

CORPORATE AFFAIRS COMMISSION



SERVICE CHARTER

**TABLE OF CONTENTS**

**FOREWORD ……………………………………………………………… 3**

**1.0** **INTRODUCTION** 3

**2.0** **ESTABLISHMENT AND FUNCTIONS OF THE COMMISSION** 4

**3.0** **VISION, MISSION, CORE VALUES AND QUALITY POLICY** 5

**3.01** **VISION** 5

**3.02** **MISSION 5**

**3.03 CORE VALUES** 5

**3.04 QUALITY POLICY** 5

**4.0 SERVICES RENDERED AND TIMELINES (PERFORMANCE TARGETS) …….**..7

**5.0** **LIST OF CUSTOMERS AND THEIR EXPECTATIONS** 9

**6.0** **RESPONSIBILITIES OF THE COMMISSION TO STAKEHOLDERS** 10

**7.0** **OBLIGATIONS OF CUSTOMERS TO THE COMMISSION** 10

**8.0** **COMPLAINT RESOLUTION/GREIVANCE REDRESS MECHANISM**...…10

**8.01 SOME COMPLAINTS CHANNELS………...….………………………11**

**8.02 CATEGORIES OF GRIVANCES/COMPLAINT REDRESSAL.....…11**

**9.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION........12**

**10.0 SPECIAL NEEDS PROVISION …………………………..………………12**

**11.0 SERVICE CONSTRAINTS/LIMITATIONS……………………………..12**

**12.0 SERVICE CHARTER REVIEW…………………………………………..13**

**13.0** **CORPORATE AFFAIRS COMMISSION SERVICOM ADDRESS** 13

**14.0** **COMMISSIONS CONTACTS AND OFFICES NATIONWIDE** 14

**FOREWORD**

The quality of service delivery is a measure of efficiency of any organization. At the Corporate Affairs Commission, we are committed to providing prompt and efficient registration and regulatory services to the satisfaction of our valued customers.

In response to the Federal Government of Nigeria Service Compact (SERVICOM) with Nigerians, initiated in 2004, the Commission has continually engaged its stakeholders with a view to improving its service delivery.

This Service Charter is intended to create awareness among the Commission’s stakeholders about services of the Commission, how to access them, the procedure for lodging complaints, when the need arises and their obligations to the Commission.

I therefore invite all stakeholders to acquaint themselves with the information contained in this Service Charter as we march towards being a world class Companies Registry reputed for providing efficient registration and regulatory services.

**Alhaji Garba Abubakar**

Registrar General/Chief Executive Officer

Corporate Affairs Commission

March, 2023

# **1.0 INTRODUCTION**

The Service Charter of Corporate Affairs Commission (CAC) is a public statement about the services rendered by the Commission. The charter is to guide our valued customers on where and how to access services, the standard and timelines of services to expect from the Commission.

# **2.0 ESTABLISHMENT AND FUNCTIONS OF THE COMMISSION**

The Corporate Affairs Commission (CAC) was originally established by the Companies and Allied Matters Act, 1990. The Act was repealed and a new Companies and Allied Matters Act enacted in 2020. The new legislation retained all actions undertaken under the repealed legislation, including the establishment of the Commission.

Section 8(1) of the Companies and Allied Matters Act provides that the functions of the Commission shall be to:

(a) administer this Act, including the registration, regulation and supervision of: -

(i) the formation, incorporation, management, striking off and winding up of companies;

(ii) business names, management and removal of names from the register, and

(iii) the formation, incorporation, management and dissolution of incorporated trustees;

(b) establish and maintain a company’s registry and office in each State of the Federation suitably and adequately equipped to perform its functions under this Act or any other law;

(c) arrange or conduct an investigation into the affairs of any company, incorporated trustees or business names where the interest of the shareholders, members, partners or public so demands;

(d) ensure compliance by companies, business names and incorporated trustees with the provisions of this Act and such other regulations as may be made by the Commission.

(e) perform such other functions as may be specified in this Act or any other law, and

(f) undertake such other activities as are necessary and expedient to give full effect to the provisions of this Act.

