

# SERVICE CHARTER

6th Edition, 2026

## **FORWARD**

It is my pleasure to present the sixth edition of the Service Charter of the National Information Technology Development Agency (NITDA). This revised edition reflects the Agency's continued commitment to transparency, accountability, and improved service delivery to our stakeholders.

The Service Charter outlines the Agency's regulatory-based services and standards that stakeholders should expect from NITDA and serves as a guide to our processes, timelines, and responsibilities. It also reinforces our resolve to ensure that our services remain efficient, responsive, and aligned with the evolving needs of Nigeria's digital ecosystem.

In furtherance of this commitment, the Agency continues to leverage digital transformation as a key driver of its service delivery. By integrating innovative technologies, including Artificial Intelligence (AI) tools, into our processes, NITDA is enhancing operational efficiency, strengthening data-driven decision-making, and delivering more user-centric and responsive services.

As the Agency charged with the responsibility of developing and regulating Information Technology in Nigeria, NITDA remains dedicated to providing efficient, responsive, and high-quality services in line with global best practices and national priorities.

On behalf of Management and Staff of NITDA, I reaffirm our dedication to upholding the principles enshrined in this Charter. We will continue to harness technology, strengthen institutional capacity, and foster collaboration to deliver exceptional services that support Nigeria's digital economy.



**Kashifu Inuwa Abdullahi, CCIE**  
Director-General/Chief Executive Officer

## CONTENTS

1. Introduction-----	3
1.1. SERVICOM-----	3
2. Brief History of NITDA-----	3
2.1. Vision Statement-----	4
2.2. Mission Statement-----	4
2.3. Core Values-----	4
3. Service Windows-----	4
4. Our Customers-----	4
5. Service Provision and Delivery-----	4
6. Domain Name Registration-----	4
7. IT Project Clearance (ITPC)-----	6
8. IT Company Registration-----	7
9. Internal Notification & Escalation-----	8
10. Service Limitations-----	9
11. Grievance Redress Mechanism-----	9
12. Complaint Resolution Timeline-----	9
13. Special Needs Provision-----	9
14. Stakeholders Engagement-----	9
15. Review of Charter-----	9
16. Office Contacts-----	10

## **Introduction**

The National Information Technology Development Agency (NITDA) remains committed to delivering efficient, transparent and timely services in line with the mandate to develop and regulate Information Technology in Nigeria. This commitment is driven by the Agency's customer-centric culture, coded as iServe with its service slogan, "We exist to serve." The Agency continues to strengthen its service delivery to ensure that stakeholders receive timely, accessible and high-quality services. This Service Charter outlines the core services aligned to statutory regulations available to external customers through various service windows, together with the standards guiding their delivery.

As part of its ongoing reform efforts, NITDA is leveraging Artificial Intelligence (AI) tools and other automated digital solutions to advance digital transformation and enhance service delivery. The Agency has sustained operational efficiency of 100% Service Success Rate (SRR), process efficiency of 100% Average Response Time (ART), and customer experience of 90% Customer Satisfaction Index (CSI) from our 2024 – 2025 charter performance reports.

In line with the Federal Government's SERVICOM framework, the review of the Service Charter from the 5th to the 6th edition was undertaken to reflect current services, operational improvements, and evolving stakeholder expectations. This edition further reinforces NITDA's commitment to accountability, innovation and continuous improvement in service delivery.

### **1.1. SERVICOM**

SERVICOM stands for Service Compact with all Nigerians and was introduced by the Federal Government of Nigeria in March 2004 as a framework for improving public service delivery. It represents a commitment between the government and its citizens to ensure that services provided by Ministries, Departments and Agencies (MDAs) are efficient, transparent and responsive to public needs. The initiative promotes the establishment of clear service standards, accountability mechanisms and effective feedback systems to enhance customer satisfaction and strengthen trust in government institutions.

