measures ; and
- (c) liable to a criminal proceeding in accordance with extant laws and regulations.

(9) All relevant MDAs at the airports shall within 30 days of the commencement of this Act, merge their respective departure and arrival interfaces into a single customer interface.

(10) All agencies present in Nigerian ports shall, within 60 days from the commencement of this Act, harmonise their operations into one single interface station domiciled in one location in the port and implemented by a single joint task force at all times, without prejudice to necessary procedures which may be utilised at the backend.

(11) The new single interface station at each Nigerian port shall capture, track and record information on all goods arriving and departing from Nigeria and transmit captured information to the head of the relevant offices and the head of the National Bureau of Statistics on a weekly basis.

(12) Each port in Nigeria shall assign an existing export terminal dedicated to the exportation of agricultural produce, within 30 days of commencement of this Act.

(13) A port shall, within 30 days of commencement of this Act, maintain a 24-hour operation, or such other periods of operation to be determined by the relevant MDA.

(14) A person who violates the provisions of subsection (1), commits an offence and is liable on conviction to a fine of at least ₦1,000,000 or imprisonment for a term of at least six months or both.

(15) A person who violates the provisions of subsections (2), (3), (5) and (6), is liable to administrative penalties as may be prescribed in a regulation issued by the relevant MDAs.

Registration
of
businesses.

8. The Registrar-General of the Corporate Affairs Commission (CAC) shall, within 14 days of the commencement of this Act, ensure that all application processes at the CAC are fully automated from the start to completion.

Consequential
amendments.

9. The Acts in the Schedule to this Act are amended as set out in the Schedule to this Act.

Interpretation.

10. In this Act —

“*touting*” includes carrying out unlawful activity for personal gain ; and

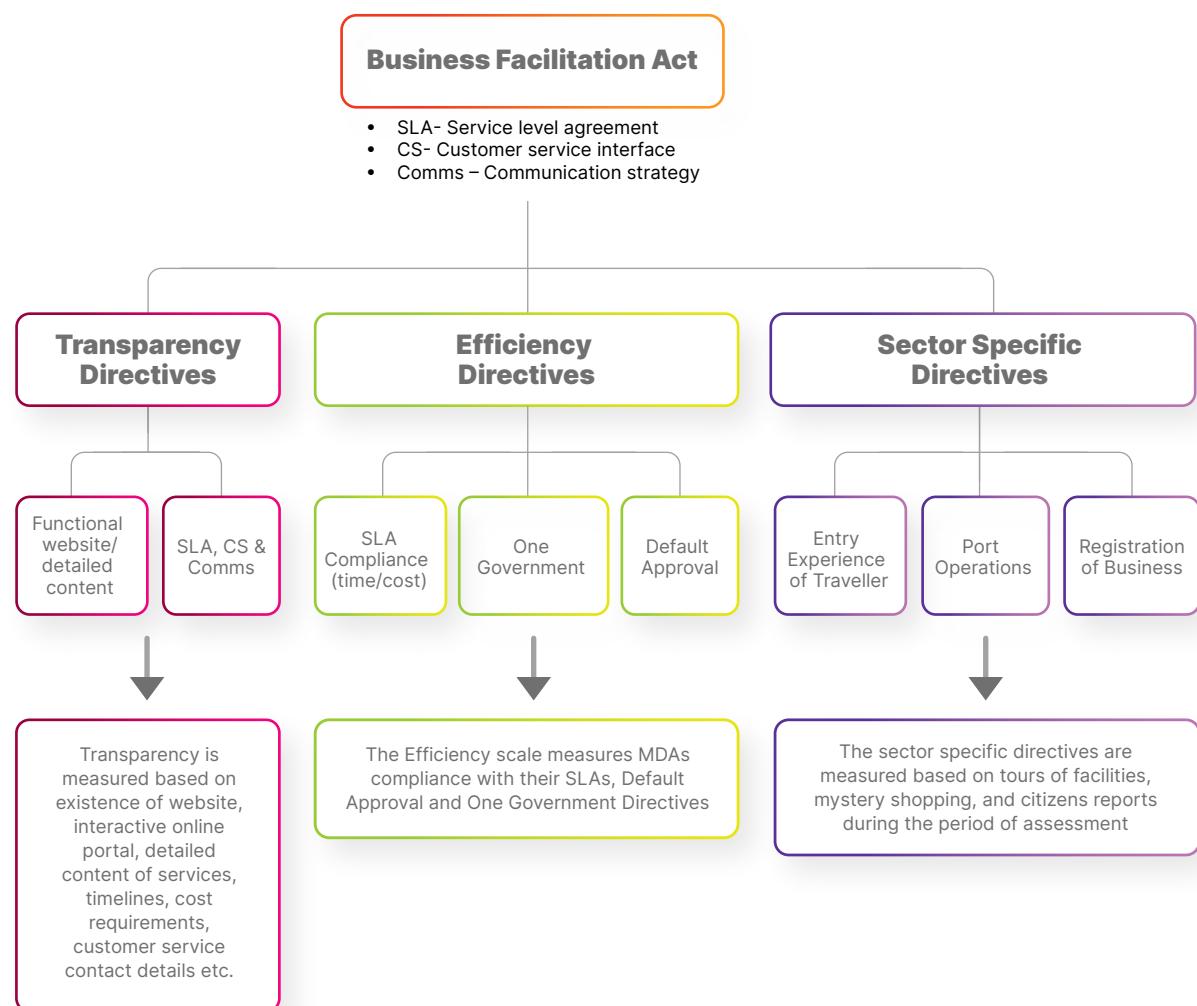
“*modes of communication*” includes letters, emails and publications on official websites.

Citation.

