

MINISTRY OF MINES AND STEEL DEVELOPMENT SERVICE CHARTER

1.0 INTRODUCTION

The Ministry of Mines and Steel Development was established by the Government of the Federal Republic of Nigeria to ensure sustainable development of the nation's minerals and metal sectors.

The Ministry is highly technical and project based; and most of its activities revolve around exploration and exploitation of the vast solid minerals and metal resources of the country and the enforcement of the Laws and Regulations guiding its activities. Mines Inspectorate, Mines Environmental Compliance and Artisanal and Small - scale Departments, and Geological Survey Offices are maintained in almost all the States of the Federation, including the Federal Capital Territory (FCT) Abuja for effective coverage of these activities.

This Charter provides relevant information to our customers and the general public that may require the services of the Ministry. It serves as a benchmark for measuring the performance of the Ministry and will be updated from time to time as and when it becomes necessary.

2.0 VISION

To facilitate the transformation of the Nigerian Mineral and Metal Sector for sustainable industrial growth and economic surplus

3.0 MISSION

To exploit the mineral endowments spread across the nation and establish a vibrant metal industry for wealth creation, employment generation, poverty reduction, promotion of rural economy and significant contribution to nation's Gross Domestic Product.

4.0 DEPARTMENTS OF THE MINISTRY

The Ministry functions through its Departments, Agencies and Parastatals. Details of services provided by the Agencies and Parastatals can be obtained in their respective service charters.

4.1 Under- listed are the Departments/Units in the Ministry:

S/N	Departments/Units
i	Artisanal and Small-Scale Mining (ASM) Department
ii	Mines Environmental Compliance (MEC) Department
iii	Finance and Account Department
iv	Human Resource Management (HRM) Department
v	Investment Promotions and Mineral Trade (IPMT) Department
vi	Metallurgical Inspectorate And Raw Material Development (MI & RMD) Department
vii	Mines Inspectorate (MI) Department
viii	Planning Research and Statistics (PRS) Department
ix	Reform Coordination and Service Improvement (RC&SI) Department
x	Special Duties (SD) Department
xi	Steel and Non-Ferrous Metal (S&NFM) Department
xii	Procurement Department
xiii	General Service Department
xiv	Internal Audit Unit
xv	Legal Unit
xvi	Press Unit

4.2 PARASTATALS AND AGENCIES OF THE MINISTRY

- i. Ajaokuta Steel Company Ltd, Ajaokuta
- ii. Council Of Nigerian Mining Engineers and Geoscientists (COMEG), Abuja
- iii. Metallurgical Training Institute, Onitsha
- iv. Mining Cadastre Office, Abuja
- v. National Metallurgical Development Centre (NMDC), Jos
- vi. National Iron Ore Mining Company, Itakpe

- vii. National Steel Raw Materials Exploration Agency (NSRMEA), Kaduna
- viii. Nigerian Geological Survey Agency (NGSA), Abuja
- ix. Nigerian Institute of Mining and Geosciences, Jos
- x. Solid Mineral Development Fund, Abuja

5.0 LIST OF MINISTRY'S CUSTOMERS

Nigerians and other residents living in Nigeria are the Ministry's customers, however the Ministry deals with certain group of people on a more regular basis than the others, as follows; -

i. INTRA- MINISTERIAL CUSTOMERS

- Members of staff of the Ministry
- Agencies and Parastatals

ii. INTER -MINISTERIAL/GOVERNMENT CUSTOMERS

- Other Ministries and Agencies of the federal Government
- The National Assembly, the Judiciary, States and Local Governments

iii. EXTERNAL/ PUBLIC CUSTOMERS

- Corporate Organizations, National and International
- Multinational and bilateral institutions that do business with Nigeria, in terms of human development and health projects e.g. DFID, World Bank, European Union, JICA, ADB, UNICEF etc.
- Individuals.