# **3.0 VISION, MISSION, CORE VALUES AND QUALITY POLICY**

## **3.01 VISION**

**To be a world class Companies Registry providing excellent registration and regulatory services**

## 

## **3.02 MISSION**

**We are committed to providing registration and regulatory services that meet the expectations of stakeholders for the benefit of the economy**

## **3.03 CORE VALUES**

The Commission is guided by the following values in the performance of its duties;

1. **Courtesy**: The Commission performs its duties with utmost

respect and politeness

1. **Integrity**: The Commission maintains truthfulness and honesty

in all it dealings at all times.

1. **Dedication**: The Commission is committed to providing

excellent registration and regulatory services.

1. **Efficiency**: The Commission is committed to maximizing competence, time

and resources for efficient operations.

# **3.04 QUALITY POLICY**

The Corporate Affairs Commission, in its quest for excellent service delivery, submitted itself to the Standards Organisation of Nigeria for Quality Management System (QMS) certification, and thus became the first Federal Government Agency in 2007 to obtain Quality Management System certificate based on NIS ISO 9001:2000 Standard now ISO 9001:2015 Standard.

Expected outcomes from the Quality Management System are:

1. Sustainability of supply quality
2. Operational Excellence
3. Continually improving public service delivery
4. Customer satisfaction

In keeping faith with standard quality of service, below is the Commission’s QUALITY POLICY that guides its service delivery.

|  |
| --- |
| **QUALITY POLICY**  **“We are committed to providing prompt and efficient Registration and Regulatory services to the satisfaction of our valued customers.**  **We achieve this by:**  **Ensuring compliance with the Companies and Allied Matters Act (CAMA 2020).**  **Implementing and maintaining an effective Quality Management System based on NIS ISO 9001:2015 Standard.**  **Understanding our customer needs and meeting their expectations.**  **Setting Quality Objectives at relevant levels and functions within the Commission, in–line with our strategic intent.**  **Reviewing and improving our processes and Quality Policy to ensure continual suitability”** |

# **4.0 SERVICES RENDERED AND TIMELINES (PERFORMANCE TARGETS)**

# 

|  |  |  |
| --- | --- | --- |
| **S/No** | **SERVICE** | **TIMELINE** |
| 1 | Availability (Name Search) | 4 Hours |
| 2 | Reservation code for Restricted Names, Limited By Guarantee and Incorporated Trustees | 48 Hours |
| **New Registrations** | | |
| 1 | Business Names | 24 Hours |
| 2 | Limited Partnership (LP) | 24 Hours |
| 3 | Limited Liability Companies (LLC) | 24Hours |
| 4 | Limited Liability Partnership (LLP) | 24 Hours |
| 5 | Limited By Guarantee (LTD/GTE) | 24 Hours |
| 6 | Incorporated Trustees | 24 Hours |
| **Post-Registrations for Companies** | | |
| 1 | Change of Name | 24 Hours |
| 2 | Increase/Reduction in Shares | 24 Hours |
| 3 | Mortgages/Debenture/Charges | 24 Hours |
| 4 | Alteration of Memo/Articles | 24 Hours |
| 5 | Conversion | 24 Hours |
| 6 | Certified True Copy (CTC) of Certificates | 24 Hours |
| 7 | Deed of Discharge/Release | 24 Hours |
| 8 | Annual Returns | Instant |
| 9 | CAC 5 (Allotment, Surrender, Transfer & Transmission of Shares) | Instant |
| 10 | CAC 6 (Secretary) | Instant |
| 11 | CAC 7 (Particulars of Directors) | Instant |
| 12 | CAC 8 (Registered Address) | Instant |
| 13 | Miscellaneous | Instant |
| 14 | Change of Person with Significant Control (PSC) | Instant |
| 15 | Fourteenth Schedule | Instant |
| 16 | Edit Director | Instant |
| 17 | Edit Shareholder | Instant |
| **Post-Registration of Business Names** | | |
| 1 | Online Submission | 48 Hours |
| 2 | Manual Submission | 3 Working Days |
| 3 | Annual Returns for Business Names and Limited Liability Partnership | 24 Hours |
| **Post – Registrations for Incorporated Trustees** | | |
| 1 | All Post Incorporated Trustees Applications (Online) | 2 Working Days |
| 2 | All Post Incorporated Trustees Applications (Manual) | 3 Working Days |
| 3 | Annual Returns (Incorporated Trustees) | 3 Working Days |
| **CUSTOMER COMPLAINT RESOLUTION** | | |
| 1 | Complaint Handling:  Simple Matters  Complex Matters | 24 Hours  3 Working Days |
| **OTHERS** | | |
| 1 | Accreditation of Registration Agents | 24 Working Hours |
| 2 | Compliance with Late Business Commencement Date | 2 Working Days |
| 3 | Search/Status Report | Instant |
| 4 | Letter of Good Standing | 3-5 Working Days |