11. This Act may be cited as the Business Facilitation (Miscellaneous Provisions) Act, 2022.

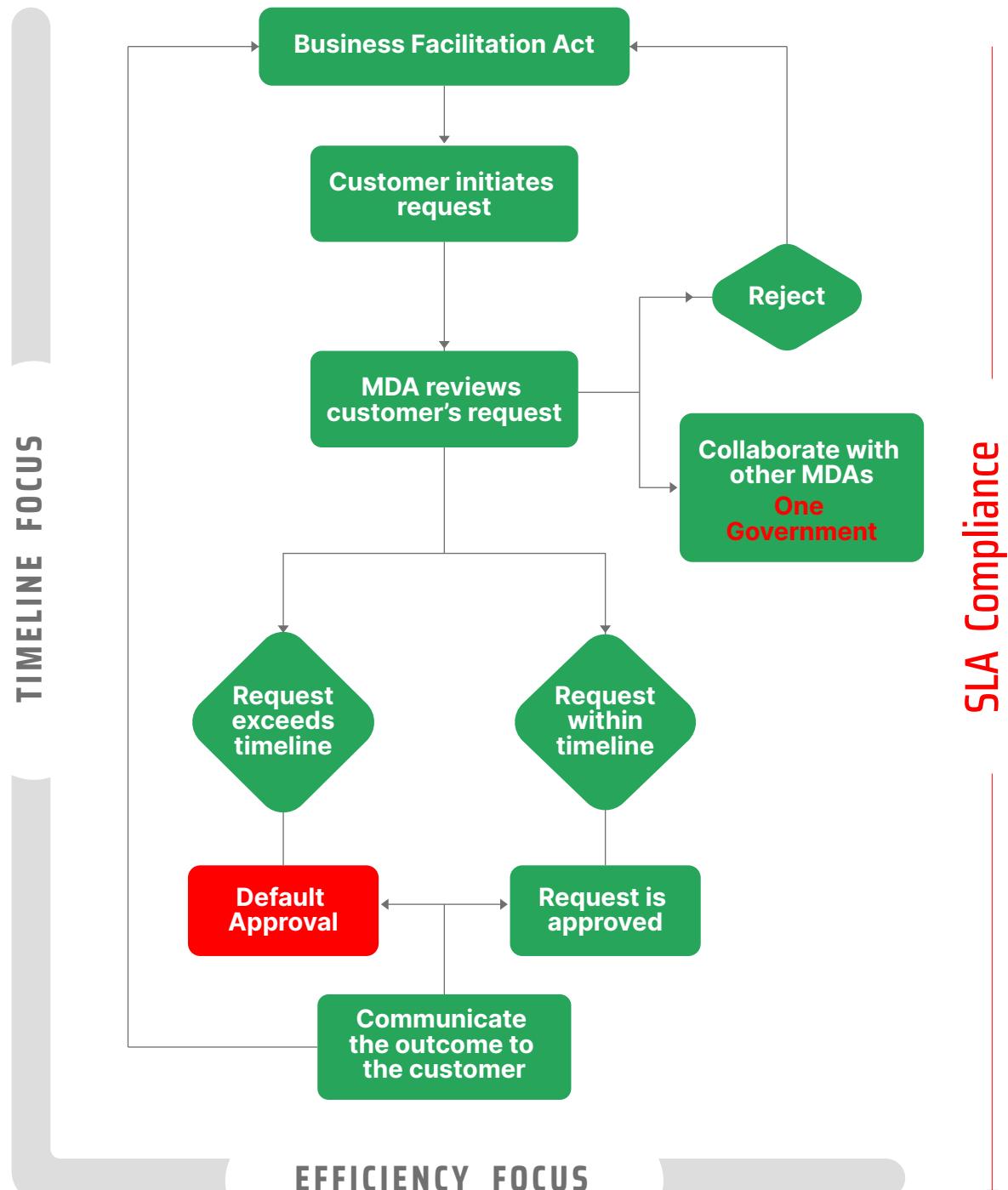
Appendix-2

BFA 2022 Tracking Flowchart



Appendix-3

BFA 2022 Service Delivery Flowchart:



Appendix-4

BFA 2022 MDAs' Transparency Assessment Scale

S/N	KPI	WEIGHT	STATUS			SCORE	BPSR RANKING
			YES (1 Point)	NO (0 Point)	SLA Update?		
1	Website exists	5				0	
2	Service Scope - all services clearly listed	3				0	
3	Requirements / Eligibility for services clearly outlined	3				0	
4	Timelines for service delivery clearly indicated for each service	3				0	
5	Cost for each service clearly indicated with no hidden charges	3				0	
6	Steps / Procedures for each service clearly outlined	3				0	
7	Customer Service (CS) emails listed	6				0	
8	Customer Service (CS) phone numbers listed	6				0	
9	Online application / process	20				0	
10	Approval / facility granted online	15				0	
11	FAQ available	5				0	
12	Facebook	7				0	
13	X	7				0	
14	Instagram	7				0	
15	YouTube	7				0	
		TOTAL	100	0	0	0	0

The above scale prioritizes online applications and electronic approvals to drive automation of service delivery by MDAs. Social media presence and robust communication channels are also emphasized with higher weights. In addition, MDAs' ranking on the Bureau of Public Service Reforms (BPSR) Website Assessment weighted at 20% is also incorporated into the efficiency score computation during the annual review. The BPSR report provides a scorecard on MDAs' website and compliance with the objective of improving transparency in public service delivery. The annual BPSR report is published by the Bureau for Public Service Reforms and available on their website -