6.0 OUR MANDATE/FUNCTIONS

- i. Development of legal and regulatory framework consistent with International best practice;
- ii. Regulation of metallurgical, mining and downstream activities;
- iii. Development of human capital in the mineral and metal sectors;
- iv. Encouragement of the local production of Minerals and Metals;
- v. Stimulating foreign investment;
- vi. Encouraging regional co-operation in the sharing of information, knowledge, capacity building and market promotion;

- vii. Creation of conducive environment for the mining and metallurgical industries to effectively use their human and capital resources for economic growth and development;
- viii. Creation of enabling environment for States and Local Government Authorities to maximize the positive role of the mining and metallurgical sectors in promoting rural economy;
- ix. Ensuring the effective organization and accessibility of public information on the minerals and metal sectors;
- x. Providing an enabling environment for the private sector to engage in profitable mining and metallurgical operations in the country;
- xi. Supervision of exploration, exploitation and explosive matters in the mines fields;
- xii. Provision of a database for all mining and quarrying operations;
- xiii. Coordinate bilateral agreement with other countries in the field of geology, mining, mineral processing and metallurgy.
- xiv. Collaboration with NBS, CBN and the Nigeria Custom Service to track sectorial information;
- xv. Facilitating healthy relationship between artisanal and small-scale miners and the host community on one hand and with large scale mining companies where applicable.
- xvi. Liaises with metal plants and foundries in the country to obtain specifications of all their raw materials and input and advise them on local source capable of meeting their specifications in fulfilment of the primary objectives of import substitution;
- xvii. Supervision of National Iron Ore mining project, Itakpe, National Metallurgical Development Centre, Jos and National Steel Raw Materials Exploration Agency, Kaduna.
- xviii. Ensure reclamation and the restoration of mines area;
- xix. Maintain regular environmental audits to ensure the adoption of environmentally sound practices in all mining and metallurgical operations;

- xx. Organizing, supporting and assisting small scale mining operations;
- xxi. Monitoring and regulation of mineral buying centres.
- xxii. Collection of rents, royalties and fees;

- xxiii. Carry out regional mapping and mineral exploration;
- xxiv. Establish and maintain a register of all the individual professionals in the mining industry;
- xxv. Prescribe and enforce the code of conduct of professionals in the industry;
- xxvi. Regulate and control the practices of mining engineering, metallurgy, geosciences and related professions;
- xxvii. Carry out the exploration of steel raw materials in all part of Nigeria and elsewhere for the Iron and Steel Industry;
- xxviii. Carry out detailed geological, geophysical, geochemical and hydro geological investigations, including analytical and laboratory works;
- xxix. Research and development in the fields of mining and metallurgy.

7.0 OUR SERVICES

The nature of services provided by the Ministry is determined by the roles which it plays and the duties it is expected to perform in the national interest.

Our services and activities revolve around exploration and exploitation in both sectors (Mining and Steel Development) and the enforcement of the laws and regulations. The services listed below are discharged through the Departments, Units, Parastatals and Agencies:

- i. Advising Government on the formulation and execution of laws and regulations guiding all activities in both private and public sectors.
- ii. Provision and dissemination of information on accurate geological data on Nigeria's mineral resources;
- iii. Review & giving approval of Community Development Agreement (CDA).

- iv. Provision of statistics on mineral production and revenue generation nationwide;
- v. Inspects metallurgical projects and issue certificates of completion after being satisfied with all performance indices in accordance with design specification and contractual obligations;
- vi. To sensitize and enlighten the stakeholders, investors and the general Public on the activities, policies and programmes of the sector.
- vii. Creating adequate public awareness to the Nigerian populace on the need to use quality steel products for construction and other purposes.
- viii. Providing extension service to Artisanal and Small Scale Mining operators on exploration, exploitation, mineral processing, entrepreneurial training, environmental management, health & safety issues etc.;
- ix. Issue, suspend and revoke mineral titles and permits subject to applicable laws and regulations;
Receive and dispose of applications for the transfer, renewal, modification, relinquishment or extension area;
- x. Receiving of applications on Mineral Titles.
- xi. Provision/ issuance of relevant publications of the Ministry on application or request;

8.0 STANDARDS AS APPLICABLE TO MINING

In Issuing of Licences and Permits, we will issue a Non-Exclusive Prospecting Licence within one day after an application is received, Issue a Mining Claim a day after an Environmental Clearance is received; Issue a Reconnaissance Licence, Exclusive Reconnaissance Licence, Exclusive Prospecting Licence, Mineral Deposit Retention Licence and Mining Licence within 120 days; and Issue Export Permits within one day.