# **5.0 LIST OF CUSTOMERS AND THEIR EXPECTATIONS**

The table below, shows the categories of the Commission’s customers (Internal and External) and their various expectations, including where information about them can be found.

|  |  |  |  |
| --- | --- | --- | --- |
| **S/N** | **Interested parties/Stakeholders** | **Expectations** | **Information Custodian** |
| 1. | Customers | Prompt and efficient service delivery | Customer Service, Operations Departments, Internal Audit and Public Affairs Units. |
| 2 | Board | Policy implementation and service conformity | Board Secretariat |
| 3 | Standards Body **(SON)** | Compliance to **ISO 9001:2015** standard | Quality Management System Unit |
| 4 | Suppliers | Clear specifications of requirements and timely payment | Procurement, General Services, Internal Audit Finance and Accounts |
| 5 | Staff Union | Welfare, Conducive Work Environment and adherence to conditions of service | HR Department/staff |
| 6 | Host Community | Social responsibility and ecofriendly operations | Public Affairs Unit, General Services and HR Departments. |
| 7 | Media | Access to information when required | Public Affairs Unit |
| 8 | Legislature | Conformance to CAMA and cooperation on oversight functions | Registrar General’s office/Compliance/Litigation Department |
| 9 | The Government | Contribution to the Nations Revenue through the Commissions Operations, Taxation, Duties, etc. | Finance and Accounts Department |
| 10 | Professional Bodies (NBA, ICAN, ANAN, ISCAN, etc.) | Ease of Doing Business (Prompt and Efficient Service Delivery) | Operations Departments |

# **6.0 RESPONSIBILITIES OF THE COMMISSION TO STAKEHOLDERS**

Stakeholders have some rights and expectations which must be respected by the Commission while delivering services to them. Some of the responsibilities of the Commission are;

1. Provision of excellent registration and regulatory services.
2. Display of transparency and honesty in its dealings.
3. Discharge of responsibilities with integrity and credibility.
4. Display of utmost courtesy, politeness and responsiveness in relating with stakeholders.
5. Display of competence and professionalism in the discharge of its responsibilities.
6. Demonstration of accountability for its actions and activities.
7. Provision of conducive work environment that promotes productivity, rewards exceptional performance and also punishes misdemeanours.
8. Provision of infrastructure and physical facilities to enhance service delivery.

# **7.0 OBLIGATIONS OF CUSTOMERS TO THE COMMISSION**

Similarly, customers have some responsibilities and conditions to fulfil while accessing services from the Commission to enhance service delivery.

1. Some customers seeking registration of any entity are expected to meet the requirements for such registration. These requirements are provided in the Commission’s website; [www.cac.gov.ng](http://www.cac.gov.ng)
2. Proprietors, Partners, Trustees and Directors are expected to meet post registration obligations. These are also provided in the Commission’s website; [www.cac.gov.ng](http://www.cac.gov.ng)
3. The Companies Regulations 2021 provides relevant information on services and guidance on fee schedules and penalties.

# **8.0 COMPLAINT RESOLUTION / GRIEVANCE REDRESS MECHANISM**

The nature of services rendered by the Commission is time sensitive and attracts high expectations. Hence, the grievance redress and complaint resolution are both addressed internally and through the judiciary in compliance with rules of natural justice.

The Commission has various mechanisms for addressing grievances and complaints, these include;

1. Administrative grievances and complaints which are addressed to the Registrar General of the Commission.
2. Complaint management has been decentralised, with every operational department empowered to investigate and resolve such complaint.
3. The SERVICOM Unit is also one of the Complaint Resolution Mechanism put in place by the Commission to address complaints and service failures.
4. Other automated mechanisms put in place by the Commission to address complaints and service failures are; the ticket support system and Customer Relationship Management (with capacity for calls, chats and email).
5. Establishment of Administrative Proceeding Committee to resolve disputes or grievances arising from the operations of the Companies and Allied Matters Act, 2020.
6. The Nodal and State Operations Department exits to facilitate quick resolution of internal complaints and constraints faced by the Nodal and State Offices.