<https://www.bpsr.gov.ng/en/website-ranking>

Appendix-5

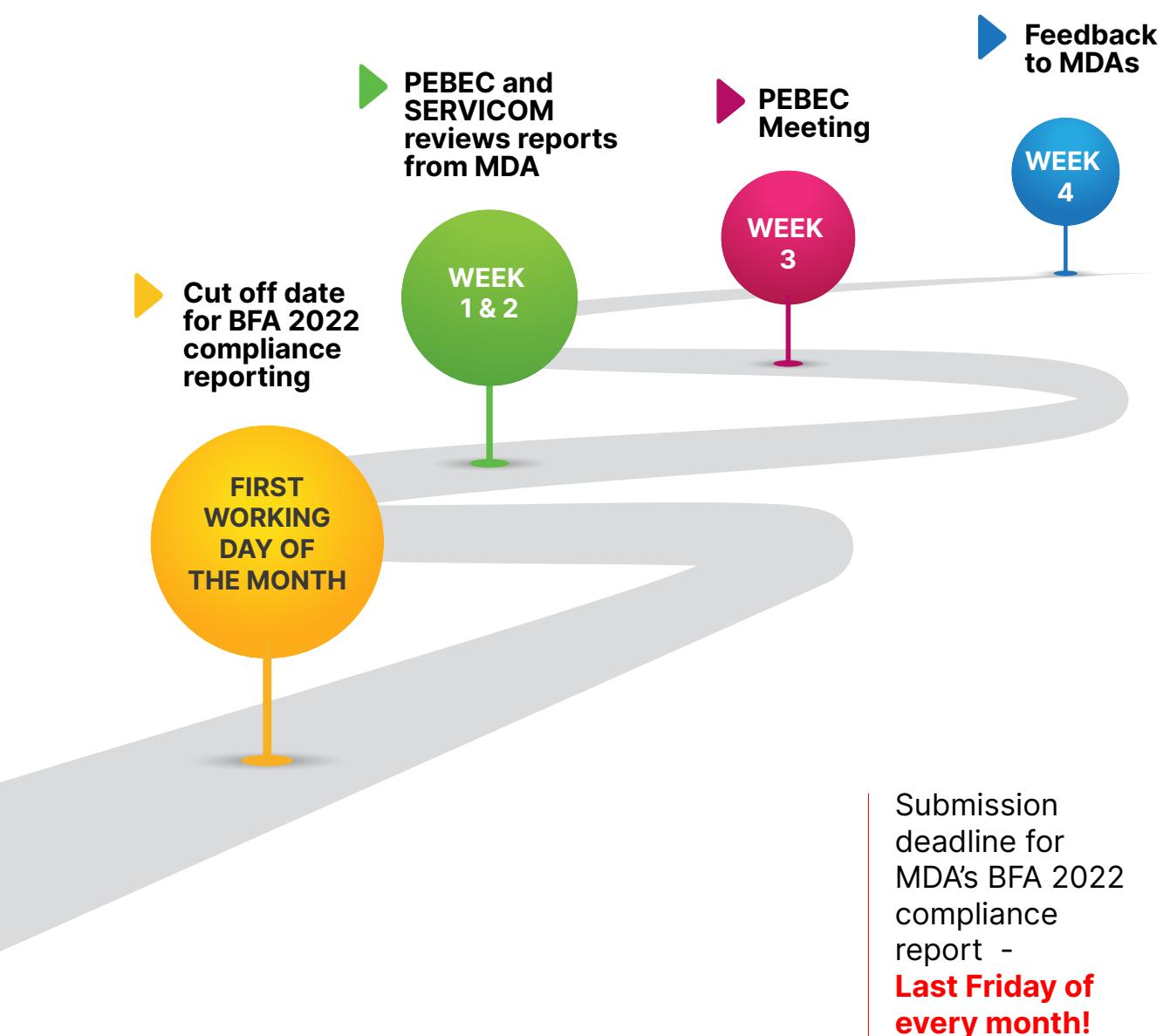
BFA 2022 MDAs' Efficiency Assessment Scale



The above scale awards points for timely submission of efficiency reports as this is expected of all MDAs. The MDAs are also to be assessed on the Independent Corrupt Practices and Other Related Offences Commission's (ICPC) Ethics & Integrity scale. The ICPC annual report provides a scorecard on MDAs ethics and integrity compliance. The objective of the ICPC report is to improve transparency in public service delivery. The report is published by the ICPC and is available on their website - https://icpc.gov.ng/?dlm_download_category=reports

Appendix-6

Timeline for BFA 2022 Compliance



Appendix-7

BFA 2022 MDA Reporting Template

Critical columns for data analysis:

Critical columns for validation:

Critical columns for clarifications:

PRESIDENTIAL ENABLING BUSINESS ENVIRONMENT COUNCIL ENABLING BUSINESS ENVIRONMENT SECRETARIAT MDA BFA 2022 SERVICE DELIVERY COMPLIANCE REPORT TEMPLATE

S/N	CUSTOMER NAME	ADDRESS	E-MAIL ADDRESS	PHONE NUMBER	SERVICE PROVIDED	DATE OF SUBMISSION	DATE OF COMPLETION	EXPECTED TIMELINE	APPROVAL /REJECTION	COST	ANY ISSUE (GRIEVANCE/ COMPLAINT /OTHERS)	RESOLUTION /DECISION
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												

Criteria for Accepting or Rejecting a Report

We have created a tactical executable path to ensuring monthly compliance of EO1 (BFA 2022).



Accept if the following fields are completed:

1. Customer name
2. Contact phone number
3. Email
4. Service provided
5. Date of submission
6. Cost



Reject if none of the above is available, except for emails.

