



National Information Technology
Development Agency



SERVICE CHARTER

6th Edition 2026



**Kashifu Inuwa
Abdullahi**

Director General
/CEO of NITDA

FORWARD BY THE DIRECTOR

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

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1. 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. The purpose of the Service Charter is to outline the core services available to customers and the standards guiding their delivery.

NITDA's 2024 to 2025 Service Charter Performance Reports revealed that the Agency has sustained operational efficiency of 100% Service Success Rate (SRR), process efficiency of 100% Average Response Time (ART), with customer experience of 90% Customer Satisfaction Index (CSI) in the consistent delivery of services.

In line with the Federal Government's SERVICOM framework, the review of the Service Charter once in every two years or as needed was undertaken to reflect current services, process improvements, and evolving stakeholder expectations obtained from feedback. This edition further reinforces NITDA's commitment to accountability, innovation and continual 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 18th 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 customers:

- i. Domain Name Registration (DNR) 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 Registration (DNR) in .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, updating of domain administrative and technical information. This function helps safeguard national data, enhance the credibility of government websites, promotes visibility, and in compliance with established standards. See service process details in Table 1.

5.2. IT Project Clearance (ITPC)

This service is in compliance with NITDA's mandate to serve as a clearing house for all IT procurement and services in the public sector. It aims to ensure that IT projects undertaken by Federal Public Institutions (FPIs) are properly aligned with national IT policies, cost-efficient, and in compliance to required standards before public funds are committed to them. The service process details are in Table 2.

5.3. Indigenous IT Company and Service Provider (IICP)

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. The service process details are in Table 3.

6. Service Performance Monitoring

NITDA is committed to continuous monitoring and evaluation of its services to ensure efficiency, transparency, accountability, and customer satisfaction. The Parastatal SERVICOM Unit (PSU) of the Agency monthly tracks service performance measured against established standards, timelines, and Key Performance Indicators (KPIs). The PSU also conducts monitoring and evaluation of services using tools like feedback, complaints, and periodic process reviews; the findings are utilized to drive continuous improvement to enhance service delivery. Service performance reports are presented quarterly to SERVICOM Presidency and published where necessary to promote transparency and public trust.

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).

Table 1

Service Element	Description		
Name	Domain Name Registration (DNR) in.gov.ng and .mil.ng		
Provider	National Information Technology Development Agency (NITDA)		
Target Customers	<input type="checkbox"/> Federal Ministries, Departments and Agencies (MDAs) <input type="checkbox"/> State Government MDAs <input type="checkbox"/> Local Government Councils <input type="checkbox"/> Government-approved programmes/projects lasting 18 months or more		
Torch points/ Access Channels	<input type="checkbox"/> Email: domains@nitda.gov.ng <input type="checkbox"/> Call: 08140504418		
Delivery Time	1 Working day		
Requirements	1. A signed authorization letter from the Head of institution or delegated authority addressed to the Director General of NITDA. 2. Proposed domain name. 3. Minimum of two functional name servers. 4. Administrative contact details (staff of the requesting MDA, name, phone number, email). 5. Technical contact details. (name, phone number and email). 6. Legal and regulatory documents: Nigerian Data Protection Act (NDPA) and Cybersecurity Act (if applicable)		
Processing Steps		Responsibly By	Service Timeline
	1. Submission of request letter to the service email address (domains@nitda.gov.ng); or through an accredited registrar of the Nigeria Internet Registration Association (NiRA)	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
Total Service Delivery Time: 1 Working day			
Service Output	Registered and activated .gov.ng or .mil.ng domain name assigned to the requesting government institution.		
Service Element	Description		
Cost of Service	No cost when processed directly through NITDA (consultancy or registrar fees may apply if a third-party registrar is used).		
Complaint & Feedback Channels	<input type="checkbox"/> Official email correspondence to domains@nitda.gov.ng , <input type="checkbox"/> Call service support via +234 8140504418 Resolutions to complaints would be provided within 48 hours		