**8.01 SOME COMPLAINT CHANNELS**

Customers who wish to forward their written complaints are advised to route them through these specific channels for prompt resolution.

1. [cservice@cac.gov.ng](mailto:cservice@cac.gov.ng)
2. [helpdesk@cac.gov.ng](mailto:helpdesk@cac.gov.ng)

The help desk can also be reached through **+2347080629000**

**8.02 CATEGORIES OF GRIEVANCE/COMPLAINT REDRESSAL**

The Commission, after due consideration of any grievance/complaint brought before her, may redress it through any of the following ways as appropriate;

1. Repeat of service.
2. Correction of error.
3. Update of entity status.
4. Apology.
5. Withdrawal of certificate of registration.
6. Refund.
7. Caveat.
8. Cancellation of illegally filed documents.
9. Change of Name.
10. Investigation.
11. Directive to hold Annual General Meeting.
12. Suspension of Trustees, etc.

**9.0 STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION**

The Commission’s service pact with customers are driven by collaborative efforts and participation among the key stakeholder; the Commission, Government, Customers and Industry Practitioners/Professional Bodies.

In doing this, the Commission holds Customers Forum and Stakeholders Engagement, at every quarter, across the geo-political zones of the country, especially zones with very high concentration of customers/stakeholders.

The Commission is also in constant engagement with her parent ministry, the Federal Ministry of Industry, Trade and Investment, as well as the Presidential Enabling Business Environment Council (PEBEC) to implement and deepen the various reforms agenda of the Federal Government aimed at promoting the Ease of Doing Business.

# **10.0 SPECIAL NEEDS PROVISION**

The Commission as a friendly and non-discriminatory organization ensures equal opportunities to the public. Beyond making her offices accessible to everyone including the physically challenged through provision of ramp(s) and lifts (where necessary) to access its premises, the Commission in a deliberate effort to eliminate the challenges of language barrier, adopts the use of multi languages (English, Pidgin English and indigenous languages) in her sensitization and enlightenment programmes as appropriate.

The Commission, through the “**Illiterate Jurat**’’ assists the illiterate promoters of business entities to register their businesses or companies.

# **11.0 SERVICE CONSTRAINTS / LIMITATIONS**

Notwithstanding the Commission’s efforts in providing prompt and efficient registration and regulatory services, certain constraining factors are often experienced. They include;

1. Inadequate funding of the Commission’s operations.
2. Inadequate capacity building.
3. Inadequate infrastructure to drive the digital transformation agenda of the Commission.

**12.0 SERVICE CHARTER REVIEW**

To ensure relevance, the Commission’s Service Charter will be reviewed every two years, from the date of the first approval.