## **2. Brief History of NITDA**

The National Information Technology Development Agency (NITDA) has been at the forefront of Nigeria's digital transformation since its

establishment on the 18<sup>th</sup> April 2001. The Agency was created to implement the National Information Technology (IT) Policy and to drive the development, regulation and adoption of Information Technology across the country. NITDA operates under the supervision of the Federal Ministry of Communications, Innovation and Digital Economy and plays a key role in promoting digital innovation, strengthening IT capacity and supporting the growth of Nigeria's digital economy.

## **2.1. Vision Statement**

To make Nigeria a digitally empowered nation, fostering inclusive economic growth through technological innovation.

## **2.2. Mission Statement**

We drive digital transformation to empower Nigerians through digital innovation, accessibility and enabling regulation.

## **2.3. Core Values**

- i. People First
- ii. Innovation
- iii. Professionalism

## **3. Service Windows**

The following services are provided at no cost to our external customers:

- i. Domain Name Registration (. gov.ng and .mil.gov) service
- ii. IT Project Clearance (ITPC) service
- iii. Indigenous IT Company and Service Providers (IICP) registration service

## **4. Our Customers**

Our services are intended to support the following:

- i. Federal and State Government Ministries, Departments and Agencies
- ii. Federal Public Institutions (FPIs)
- iii. IT Service Providers and Companies registered in Nigeria

## **5. SERVICE PROVISION AND DELIVERY**

### **5.1. Domain Name Services (.gov.ng and .mil.ng)**

In accordance with the NITDA Act of 2007, the Agency is mandated to provide official government names under the .gov.ng and .mil.ng domain space for Federal Government Ministries, Departments and Agencies (MDAs), including registration of new domains and updating of domain administrative or technical information. This function helps safeguard

national data, enhance the credibility and trustworthiness of government websites and promote visibility, security and compliance with established standards.

<b>Service Element</b>	<b>Description</b>		
<b>Service Name</b>	Domain Name Registration (DNR) in.gov.ng and .mil.ng		
<b>Service Provider</b>	National Information Technology Development Agency (NITDA)		
<b>Target Customers</b>	<ul style="list-style-type: none"> <li>Federal Ministries, Departments and Agencies (MDAs)</li> <li>State Government MDAs</li> <li>Local Government Councils</li> <li>Government-approved programmes/projects lasting 18 months or more</li> </ul>		
<b>Service Torch points</b>	<ul style="list-style-type: none"> <li>Email: <a href="mailto:domains@nitda.gov.ng">domains@nitda.gov.ng</a></li> <li>Call: 08140504418</li> </ul>		
<b>Service Delivery Time</b>	1 Working Day		
<b>Service Access Channels</b>	Email submission to NITDA email address (domains@nitda.gov.ng); or through an accredited registrar of the Nigeria Internet Registration Association (NiRA).		
<b>Service Requirements</b>	<ol style="list-style-type: none"> <li>A signed authorization letter from the Head of Institution or delegated authority addressed to the Director General of NITDA.</li> <li>Proposed domain name.</li> <li>Minimum of two functional name servers.</li> <li>Administrative contact details (staff of the requesting MDA, name, phone number, email).</li> <li>Technical contact details. (name, phone number and email).</li> <li>Legal and regulatory documents: Nigerian Data Protection Act (NDPA) and Cybersecurity Act (if applicable)</li> </ol>		
<b>Processing Steps</b>		<b>Responsibly By</b>	<b>Service Timeline</b>
	1. Submission of application via email	Customer	Immediate
	2. Verification of authorization letters and institutional identity.	NITDA	3 Hours
	3. Validation of requested domain name.	NITDA	1 Hour
	4. Approval of request.	NITDA	30 minutes
	5. Domain registration and activation.	NITDA	1 Hour
	6. Notification to applicant via email	NITDA	30 minutes
	<b>Total Service Delivery Time: 1 Working Day</b>		
<b>Service Output</b>	Registered and activated .gov.ng or .mil.ng domain name assigned to the requesting government institution.		
<b>Cost of Service</b>	<b>No cost</b> when processed directly through NITDA (consultancy or registrar fees may apply if a third-party registrar is used).		