Table 2

Service Element	Description		
Name	IT Project Clearance (ITPC)		
Provider	National Information Technology Development Agency (NITDA)		
Target Customers	Federal Public Institutions (FPI)		
Torch points/Access Channels	<input type="checkbox"/> Service Portal: https://clearance.nitda.gov.ng <input type="checkbox"/> Email: itpc@nitda.gov.ng <input type="checkbox"/> Service Call: +234-(0)-818-7869-972		
Delivery Time	10 Working days		
Requirements	Customers must upload the following: <ul style="list-style-type: none"> <input type="checkbox"/> Technical specifications, <input type="checkbox"/> Objectives of the project, <input type="checkbox"/> Expected outcome, <input type="checkbox"/> Bill-Of-Quantities, etc. <input type="checkbox"/> Ensure documents meet required file format and size limits 		
Processing Steps	Stages	Responsible By	Service Timeline
	Access Service 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
	Application acknowledgment or Grant Default Approval on the 5 th working day after submission of valid documents	NITDA	1 working day
	Application Verification	NITDA	3 working days
	Approval Decision	NITDA	2 working days
	Post clearance letter	NITDA	30 minutes
	Fill Feedback form	Customer	10 minutes
	Total Service Delivery Time: 10 working days		
Service Element	Description		
Service Output	Certificate of Clearance for Federal Public Institutions (FPI)		
Cost of Service	The service is provided at no cost		
Complaint & Feedback Channels	<input type="checkbox"/> Service Portal Helpdesk (https://clearance.nitda.gov.ngt) <input type="checkbox"/> Official Email itpc@nitda.gov.ng <input type="checkbox"/> Customer Service Call: +234-(0)-818-7869-972 Resolution to complaints would be provided within 24–48 hours.		
Default Approval	Is issued on the 5th day after complete submission of relevant documents if MDA's submission is not acknowledged within 5 working days		

Table 3

Service Element	Description		
Name	Indigenous IT Company and Service Provider (IICP) Registration		
Provider	National Information Technology Development Agency (NITDA)		
Target Customers	IT companies registered in Nigeria		
Torch points/Access Channels	<input type="checkbox"/> Service portal: https://iicportal.nitda.gov.ng/ <input type="checkbox"/> Email: iicp@nitda.gov.ng <input type="checkbox"/> Call: 08059834005		
Delivery Time	2 working days		
Access Channels	https://iicportal.nitda.gov.ng/		
Requirements	Customers must upload the following: <ul style="list-style-type: none"> <input type="checkbox"/> Company profile <input type="checkbox"/> Copy of Corporate Affairs Commission (CAC) certificate <input type="checkbox"/> Evidence of ICT service offerings <input type="checkbox"/> Valid identification of company representative <input type="checkbox"/> Ensure documents meet required file format and size limits 		
Processing Steps	Stages	Responsibly By	Service Timeline
	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
	Total Service Delivery Time: 2 working days		
Service Output	Electronic IT Company Registration Certificate		
Cost of Service	This service is provided at no cost		
Complaint & Feedback Channels	<input type="checkbox"/> Official email correspondence to iicp@nitda.gov.ng <input type="checkbox"/> Call service support via +234-(0)-8059834005 <input type="checkbox"/> Resolution to complaint is made within 72hrs of investigation.		
Default Approval	shall be granted within 24 hours of complete submission of all relevant documents, where the MDA's submission is not acknowledged within 1 hour.		

8. Obligations

8.1 Staff Obligations

Frontline Officers are expected to:

- i. Send acknowledgement of received request where applicable.
- ii. Verify submitted required documents within timeline.
- iii. Contact customers for more information where necessary.
- iv. Communicate the approved service request to the customer within the expected timeframe.
- v. Administer customer feedback.

8.2 Customers Obligations

It is the customer's responsibility to:

- i. Read the service guidelines accessible on NITDA's website or service portal before proceeding to access the service.
- ii. Request for a service through the service portal, email, or post as the case may be.
- iii. Provide valid required documents and follow the service guidelines.
- iv. Fill out customer feedback form.

8.3 Management Obligation

Top management is responsible to provide timely directives to process requests and grant approvals.

9. 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

9.1. 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.

10. Special Needs Provision

- i. Multilingual feature translates the service charter into Hausa, Igbo and Yoruba languages on NITDA's website to support customers who require special assistance easily access and benefit from our services.
- ii. Ramps and elevators are available within our 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 access services, make enquiries, and receive support remotely.

11. 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 in the six geo-political zones and at our service exhibition stand during the annual Digital Nigeria Conference.

12. 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.

13. Office Contacts :

Headquarters

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
Website: 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.

South-West

9 Kofo Abayomi Street,
Victoria Island,
Lagos State.

North-West

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