Appendix-8

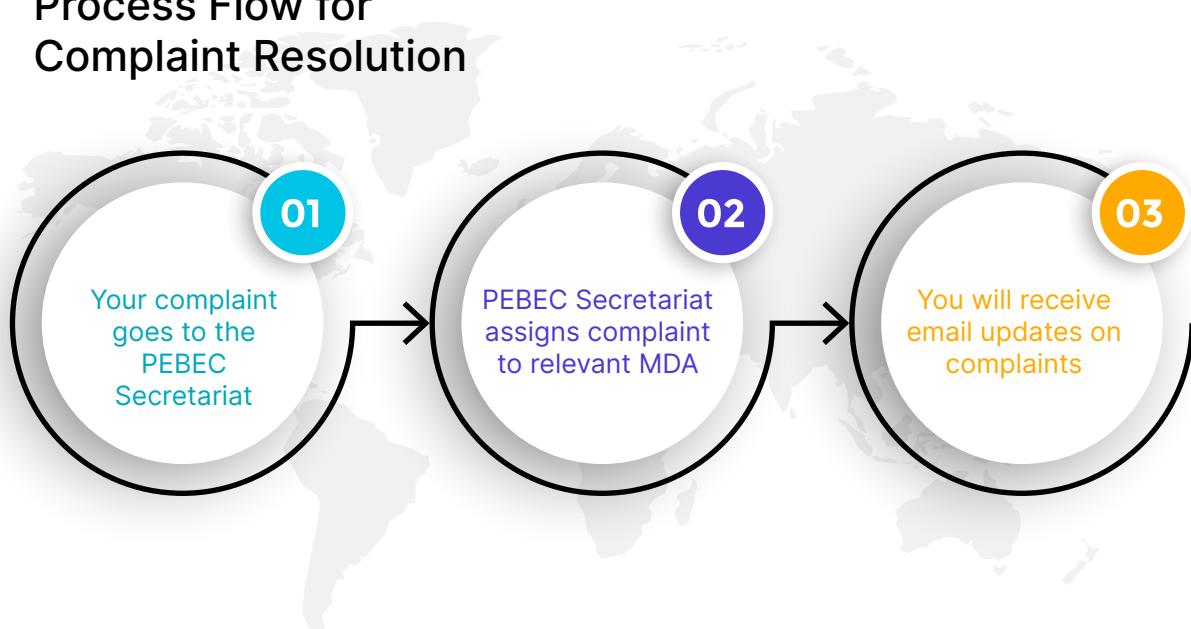


Logging in a Ticket & Ticket Process Flow

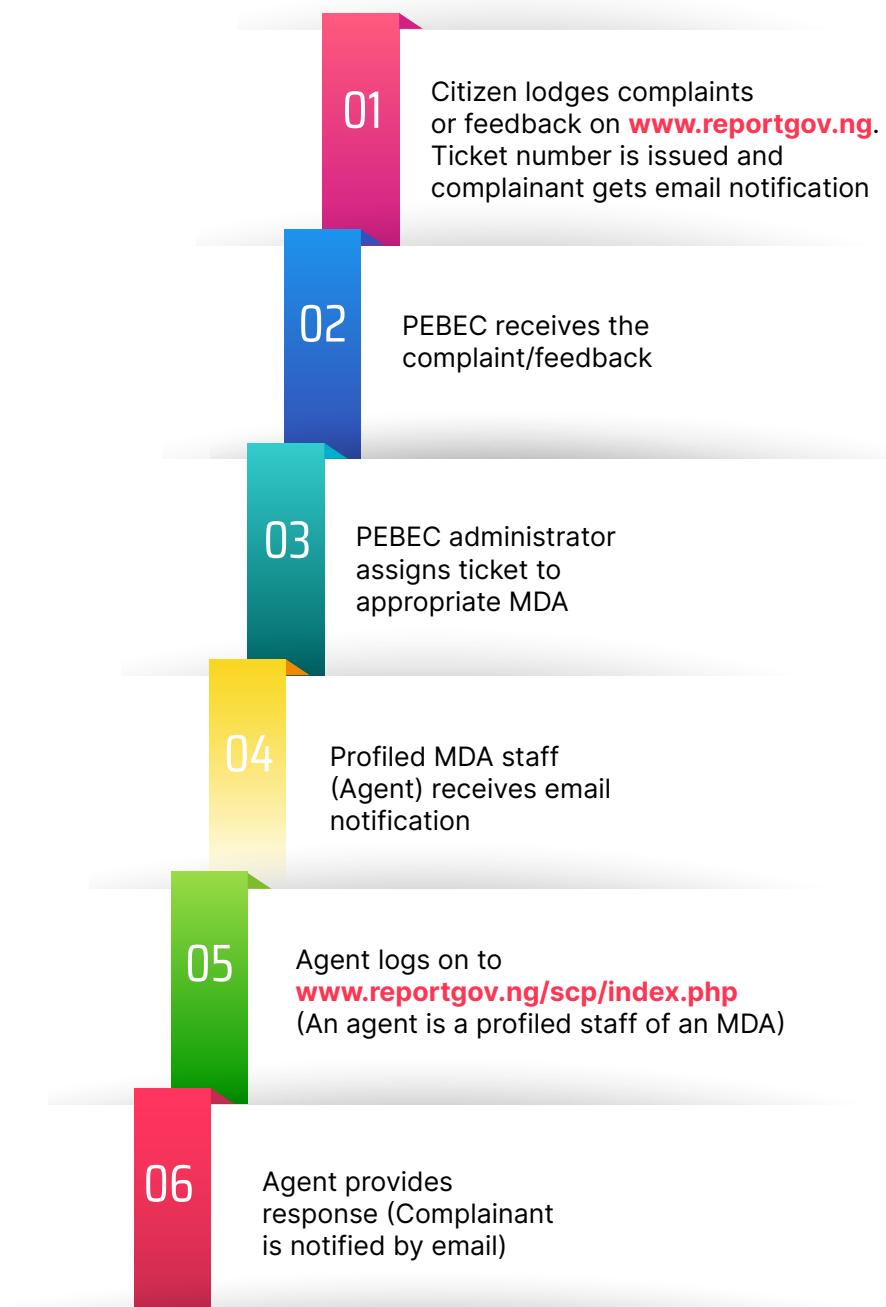
How to Login Complaint or Feedback on ReportGov.NG



Process Flow for Complaint Resolution



Ticket Resolution Process Flow





PEBEC Seaport Inspection Protocol

Objective

The purpose of this exercise is to assess the level of implementation of PEBEC sector specific (BFA reporting) reforms at the seaport. In completing this assessment, the following questions must be objectively completed.

Exporters Terminal Inspection

1. Single interface station

- a. Is the single interface station fully operational at this port? **(Yes/No)**
- b. Are all required documents submitted through the single interface station? **(Yes/No)**
- c. What are the issues during the adoption of the Single interface station **(Yes/No)**.
If yes, how efficient and how many agencies have been plugged in. If No, what are the issues encountered in the adoption.

2. Touting and Rent-seeking at the seaport:

- a. Are there touts around the Seaports? **(Yes/No)**
- b. Are the truck drivers being harassed by the touts? **(Yes/No)**

- c. Are there any observation action against touting at the Seaport? **(Yes/No)**
- d. Are there measures in place to prevent touting activities at the seaport? **(Yes/No)**
- e. Are penalties enforced for individuals engaged in touting at the seaport **(Yes/No)**. If Yes, what are the penalties
- f. Is there sufficient monitoring and oversight to detect and deter touting activities at the seaport **(Yes/No)**. If yes, describe
- g. Are there mechanisms in place for reporting instances of touting at the seaport **(Yes/No)**. If yes, describe the mechanism.
- h. From observation, is the touting in collaboration with port officials? **(Yes/No)** If YES, describe:

- i. Are staffs required to display ODC cards to gain access? **(Yes/No)**
- j. Are airport staff and agencies trained in the regulations prohibiting touting and rent-seeking? **(Yes/No)**
- k. Is there regular training to update agencies on identifying and reporting such activities? **(Yes/No)**
- l. Are there clear signs and information displaying regulations against touting and rent-seeking? **(Yes/No)**
- m. Are contact details provided for reporting incidents of touting? **(Yes/No)**
- n. Is there a mechanism to protect individuals who report incidents of touting and rent-seeking from retaliation? **(Yes/No)**

3. Dedicated Export terminals for agro- produce

- a. Are there dedicated export terminals specifically for agro-produce at the port terminals? **(Yes/No)**
- b. Are there specialized storage facilities for preserving agro-produce prior to export? **(Yes/No)**
- c. Are there designated inspection areas for quality control of agricultural exports? **(Yes/No)**
- d. Are there dedicated cargo lanes for export of agro-produce **(Yes/No)**. If yes, how efficient are they?