Service Element	Description
<b>Customer Responsibilities</b>	<ul style="list-style-type: none"> <li>• Submit complete and accurate requirement documentation.</li> <li>• Provide feedback after service delivered</li> <li>• Ensure domain is used for official government purposes.</li> </ul>
<b>Complaint &amp; Feedback Channels</b>	<ul style="list-style-type: none"> <li>• Official email correspondence to domains@nitda.gov.ng,</li> <li>• Call service support via +234 8140504418</li> </ul> <p>Resolutions to complaints would be provided within 48 hours</p>

## 5.2. IT Project Clearance (ITPC)

This service is in compliance with the mandate to serve as a clearing house for all IT procurement and services in the public sector; aimed at ensuring that IT projects undertaken by Federal Public Institutions (FPIs) are properly aligned with national IT policies, cost-efficient, secure, and compliance to required standards before public funds are committed to them.

Service Element	Description																					
<b>Service Name</b>	IT Project Clearance (ITPC)																					
<b>Service Provider</b>	<ul style="list-style-type: none"> <li>• National Information Technology Development Agency (NITDA)</li> </ul>																					
<b>Target Customers</b>	Federal Public Institutions (FPI'S)																					
<b>Service Torch points</b>	<ul style="list-style-type: none"> <li>• Service Portal: <a href="https://clearance.nitda.gov.ng">https://clearance.nitda.gov.ng</a></li> <li>• Email: <a href="mailto:itpc@nitda.gov.ng">itpc@nitda.gov.ng</a></li> <li>• Service Call: +234-(0)-818-7869-972</li> </ul>																					
<b>Service Delivery Time</b>	10 Workdays																					
<b>Service Access Channels</b>	<a href="https://clearance.nitda.gov.ng/">https://clearance.nitda.gov.ng/</a>																					
<b>Service Requirements</b>	<p>Customers must upload the following:</p> <ul style="list-style-type: none"> <li>• Technical specifications,</li> <li>• Objectives of the project,</li> <li>• Expected outcome,</li> <li>• Bill-Of-Quantities, etc.</li> <li>• Ensure documents meet required file format and size limits</li> </ul>																					
<b>Processing Steps</b>	<table border="1"> <thead> <tr> <th>Stages</th> <th>Responsible By</th> <th>Service Timeline</th> </tr> </thead> <tbody> <tr> <td>Access Portal</td> <td>Customer</td> <td>Immediate</td> </tr> <tr> <td>Account Creation</td> <td>Customer</td> <td>30 minutes</td> </tr> <tr> <td>Engagement of Licensed Compliance Assurance Firm</td> <td>Customer</td> <td>3 working days</td> </tr> <tr> <td>Application Form Completion</td> <td>Customer</td> <td>2 hours</td> </tr> <tr> <td>Document Upload</td> <td>Customer</td> <td>15 minutes</td> </tr> <tr> <td>Application Submission</td> <td>Customer</td> <td>15 minutes</td> </tr> </tbody> </table>	Stages	Responsible By	Service Timeline	Access Portal	Customer	Immediate	Account Creation	Customer	30 minutes	Engagement of Licensed Compliance Assurance Firm	Customer	3 working days	Application Form Completion	Customer	2 hours	Document Upload	Customer	15 minutes	Application Submission	Customer	15 minutes
	Stages	Responsible By	Service Timeline																			
	Access Portal	Customer	Immediate																			
	Account Creation	Customer	30 minutes																			
	Engagement of Licensed Compliance Assurance Firm	Customer	3 working days																			
	Application Form Completion	Customer	2 hours																			
Document Upload	Customer	15 minutes																				
Application Submission	Customer	15 minutes																				