# 

# **13.0 CORPORATE AFFAIRS COMMISSION SERVICOM ADDRESS**

**1st Floor**

Corporate Affairs Commission’s Headquarters,

Plot 420, Tigris Crescent,

Off Aguiyi Ironsi Street,

Maitama, Abuja

# **14.0 COMMISSIONS CONTACTS AND OFFICES NATIONWIDE**

|  |  |  |
| --- | --- | --- |
| 1. **ABAKALIKI**   No. 13 Sam Egwu Way, Abakaliki, Ebonyi State | 1. **ABEOKUTA**   56/63 First Avenue, Beside OK Centre, Ibara Housing Estate, Abeokuta, Ogun State | 1. **FCT (WUSE)**   Plot 565 Ndola Square, Wuse, Zone 5, Abuja |
| 1. **ADO-EKITI**   Plot4 Commercial Blk C, Along New Iyin Road, (Now Bank/ Secretariat Road), Ado-Ekiti, Ekiti State | 1. **AKURE**   No. 151, Oyemekun Road,  Akure,Ondo State | 1. **ASABA**   Plot 74, Block 11, Asaba  Housing Estate, Core Layout  DBS Road,  Asaba, Delta State |
| 1. **AWKA**   No.26 ,DrOkeyAnuenyiaguAvenue (Former Old INEC Road) Awka, Anambra State | 1. **BAUCHI**   No11A Mohammed Bello Kirfi Road, Opp. Bauchi State Library Bauchi, Bauchi State | 1. **BENIN**   No.44 Godwin Abbe Way, Off Sapele Road, Benin – City, Edo State |
| 1. **BIRNIN KEBBI**   No.14 Sultan Abubakar Road,  Opposite Sharia Court of Appeal, Birnin – Kebbi,  Kebbi State | 1. **CALABAR**   2ndFloor, RightWing Flat, No 38 NCC Road  Calabar, Cross River State | 1. **DAMATURU**   No. 603, Maiduguri Road,  Opp. Government House, Damaturu  Yobe State |
| 1. **DUTSE**   No.11 Asmau House, Kiyawa Road,  Dutse,  Jigawa State | 1. **ENUGU**   No.31B Okpara Avenue, By EcoBank Plc, Enugu,  Enugu State | 1. **GOMBE**   No.7 Buba Shongo Off David Mark Street, Gombe |
| 1. **GUSAU**   2A, Sani Abacha Way,  BesideGTBank,  Gusau,  Zamfara State | 1. **IBADAN**   No.44, Adegoke Adelabu,  Total Garden,  Yementu,  Ibadan,Oyo State | 1. **ILORIN**   Unity Bank Plc,  Unity Bank Building,  Murtala Mohammed Way,Ilorin,  Kwara State |
| 1. **JALINGO**   No.153,HammaRuwaWay, OPP Muri Hotel, ot  Jalingo, Taraba State | 1. **JOS**   YingiRayfield Road, After MTN Office before Gold N Base Junction Beside Airforce Base, Near Govt. House, Jos, Plateau State | 1. **KADUNA**   No.1 Yakubu Avenue by Lugard Hall,  Kaduna, Kaduna State |
| 1. **KANO**   No.52, Unity Road,  Off Ibrahim Taiwo Road, Kano, Kano State | 1. **KATSINA**   No.5 Block G Commercial Layout, Gidan Dawa, Along IBB way, KLP 137 Kano Road., Katsina, Katsina State | 1. **LAFIA**   Plot BP 873, Baba Ajuji House, Opp Zenith Bank. Lafia/Jos Expressway,  Lafia, Nasarawa State |
| 1. **LAGOS (ALAUSA)**   Plot 7 Otunba Jobi Fele Way, Behind M.K.O. Abiola Gardens, Alausa, Lagos   1. **MAKURDI**   Plot BNA5366 Abu King Shulawa Road, Opp. Radio Benue Transmission Station, Off Otukpo road, Makurdi, Benue State   1. **OWERRI**   Beside City Global Hotel, By Umuguma Junction, Port Harcourt Road, Owerri , Imo State   1. **UMUAHIA**   No. 32 World Bank Housing Estate, Umuahia,  Abia State   1. **YOLA**   No 2, Hospital Road, Off Galbose Clinic, Jimeta, Yola, Adamawa State | 1. **LOKOJA**   Equity Plaza,  No.1, Surulere Street, Phase 1, Lokogoma, Lokoja**,** Kogi State   1. **MINNA**   3, Intercity Bank Building, 3rd Floor Abdulsallam Abubakar Way,(Former Bosso Road) Minna, Níger State   1. **PORTHARCOURT**   Plot 332, Danjuma Drive, Trans Amadi Industrial Layout, PortHarcourt.  River State   1. **UYO**   No.4 UbiInyang Street, Off Abak road,  Uyo, Akwa-Ibom State | 1. **MAIDUGURI**   Damboa Road, Adjacent Starcomms, Old G.R.A. Maiduguri, Borno State   1. **OSHOGBO**   KM 4, Gbongan Road, Beside FRSC, OgoOluwa, Oshogbo, Osun State  **33 SOKOTO**  No.3, Sultan Dasuki Road, Off Kano Road,  Sokoto,Sokoto State   1. **YENAGOA**   No. 444, Chief MelfordOkilo Express Way, Yenezue-Gene, Yenagoa  Bayelsa State |

**CORPORATE AFFAIRS COMMISSION**

Corporate Headquarters

Plot 420, Tigris Crescent,

Off Aguiyi Ironsi Street,

Maitama, Abuja.

P. M. B. 198,

Garki, Abuja.

***Email: cservice@cac.gov.ng***

***Website: http/www.cac.gov.ng***

***http/www.cacnigeria.org***

***http/www.cacnigeria.net***

***http/www.cacnigeria.com***

Telephone: +2347080629000

***Note: The above telephone line is operational from 9.00am to 4.00pm daily excluding weekends and public holidays.***