1	2	3	4	5
Bad	Average	Good		

4. Implementation of 24-hour port operations

- a. Is the implementation of 24-hour port operations in effect in the port? **(Yes/No)**
- b. Have there been any issues preventing or affecting the 24 hour port operation? **(Yes/No)**. If yes, describe.
- c. Are there any known security issues encountered during night operations? **(Yes/No)**
- d. Have measures been taken to ensure security during night operations? **(Yes/No)**
- e. How efficient is the 24hours operation (how has this helped general port operations?)

1	2	3	4	5
Bad	Average	Good		

- f. Are there other measures to achieve better efficient 24 hour port operation? **(Yes/No)**
If yes, describe:

5. Movement of goods & Vehicles In and out of the port

- a. Is there congestion of trucks at the port terminals? **(Yes/No)**
- b. Have measures been implemented to eliminate truck congestion at the port terminals? **(Yes/No)**
If yes, please describe
- c. Are there penalties enforced for truck operators contributing to congestion at the port terminals? **(Yes/No)**
- d. Has the implementation of electronic call-up systems helped reduce truck congestion at the port terminals? **(Yes/No)**
If no, how can it be better?

e.g. How efficient is the ETO call up system (Scheduling)

1	2	3	4	5
Bad	Average	Good		

6. CCTV camera operations

- Are the CCTV cameras visible (**Yes/No**)
- Are cameras Stationary (**Yes/No**) or Rotary (**Yes/No**)
- What is the spread of the CCTV Cameras:
Explain:
- How many blind spots in total were you able to identify (Enter a #____)
- Is the CCTV control room accessible by non-authorized persons (**Yes/No**)

7. Contact Centre Numbers

- Are there dedicated Contact Centre Number(s)? (**Yes/No**), and are they visible? (**Yes/No**)
- Upon calling the contact Number, were you able to reach the Contact Centres (**Yes/No**)
- Was the Contact Centre able to resolve your complaint? (**Yes/No**)
- Is the Contact Centre Number Toll Free (**Yes/No**)
- In absence of Contact Centre Number, which other services are available for feedback/complaint:
- Are there alternative grievance/complaint reporting channels? (**Yes/No**)
- List the alternative grievance/complaint reporting channels available

8. Safety and Security

- How would you rate the safety and security measures in place for exporters?

1	2	3	4	5
Bad	Average	Good		

- Did you observe any security-related issues or concerns at the port? (**Yes/No**). If YES, please provide details

9. Agencies at the Seaport

- How many agencies did you see at the entrance and exit of the Seaport (Enter a Number: ____)
- How many agencies are authorised to be at the seaport (Enter a Number: ____):
- List the agencies sighted at the seaport:
- Were you able to understand the roles of the agencies?
- Are all the agents of various agencies displaying their agency ID cards? (**Yes/No**)
- Did you observe any instances of delays with any exporter interacting with an agent? (**Yes/No**)
If YES, describe:

10. Agencies at the Seaport

- Are the port terminal facilities well-equipped and maintained? (**Yes/No**)
- Does the port terminal facilities have adequate capacity to meet operational needs? (**Yes/No**)
- Are there any additional infrastructure or facilities you believe should be implemented to improve port operations? Please provide details:



PEBEC Airport Inspection Protocol

Objective

The purpose of this exercise was to assess the level of implementation of PEBEC sector specific (BFA reporting) reforms at the airport. In completing this assessment, the following questions must be objectively completed.

Passenger Travel Inspection

11. Overall Airport Ambience (Convenience, Baggage Control, Access to Airport Services)

- a. Are the conveyor belts working? **(Yes/No)**
- b. Are there CCTV cameras in the Baggage Control Room? **(Yes/No)**
- c. What is your observation of the baggage handling process and equipment?
Please rate on the scale below:

1	2	3	4	5
Bad	Average	Good		

- d. Are the signage for airport services rendered visible and located in vantage positions **(Yes/No)**
- e. Are the conveniences accessible at both departure and arrival halls **(Yes/No)**

- f. On a scale how clean are the restrooms:

1	2	3	4	5
Bad	Average	Good		

- g. From observation, do you consider the services provided at the Airport welcoming and efficient? Please rate on the scale below:

1	2	3	4	5
Bad	Average	Good		

12. Touting and Rent-seeking at the airport

- a. Are there touts around the Airport? **(Yes/No)**
- b. Are the passengers being harassed by the touts? **(Yes/No)**
- c. Are there any observation action against touting at the Airport? **(Yes/No)**

- d. Are there clearly defined gates and ODC cards for staff? **(Yes/No)**
- e. From observation, is the touting in collaboration with Airport staff? **(Yes/No)**

13. CCTV camera operations and availability of Wi-Fi services

- a. Are the CCTV cameras visible **(Yes/No)**
- b. Are cameras Stationary **(Yes/No)** or Rotary **(Yes/No)**
- c. What is the spread of Architecture/Spread of the CCTV Cameras:
Explain:
- d. Did you identify any blind spot at lounge, departure and arrival halls **(Yes/No)**
- e. How many blind spots in total were you able to identify
(Enter a number____)
- f. Is the CCTV control room accessible by non-authorized persons **(Yes/No)**
- g. Does the CCTV display screen have all the channels displayed or you are required to change/switch cameras **(Yes/No)**
- h. How many AVSEC personnel are in the control room (Enter a number____)

14. ReportGov Kiosk

- a. How accessible is the PEBEC kiosk **(Yes/No)**
- b. What is the User Experience with the current system at the Kiosk:

1	2	3	4	5
Bad	Average	Good		

- c. Is the system working properly **(Yes/No)**
- d. How many persons/passengers visited the kiosk while on visit
(Enter a number____)
- e. Does the Kiosk require an upgrade from the current system **(Yes/No)**
- f. Include other information on how the kiosk can be more efficient at the Airport?