Service Element	Description																		
	<table border="1"> <tr> <td>Application acknowledgment or Grant Default Approval on the 5<sup>th</sup> workday after submission of valid documents</td> <td>NITDA</td> <td>1 working day</td> </tr> <tr> <td>Application Verification</td> <td>NITDA</td> <td>3 working days</td> </tr> <tr> <td>Approval Decision</td> <td>NITDA</td> <td>2 working days</td> </tr> <tr> <td>Fill Feedback form</td> <td>Customer</td> <td>10 minutes</td> </tr> <tr> <td>Download Electronic Certificate</td> <td>Customer</td> <td>30 minutes</td> </tr> <tr> <td colspan="3"><b>Total Service Delivery Time: 10 working days</b></td> </tr> </table>	Application acknowledgment or Grant Default Approval on the 5 <sup>th</sup> workday after submission of valid documents	NITDA	1 working day	Application Verification	NITDA	3 working days	Approval Decision	NITDA	2 working days	Fill Feedback form	Customer	10 minutes	Download Electronic Certificate	Customer	30 minutes	<b>Total Service Delivery Time: 10 working days</b>		
Application acknowledgment or Grant Default Approval on the 5 <sup>th</sup> workday after submission of valid documents	NITDA	1 working day																	
Application Verification	NITDA	3 working days																	
Approval Decision	NITDA	2 working days																	
Fill Feedback form	Customer	10 minutes																	
Download Electronic Certificate	Customer	30 minutes																	
<b>Total Service Delivery Time: 10 working days</b>																			
<b>Service Output</b>	Certificates of Clearance for Federal Public Institutions (FPIs)																		
<b>Cost of Service</b>	The service is provided at no cost																		
<b>Customer Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide complete and truthful information</li> <li>• Upload valid and legible documents</li> <li>• Respond promptly to requests for clarification</li> <li>• Follow portal instructions during application</li> <li>• Provide feedback after service is delivered</li> </ul>																		
<b>Complaint &amp; Feedback Channels</b>	<ul style="list-style-type: none"> <li>• Service Portal Helpdesk (<a href="https://clearance.nitda.gov.ngt">https://clearance.nitda.gov.ngt</a>)</li> <li>• Official Email <a href="mailto:itpc@nitda.gov.ng">itpc@nitda.gov.ng</a></li> <li>• Customer Service Call: +234-(0)-818-7869-972</li> </ul> Resolution to complaints would be provided within 24–48 hours.																		
<b>Default Approval</b>	Is issued on the 5th day after complete submission of relevant documents if MDA's submission is not acknowledged within 5 working days																		

### 5.3. Indigenous IT Company and Service Provider (IICP) Registration

This service enables indigenous IT companies to register online and obtain an electronic certificate confirming their registration as recognized IT service providers eligible to provide IT services to government MDAs.

Service Element	Description
<b>Service Name</b>	Indigenous IT Company and Service Provider (IICP) Registration
<b>Service Provider</b>	National Information Technology Development Agency (NITDA)
<b>Target Customers</b>	IT companies registered in Nigeria
<b>Service Contact</b>	<ul style="list-style-type: none"> <li>• Service portal: <a href="https://iicportal.nitda.gov.ng/">https://iicportal.nitda.gov.ng/</a></li> <li>• Email: <a href="mailto:iicp@nitda.gov.ng">iicp@nitda.gov.ng</a></li> <li>• Call: 08059834005</li> </ul>
<b>Service Delivery Time</b>	2 working days (48 hours)

<b>Service Access Channels</b>	https://iicportal.nitda.gov.ng/		
<b>Service Requirements</b>	Customers must upload the following: <ul style="list-style-type: none"> <li>• Company profile</li> <li>• Copy of Corporate Affairs Commission certificate</li> <li>• Evidence of ICT service offerings</li> <li>• Valid identification of company representative</li> <li>• Ensure documents meet required file format and size limits</li> </ul>		
<b>Processing Steps</b>	<b>Stages</b>	<b>Responsibly By</b>	<b>Service Timeline</b>
	Access Portal	Customer	Immediate
	Account Creation	Customer	15 minutes
	Application Form Completion	Customer	45 minutes
	Document Upload	Customer	30 minutes
	Application Submission	Customer	5 minutes
	Acknowledge Application or Grant Default Approval after 24 hours of valid documents submission	NITDA	1 hour
	Application Verification	NITDA	40 hours
	Approval Decision	NITDA	5 hours
	Certificate Download	Customer	30 minutes
<b>Total Service Delivery Time: 2 working days</b>			
<b>Service Output</b>	Electronic IT Company Registration Certificate		
<b>Cost of Service</b>	This service is provided at no cost.		
<b>Customer Responsibilities</b>	Customers must: <ul style="list-style-type: none"> <li>• Provide complete information</li> <li>• Upload valid and legible documents</li> <li>• Respond promptly to requests for clarification</li> <li>• Follow portal instructions during application</li> <li>• Provide feedback after service is delivered</li> </ul>		
<b>Complaint &amp; Feedback Channels</b>	<ul style="list-style-type: none"> <li>• Official email correspondence to <a href="mailto:iicp@nitda.gov.ng">iicp@nitda.gov.ng</a></li> <li>• Call service support via +234-(0)-8059834005</li> <li>• Resolution to complaint is made within 72hrs of investigation.</li> </ul>		
<b>Default Approval</b>	shall be granted within 24 hours of complete submission of all relevant documents, where the MDA's submission is not acknowledged within 1 hour.		