8.1 SERVICE STANDARDS AS APPLICABLE TO THE DEPARTMENTS

S/ N	Departments, Agencies/ Parastatals	Service Standards	Time Frame	Amount (Fee)
i.	Mines Environmental Compliance	Environmental Protection Rehabilitation Programme (EPRP)	3 months	Nil
ii.	Mines Environmental Compliance	CDA	3 months	Nil
iii.	Mines Inspectorate	Permit/Licence to Manufacture Explosives	14 days	
iv.	Mines Inspectorate	Gold and precious minerals policy		₦500,000
v.	Mines Inspectorate	Minimum work	6 weeks	Nil
vi.	Mines Inspectorate	Prior Clearance	21 days	₦170,000 for Magazine
vii.	Mines Inspectorate	Permit to export minerals for commercial purpose	14 days	Varies depending on the mineral
viii.	Mines Inspectorate	Licence to purchase and possession of Minerals	Annually	₦10,000
ix.	Mines Inspectorate	Permit to buy Explosives	30 days	₦10,000
x.	Mines Inspectorate	End-User Certificate	7 days	₦10,000
xi.	Mines Inspectorate	Blasting Certificate	14 days	₦10,000
xii.	Mines Inspectorate	Sample for Analyses		₦10,000
xiii.	Mines Inspectorate	Manufacture Explosives	14days	

xiv.	Mines Inspectorate	Exemption from Custom Duty	3weeks	
xv.	Mines Inspectorate	Data Gathering		
xvi.	Mines Inspectorate	Section 9 (1)	7 days	
xvii.	MI & RMD	Inspection of Metallurgical Projects and Issuance of Certificate		Nil
xviii.	MI & RMD	Sensitization of Stakeholders on the industry	Annually	Nil
xix.	MI & RMD	Monitoring and inspection of Metallurgical Plants and Allied facilities	Periodically	Nil
xx.	MI & RMD	Mineral Ore/Alloy Assay	24 - 48 hours	≠10,000
xxi.	MI & RMD	Tensile/Compressive Test	24 hours	≠10,000
xxii.	MI & RMD	Karat Assay	24 – 48 hours	≠10,000
xxiii.	MI & RMD	Carbon Sulphur Assay	24 – 48 hours	≠10,000
xxiv.	MI & RMD	Sensitization of Stakeholders in the Industry	Annually	Nil
xxv.	ASM	Extension Services	Annually	Nil
xxvi.	MCO	Application on Mineral Titles	30 days	Varies depending on the mineral
xvii.	MCO	Transfer Renewal of extension Areas	5 years	Varies depending on the mineral
xviii.	MCO	Suspend and revoke Mineral Titles	Annually	Varies depending on the mineral
xxix.	NGSA	Statistics on Mineral production	Annually	

xxx.	NGSA	Information on geological Data	48 hours	Not specified
xxxi.	Steel & Non Ferrous	Formulations, execution and regulates guideline	Quarterly	Nil
xxii.	ASM	Mineral Buying centre	Nil	₦50,000

9.0 OUR STAKEHOLDERS/CLIENTS

Our stakeholders/Clients/Customers include Public and Private Organizations that have dealings with all categories of minerals and metals as detailed hereunder: -