15. Contact Centre numbers

- a. Are the Contact Centre numbers visible **(Yes/No)**
- b. If Yes, did you try any of the available Contact Numbers **(Yes/No)**
- c. Did you get good feedback from the Contact Numbers **(Yes/No)**
- d. Is the Contact Number Toll Free **(Yes/No)**
- e. In absence of Contact Call Number, which other services are available for feedbacks/complaint:
- f. Is there a dedicated phone number and Whatsapp for the call centre number?
- g. Is there a reporting structure for resolution of issues registered on the Whatsapp number?

16. Agencies at the airport

- a. How many agencies did you see at the entrance and exit of the Airport
(Enter a number: ____)
- b. How many agencies are authorised to be at the airport
(Enter a number: ____):
- c. List the agencies sighted at the airport:

- d. Were you able to understand the roles of the agencies **(Yes/No)**
- e. The agents from various agencies, are they well Tagged with their identification ID **(Yes/No)**
- f. Observation of delays at or with any agency:

17. Visa-on-Arrival (VoA)

- a. From observation, how was the VoA process? **(Yes/No)**
- b. From interviewing arrivals and observation, what is the average waiting time? **(Yes/No)**
- c. Did you notice incidences of rent seeking? **(Yes/No)**
- d. Were there clearly defined signs for the VoA process? **(Yes/No)**
- e. Is there an SLA for VoA approval online? **(Yes/No)**
- f. Is there an SLA for VoA processing at the Airport? **(Yes/No)**
- g. From your assessment, what are the areas that require intervention on the VoA process?

Cargo Inspection

Freight Control

- a. How would you rate the efficiency of cargo handling and processing at the airport? (Tick)
Excellent – Good – Average – Poor
- b. Are the cargo handling procedures well-organized and streamlined? **(Yes/No)**
- c. Have you experienced any delays or issues with cargo clearance procedures? If yes, please specify.

Access to Airport Services

- a. How satisfied are you with the accessibility of airport services (e.g., customs, AVSEC) for cargo operations? (Tick)
Very satisfied – Satisfied – Neutral – Dissatisfied - Very Dissatisfied
- b. Are there any specific airport services that you find challenging to access or utilize effectively? **(Yes/No)**
- c. What improvements would you suggest enhancing the accessibility and convenience of airport services for cargo operations?

Infrastructure and Facilities

- a. Are the cargo facilities well-equipped and maintained? **(Yes/No)**
- b. Do you find the cargo infrastructure (e.g., warehouses, storage areas) sufficient to meet your operational needs? **(Yes/No)**
- c. Are there any additional infrastructure or facilities you believe should be implemented to improve cargo operations?

Safety and Security

- a. How would you rate the safety and security measures in place for cargo handling and storage?
Excellent – Good – Average – Poor
- b. Have you encountered any security-related issues or concerns while operating at the cargo airport? If yes, please elaborate.

Communication and Customer Service

- a. How satisfied is the communication channels and customer service provided by airport staff?
Very satisfied – Satisfied – Neutral
– Dissatisfied - Very Dissatisfied

- b. Airport staff response to inquiries and requests related to cargo operations?

1	2	3	4	5
Bad	Average	Good		

Overall Experience

- Based on your overall experience, how likely are you to recommend this cargo airport to others in the industry?
Very likely – Likely – Neutral – Unlikely
- Very unlikely

Touting and Rent-seeking at the airport

- a. Are airport staff and agencies trained on the regulations prohibiting touting and rent-seeking? **(Yes/No)**
- b. Is there regular training to update agencies on identifying and reporting such activities? **(Yes/No)**
- c. Are there clear signs and information displaying regulations against touting and rent-seeking? **(Yes/No)**
- d. Are contact details provided for reporting incidents of touting? **(Yes/No)**
- e. Are there CCTV cameras installed in key locations to deter and detect such behavior? **(Yes/No)**
- f. Are there penalties in place for individuals caught engaging in touting and rent-seeking? **(Yes/No)**

Overall Experience

Based on your overall experience, how likely are you to recommend this cargo airport to others in the industry?

Very likely – Likely – Neutral – Unlikely
- Very unlikely

Touting and Rent-seeking at the airport

- g. Is there collaboration with law enforcement agencies to address touting and rent-seeking effectively? **(Yes/No)**
- h. Are stakeholders, including cargo operators, freight forwarders, and airlines, involved in efforts to combat touting and rent-seeking? **(Yes/No)**
- i. Are cargo users/clients well educated on the risks and consequences of engaging with touts and rent-seekers? **(Yes/No)**
- j. If the above is Yes, please explain:
- k. Is there a mechanism to protect individuals who report incidents of touting and rent-seeking from retaliation? **(Yes/No)**
- l. Are whistleblowers encouraged to come forward and assured of confidentiality? **(Yes/No)**
- m. Are media channels utilized to disseminate information on the consequences of engaging in such activities? **(Yes/No)**
- n. If Yes, kindly list:

CCTV camera operations and availability of Wi-Fi services

- a. Are the CCTV cameras visible **(Yes/No)**
- b. Are cameras Stationary **(Yes/No)** or Rotary **(Yes/No)**
- c. What is the spread of the CCTV Cameras: Explain:

- d. How many blind spots in total were you able to identify
(Enter a number_____)
- e. Is the CCTV control room accessible by non-authorized persons **(Yes/No)**

Single Customer Interface

- a. Is the single customer interface operational? (Yes/No)
- b. What are the challenges noted?
(Yes/No)
- c. Recommendations for improvement

Contact Centre numbers

- a. Is there a reporting mechanism for complaints at the Airport?
(Yes/No)
- b. Is there a timeline for response to resolution of customer issues e.g harassment, change of flights, lost baggage etc? **(Yes/No)**
- c. Is there an SLA for this process?
(Yes/No)
- d. Recommendations for improvement



MDA and Examples of Services

MDA NAMES	EXAMPLES OF SERVICES
Nigerian Content Development and Monitoring Board (NCDMB)	<ol style="list-style-type: none">1. NCDF Remittance2. NOGIC JQS Registration3. Expatriate Quota Application – New4. Expatriate Quota Application – Renewal/Redesignation5. Temporary Work Permit6. Nigerian Content Equipment Certificate (NCEC)7. Marine Vessel Categorization (MVC)
Standards Organisation of Nigeria (SON)	<ol style="list-style-type: none">1. Standardization, quality assurance, and certification of products services.
Federal Competition and Consumer Protection Commission (FCCPC)	<ol style="list-style-type: none">1. Safeguarding of consumer interests by ensuring product quality, competitive pricing, and safety.
Nigerian Export-Import Bank (NEXIM)	<ol style="list-style-type: none">1. Export diversification through financial assistance.2. Risk mitigation.3. Expert guidance, in accordance with government trade policies and industry standards.