## 6. Internal Notification & Escalation

Escalation Level	Trigger Point	Responsible Officer	Timeline
Level 1	SLA reaches 50% threshold	Desk Officer - Service Department	Automated alert
Level 2	SLA breach occurs	Supervisor - Service Department	Immediate
Level 3	24 hours after breach	Director - Service Department	Within 24 hours
Level 4	Repeated or critical breaches	Director General (NITDA)	As required

## **7. Service Limitation**

- Service delivery timelines apply only when complete and valid information is submitted by the customer.
- Services are typically delivered during official working hours (9am - 4pm from Monday–Friday excluding public holidays).

## **8. Grievance Redress Mechanism (GRM)**

Customers have the right to make complaints through the channels provided for each service. Based on the nature of the complaint, the following corrective actions will be taken:

- Issuance of a formal apology
- Repeat or escalation of the service where required
- Application of appropriate sanctions where necessary

### **8.1. Complaint Resolution Timeline (CRT)**

All complaints will be resolved within three (3) working days, except those that require further investigation, which may take up to twenty-one (21) working days.

## **9. Special Needs Provision**

- i. The Agency's services on the website provide multilingual features to support customers who require special assistance to ensure they can easily access and benefit from its services.
- ii. Ramp and elevators are available within the premises to facilitate convenient movement and access for people with special needs.
- iii. Dedicated helplines and online service portals are also provided to enable individuals in this category to access services, make enquiries, and receive support remotely.

## **10. Stakeholders' Engagement**

Every year, the agency compiles and acts upon customer feedback gathered from various forums focused on customer participation and service enhancement across our zonal offices. These include our annual stakeholders' forums with indigenous IT companies, forums in the six geopolitical zones and our service exhibition stand during the annual Digital Nigeria Conference.

## **11. Review Of Charter**

The Service Charter is reviewed once every two years. Hence, the next date for review will be in 2028. However, the review is subject to changes that could necessitate an earlier update for the improvement of service delivery.

## **12. Office Contacts:**

National Information Technology Development Agency (NITDA)  
Plot 28, Port Harcourt Crescent, Off Gimbiya Street,  
Area 11, Garki, Abuja.  
Phone: 08168401851  
Email: [info@nitda.gov.ng](mailto:info@nitda.gov.ng)  
Website: [www.nitda.gov.ng](http://www.nitda.gov.ng)

### **Zonal Offices:**

#### **South-East**

No 5 Onitsha Road,  
NCFC House by Enugu State  
Min of Works and Infrastructure  
GRA, Enugu State.

#### **North-West**

Plot No 168 Sheik Nasiru  
Kabara Housing Estate  
Along Zaria-Kano Road,  
Kano State.

#### **South-West**

9 Kofo Abayomi Street,  
Victoria Island,  
Lagos State.

#### **South-South**

No. 3 Mission Avenue  
Opposite Trans-Amadi Garden,  
Peter Odili Road, Port Harcourt,  
River State.

#### **North-East**

Plot No BA/15917 Ashaka Road  
Opposite Federal Teaching Hospital  
Gombe State.



National Information Technology  
Development Agency