- a) Staff of the Ministry, Parastatals/Agencies
- b) All categories of Miners/Mining and Quarry operators;
- c) Solid minerals processing companies;
- d) Solid minerals processing/equipment
- e) Fabricator companies;
- f) Prospective investors in mining/minerals and metal resources;
- g) Staff and students of schools of mines, metallurgical training institute;
- h) Engineering Departments of Universities and/Polytechnics;
- i) Metallurgical Engineers;
- j) Foreign Mission and Embassies;
- k) Federal and State Ministries, Agencies, and Local Governments;
- l) Organized Private Sector;
- m) General Public/Civil Societies/Trade Union Organizations;
- n) Community based Organization/Host communities;
- o) Service providers/Contractors;
- p) Councils of Mining Engineers and Geoscientists (COMEG);
- q) All relevant professional bodies i.e. NSME, etc.;
- r) Foreign and Local investors;
- s) Metals and Steel Companies/Industries;
- t) Foundry industries;
- u) National and Steel Assemblies;
- v) Judiciary;
- w) Consultants/ Researchers; etc.

10.0 MINISTRY'S OBLIGATION TO OUR STAKEHOLDERS AND CUSTOMERS

In our MDA, the customer is 'king', so we promise to treat our customers as such, in the following manner:

- a) To be treated as 'kings', queens' and 'royalty'
- b) Timely provision of necessary information required by customers;
- c) Prompt, courteous and satisfactory services;
- d) Publication of all rents, fees, taxes, etc.;
- e) Conducive, clean and healthy physical environment in all our offices nationwide;
- f) Creation of an enabling economic environment to attract private investment through Government package of incentives, which would result to accelerated economic growth;
- g) Ensuring resuscitation of the tin mining and smelting industries;
- h) Providing interpreters in case of communication difficulties for foreign, local investors and in the course of community engagements, and
- i) Customers/ Stakeholders with special needs to be attended to and their needs promptly addressed if the Ministry is informed well ahead of time.

11.0 MONITORING AND PUBLICATION

There shall be in place, various feedback mechanisms to monitor standards, to continuously meet customers' need, interests and demands. These feedbacks shall be published quarterly and annually through the various media including the following:

- a) Biannual meeting with customers, stakeholders and strategic partners on service delivery;
- b) Departmental consultation with customers, investors, host communities, NGO'S, environmentalists, etc.;
- c) Stakeholders' consultation forum of the entire MDA;
- d) Formal and verbal complaints rendered at all our Networking points and units;
- e) Surveys which shall be periodically conducted;
- f) Ministerial Chat in the print and electronic media;
- g) Minerals and Metals Newsletter of the Ministry/ MDA.

12.0 GRIEVANCE REDRESSAL MECHANISM/COMPLAINT PROCEDURE

Where and whenever service fails to meet expectation, a client shall be entitled to seek redress/recourse through any of the following: - Lodging of grievance in writing or personally with the Honourable Minister/Permanent Secretary/ Nodal Officer;

- (i) Contact the **Ministerial Nodal Officer**;
 - a. BLOCK RM: A009
 - b. GSM NO: 08079499259
 - c. Email: reformservicommmsd2020@gmail.com
 - d. Address: Block 'A, Room 009A Ministry of Mines and Steel Development, 2 Luanda Crescent, Off Ademola Adetokunbo Crescent, Wuse II, Abuja.
- (ii) Contact the **Charter Desk Officer**;
 - a. BLOCK A: RM. 009
 - b. GSM NO: 08103778213
- (iii) Contact the **Customer Care/Complaint Desk Officer**;
 - a. BLOCKA: RM. 009
 - b. GSM NO: 08066359433
- (iv) Placement of **SCRAR (SERVICOM Customer Relation's Activities Register)** will be strategically placed in each entrance at the Headquarters.
- (v) Contact the SERVICOM focal officers at the various service outlets/windows/ frontlines.

13.0 TIME FRAME FOR REDRESSAL OF GRIEVANCES/ COMPLAINTS

- (i) Issuance of acknowledgement within five (5) working days by the Desk Officers;
- (ii) Disposal of the case within one (1) month.
- (iii) Appeal/reaction from the petition within two (2) weeks;
- (iv) Final disposal and closure of case within one (1) month.