MDA NAMES	EXAMPLES OF SERVICES
Oil & Gas Free Zones Authority (OGFZA)	<ul style="list-style-type: none"> 1. Issuance and renewal of Licences 2. Enterprise registration 3. Submission of annual returns
Nigerian Investment Promotion Commission (NIPC)	<ul style="list-style-type: none"> 1. Business registration. 2. Pioneer Status Incentive administration.
Nigerian Ports Authority (NPA)	<ul style="list-style-type: none"> 1. Administration of the ports in Nigeria
Securities and Exchange Commission (SEC)	<ul style="list-style-type: none"> 1. Safeguarding investors. 2. Ensures fair and efficient markets. 3. Facilitation of capital formation
Corporate Affairs Commission (CAC)	<ul style="list-style-type: none"> 1. Company registration. 2. Business name registration 3. Incorporated trustees' registration
Nigerian Electricity Management Services Agency (NEMSA)	<ul style="list-style-type: none"> 1. Technical standards and regulations. 2. Technical inspections. 3. Testing and certifications for all categories of electrical installations, electricity meters, and instruments.
Nigeria Agricultural Quarantine Services (NAQS)	<ul style="list-style-type: none"> 1. Prevention, entry, establishment, and spread of foreign pests and diseases affecting plants, animals, and aquatic resources. 2. Sanitary and phytosanitary measures related to agricultural product import and export.

MDA NAMES	EXAMPLES OF SERVICES
Nigerian Maritime Administration and Safety Agency (NIMASA)	<ul style="list-style-type: none"> 1. Safety and security of Nigeria's maritime domain.
Federal Inland Revenue Service (FIRS)	<ul style="list-style-type: none"> 1. Assessing, collecting, and accounting for taxes payable to the Nigerian Federal government
Nigerian Export Promotion Council (NEPC)	<ul style="list-style-type: none"> 1. Exporter registration. 2. Market information provision. 3. Export training. 4. Advisory and coaching. 5. Administration of export incentives, trade promotion support, and dedicated assistance for women in exports
Nigerian Electricity Regulatory Commission (NERC)	<ul style="list-style-type: none"> 1. Regulating tariffs. 2. Issuing licenses. 3. Promoting consumer rights.
National Agency for Food and Drug Administration and Control (NAFDAC)	<ul style="list-style-type: none"> 1. Regulating and administration the safety, efficacy and quality of food, drugs, medical devices, and other related products.
Nigeria Export Processing Zones Authority (NEPZA)	<ul style="list-style-type: none"> 1. Creation of specialized zones, which provide tax incentives, simplified regulations, and high-quality infrastructure to businesses.
Nigeria Civil Aviation Authority (NCAA)	<ul style="list-style-type: none"> 1. Overseeing airlines, airports, and personnel, promoting airworthiness.

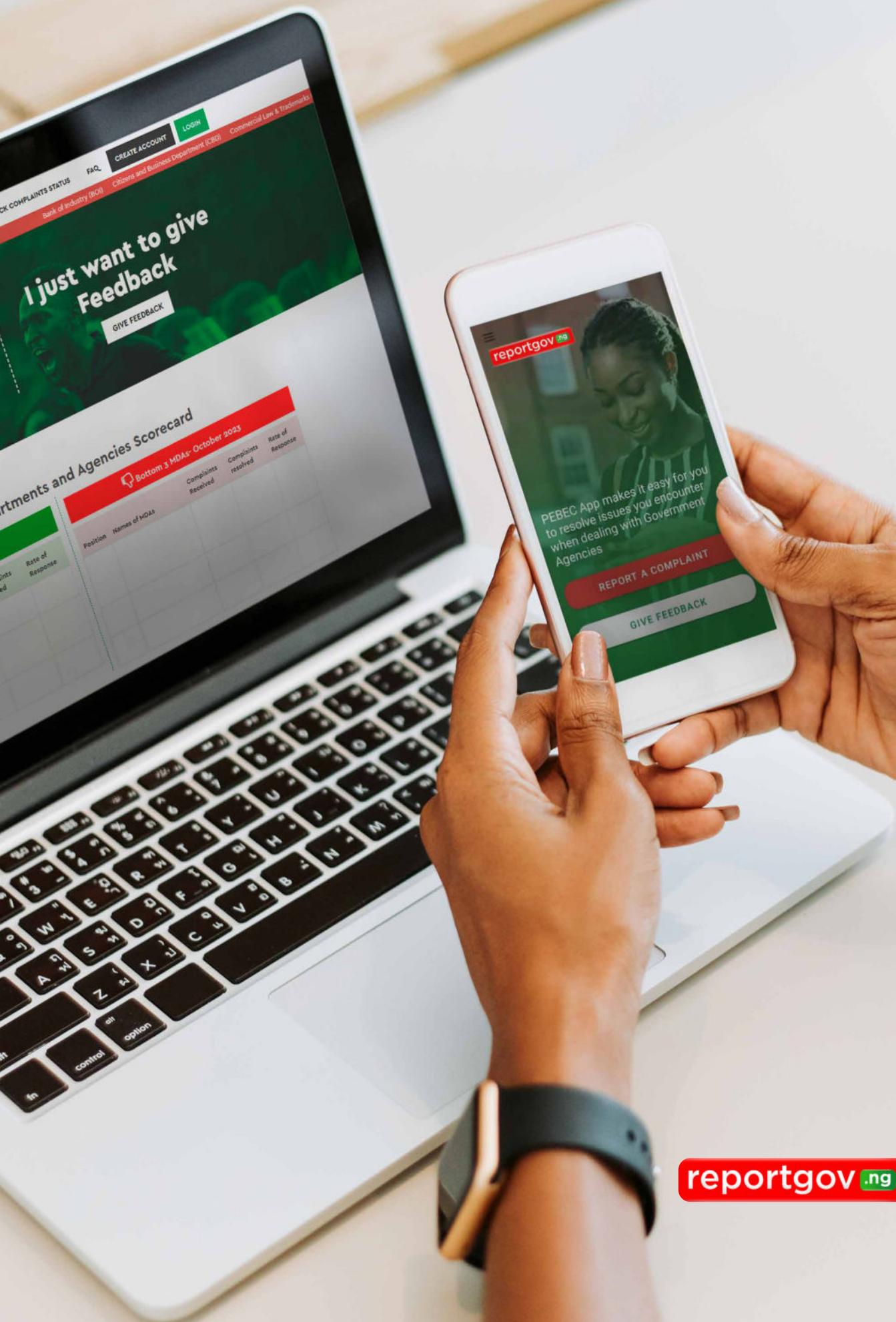
MDA NAMES	EXAMPLES OF SERVICES
Federal Ministry of Interior, Citizenship and Business Department	<ul style="list-style-type: none"> 1. Evaluating applications for citizenship by naturalization. 2. Confirmation, or registration; granting special immigration status. 3. Issuing temporary residence permits; and facilitating the renunciation of Nigerian citizenship. 4. Issuance of business permits, expatriate quota positions 5. Secured marriage certificates, as well as conducting statutory marriages at federal marriage registries nationwide
Nigeria Immigration Service (NIS)	<ul style="list-style-type: none"> 1. Border security enforcement through the regulation of immigration and emigration. 2. Visa and passport processing.
National Pension Commission (PENCOM)	<ul style="list-style-type: none"> 1. Governance of the Nigerian pension system, guaranteeing the safety of retirement funds 2. Facilitating contributors' access to benefits.
Federal Road Safety Corps (FRSC)	<ul style="list-style-type: none"> 1. Enforcement of traffic regulations 2. Education of motorists and the public 3. Response to accidents aimed at reducing casualties and maintaining efficient traffic flow.

MDA NAMES	EXAMPLES OF SERVICES
National Broadcasting Commission (NBC)	<ul style="list-style-type: none"> 1. Oversees Nigeria's broadcasting sector, ensuring professionalism, content excellence, and equitable competition while safeguarding consumer interests.
Federal Airports Authority of Nigeria (FAAN)	<ul style="list-style-type: none"> 1. Managing all commercial airports in Nigeria, focusing on aviation safety, security, and passenger comfort. 2. Oversees airport business opportunities, aerodrome rescue and fire-fighting services, and customer service through its mobile lines and contact emails
e. Federal Ministry of Industry, Trade and Investment Commercial Law Department Trademarks, Patents and Designs Registry	<ul style="list-style-type: none"> 1. Registering and safeguarding trademarks, patents (inventions), and distinctive product designs for businesses operating within the nation.
Nigerian Shippers Council (NSC)	<ul style="list-style-type: none"> 1. Guardian for Nigerian enterprises engaged in global maritime trade.
Nigerian Airspace Management Agency (NAMA)	<ul style="list-style-type: none"> 1. Air traffic administration of navigational infrastructure. 2. Coordination of flight plans to mitigate the risk of collisions.

MDA NAMES	EXAMPLES OF SERVICES
National Sugar Development Council (NSDC)	<ul style="list-style-type: none"> 1. Promoting Sugarcane cultivation. 2. Enhancing refining capabilities and regulating imports to safeguard domestic producers 3. Fostering the sustainability of the sugar sector in Nigeria.
Central Bank of Nigeria (CBN)	<ul style="list-style-type: none"> 1. Monetary and price stability. 2. Issuing legal tender currency within Nigeria. 3. Maintaining external reserves to safeguard the international value of the legal tender currency. 4. Promoting a sound financial system 5. Providing economic and financial advice to the Federal Government.
Bureau of Public Procurement (BPP)	<ul style="list-style-type: none"> 1. Contractor registration. 2. Consultant engagement. 3. Service provider facilitation. 4. Management of procurement officers.
Nigeria Customs Services (NCS)	<ul style="list-style-type: none"> 1. Customs administration 2. Tariff classification. 3. Import and export documentation processing. 4. Customs clearance. 5. Cargo inspection and examination 6. Enforcement of customs laws and regulations, 7. Trade facilitation, 8. Revenue collection 9. Anti-smuggling operations 10. Border security and surveillance.

MDA NAMES	EXAMPLES OF SERVICES
National Office for Technology Acquisition and Promotion (NOTAP)	<ul style="list-style-type: none"> 1. Technology transfer agreements. 2. Promotion of intellectual property rights 3. Provision of state-of-the-art technology information.
SERVICOM	<ul style="list-style-type: none"> 1. Monitoring efficient service delivery in MDAs to citizens and all residents in the country.
National Collateral Registry (NCR)	<ul style="list-style-type: none"> 1. Processing client account registrations. 2. Enabling lenders to ascertain prior security interests 3. Facilitating the registration of security interests over movable assets used as collateral
National Drug Law Enforcement Agency (NDLEA)	<ul style="list-style-type: none"> 1. Drug policy and control in Nigeria 2. Curtailing illicit production, importation, exportation, sale, and trafficking of psychoactive substances
Joint Tax Board (JTB)	<ul style="list-style-type: none"> 1. Creating a tax-friendly environment in Nigeria, ensures uniformity, harmony. 2. Personal Income Tax Administration 3. Advisory on general tax matters across the country

MDA NAMES	EXAMPLES OF SERVICES
Bank of Industry (BOI)	<ul style="list-style-type: none"> 1. Financial and advisory support for establishing large, medium, and small projects or enterprises. 2. Fostering growth and expansion
Nigeria Police Force (NPF)	<ul style="list-style-type: none"> 1. Maintaining law and order. 2. Protecting lives and property 3. Detecting and preventing crimes
Special Control Unit Against Money Laundering (SCUML)	<ul style="list-style-type: none"> 1. Compliance with anti-money laundering. 2. Combating the financing of terrorism (AML/CFT) regulations within the Designated Non-Financial Businesses and Professions (DNFBPs) sector. 3. Risk assessments. 4. Organizing sensitization workshops. 5. Ensuring transparency and accountability in financial transactions



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