It is however, pertinent to note that certain complex and compound complaint after due investigation and consideration may take longer time frame, as they may be referred to certain Adhoc Committee/Committees

by the Honourable Minister/Permanent Secretary/Head of some service windows and frontlines in the MDA.

Compensation to aggrieved complainants shall be as statutorily provided by the Constitution, Laws, Mining and Mineral Acts, and other Rules/Regulations that apply and by the recommendations and approval by Management of the MDA.

14.0 OBLIGATIONS OF STAKEHOLDERS/CUSTOMERS TO THE MINISTRY

- (i) The Ministry expects that all stakeholders/customers should ensure payment of royalties, fees and taxes to the Ministry within the stipulated time frame;
- (ii) Stakeholders shall not enter into any unethical arrangements either with the employees of the Ministry, or with any third party to avoid illegal or unauthorized favour;
- (iii) The stakeholders and the Ministry staff should treat each other with mutual respect;
- (iv) To provide adequate information and genuine prescribed supporting documents when submitting applications for permits, etc.;
- (v) Adhere strictly to stated approval conditions for permits, etc.;
- (vi) To follow prescribed and published complaints procedure(s) in seeking atonement or redress for service failure;
- (vii) Compliance with the 2007 Mining and Mineral Acts guidelines, etc.;
- (viii) Always check our Notice Boards/Website on the latest Information in case of changes;
- (ix) Advise on service improvement as they may deem fit;
- (x) Have access to the Ministry's SERVICOM Charter which will be produced as handbills and also displayed on the Notice Boards in the offices (Headquarters, Zonal and State offices);
- (xi) Show understanding for some of the constraints within which the office operates;

- (xii) Customers should be conversant with Government policy on minerals and metal development;
- (xiii) Provide feed-back to facilitate a bi-annual assessment/evaluation of the service delivery system;
- (xiv) Staff should be conversant with extant circulars, rules, regulations and guidelines of the Public Service; and
- (xv) Staff are expected to be committed and loyal to enable the Ministry to achieve her mandate/mission/vision,
- (xvi) Management is expected to provide necessary support, co-operation and an enabling environment for the Ministry to succeed.
- (xvii) Early release of funds and materials by Government

15.0 STAKEHOLDER'S PARTICIPATION

The Ministry/MDA encourage stakeholder's participation by: -

- (a) Welcoming genuine suggestions from customers stakeholder and strategic partners both in writing and during stakeholders consultative forum organized by the Ministry/MDA to determine their needs and preferences;
- (b) Meeting occasionally with host communities to resolve environmental and community issues;
- (c) Meet with stakeholders and strategic partners in the minerals and metal sector from time to time to chart new courses for development purposes;
- (d) Support institutions like Research Centres, Universities and meet periodically to brainstorm on the development of the minerals and metal sector.

16.0 THE BROAD STRATEGY/PERFORMANCE TARGETS FUTURE OUTLOOK

In the Ministry's bid to move the minerals and metal sector forward and deliver to the public, our broad strategies/performance targets include the following amongst others: -

- (a) Strong regulation and enforcement;
- (b) Globally comparable legal and fiscal framework;
- (c) Reliable geological and geophysical data;

- (d) Strong institutional capacity; and
- (e) Robust private sector leadership.

These are expected to bring about employment generation, wealth creation, poverty alleviation and revenue generation to Government, which are tools for better socio-political existence.

17.0 EXISTING LIMITATIONS/CONSTRAINTS

Service Delivery in the Ministry/MDA is guaranteed within the available resources (human and capital to the Ministry/MDA). These are limited.

18.0 CHARTER REVIEW

In order to ensure that the information we provide to our customers and stakeholders is up-to-date, we will endeavour to periodically review this Charter (as the need arises) to reflect current state of service delivery in the Ministry.

19.0 CONCLUSION

Through the continuous and periodic formulation, implementation and review of our service charters, we sincerely hope to meet the expectations, interests, needs and aspiration of our numerous customers and stakeholders for optimal satisfaction.