



**NATIONAL
EMERGENCY
MANAGEMENT
(NEMA)**

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ENT AGENCY (NEMA) NIGERIA







HIS EXCELLENCY

BOLA AHMED TINUBU, GCFR

**PRESIDENT, COMMANDER-IN-CHIEF OF THE ARMED FORCES
FEDERAL REPUBLIC OF NIGERIA**



HIS EXCELLENCY
SEN. KASHIM SHETTIMA, GCON
VICE - PRESIDENT
FEDERAL REPUBLIC OF NIGERIA



MUSTAPHA HABIB AHMED
DIRECTOR GENERAL
NATIONAL EMERGENCY MANAGEMENT AGENCY

FOREWARD

This booklet is an attempt to set a new standard of thoroughness in the conduct of government humanitarian service delivery in a transparent, accountable and dignified manner to Nigerians. It is our firm belief that public offices are the shopping floor for government businesses. Regrettably, Nigerians have for too long been feeling short - changed due to the quality of public service delivery by civil and public servants. In this regards, the new mantra for the National Emergency Management Agency (NEMA) is focused on Transparency and Accountability to Affected Persons (AAP) and to government in line with international best practices on humanitarian service.

The NEMA SERVICOM aims at placing the entire agency's staff and those of its partners in a permanent state of awareness, that quality and satisfactory service delivery is the only reason for having their positions in their respective offices. At NEMA, we fully subscribe to the ideals that informed the creation of SERVICOM Unit.

As an Agency of Government with statutory mandate of coordinating emergency preparedness, mitigation, response and recovery in Nigeria, we have come to realize that the highest quality service is expected from us to save lives, safeguard livelihoods and critical infrastructure for Nigerians. There is no room for procrastination in the face of disaster and emergency situations, we are expected to take decisions and deliver services to people in line with the humanitarian principle of Humanity, Neutrality, Impartiality and Operational Independence.

We remain duty bound to assuage the anxiety of Nigerians in the event of both protracted and sudden onset disasters and to give assurance on timely. Effective and efficient service delivery with no one left behind. Our vision at NEMA is to continue improving on our systems and service delivery in line with SERVICOM to transform the Agency into a world class disaster management organization. We aim to become the flagship of disaster management in West Africa and greater African continent with the support of our partners.

We are committed to constantly review and introduce new innovative ways by which service delivery can be timely and effectively delivered in the Agency. The NEMA SERVICE CHARTER commits itself to the highest standard of service delivery including raising customer's consciousness to be conversant to their rights and expectations from the Agency.


Mustapha Habib Ahmed
Director General

1.0 INTRODUCTION/BACKGROUND

The National Emergency Management Agency (NEMA) was established via Act 12 as amended by Act 50 of 1999, to coordinate the management of disasters in Nigeria. The Agency established Departments and Units that are saddled with various roles and responsibilities to enable the coordination of an efficient and effective disaster prevention, preparation, mitigation and response in Nigeria. NEMA under the supervision of the Vice President, Federal Republic of Nigeria gives serious attention to Disaster Risk Planning, Reduction, Preparedness, Mitigation and Response across the country as it is bedeviled with series of disasters which are both familiar and emerging. Flood, Building collapse, Fire outbreak, Communal Clashes and Boat mishap amongst others have affected the country for the past few years.

2.0 VISION:

- ☐ To build a culture of preparedness, prevention, response and community resilience to disasters in Nigeria.

3.0 MISSION:

- ☐ To coordinate resources towards efficient and effective disaster prevention, preparedness and response in Nigeria.

4.0 LIST OF CUSTOMERS/STAKE HOLDERS

- i. All NEMA staff

- ii. Persons affected by disasters
- iii. Ministries, Departments and Agencies
- iv. Armed Forces
- v. Paramilitary
- vi. Nigerian Police Force
- vii. Nigerian Red cross /Red crescent society
- viii. NGOs/INGOs
- ix. FBOs/CBOs
- x. States and Local Governments
- xi. Organized private sectors
- xii. Community Groups

5.0 SERVICES OFFERED

In fulfilling its mandate, the agency provides the following statutory services among others:

- a. Formulate policies on all activities relating to disaster management in Nigeria and coordinate the plans and programmes for efficient and effective response to disasters at the National level.
- b. Coordinate and promote research activities relating to disaster management at the National level.
- c. Monitor the state of preparedness of all organizations or Agencies which may contribute to disaster management in Nigeria.
- d. Collate data from relevant Agencies so as to enhance Forecasting, Planning and field operations of disaster management.

- e. Educate and inform the public on disaster prevention and control measures.
- f. Coordinate and facilitate the provision of necessary resources for search and rescue and other types of disaster curtailment activities in response to distress calls.
- g. Coordinate the activities of all voluntary organizations involved in emergency relief operations in any part of the federation.
- h. Receive financial and technical aid from international organizations and non-governmental agencies for the purpose of disaster management in Nigeria.
- i. Collect emergency relief supply from local, foreign sources and from international and non-governmental agencies.
- j. Distribute emergency relief materials to victims of natural/human instigated or other disasters and assist in rehabilitation of persons affected by disasters when necessary.
- k. Liaise with state emergency management committees to assess and monitor where necessary the distribution of relief materials to disaster affected persons.
- l. Process relief assistance to friendly countries as maybe determined from time to time.
- m. Liaise with the United Nation's disaster reduction organization or such other international bodies for the reduction of natural and other man-made disasters.

- n. Prepare the annual budget for disaster management in Nigeria.
- o. Perform such other functions which in the opinion of the agency are required for the purpose of achieving its objectives.

6.0 SERVICE DELIVERY

S/N	SERVICE OFFERED	RESPONSIBLE OFFICER	INDICATORS
1.	Distribution of relief materials	Director, relief and rehabilitation, Head of ZTOs	To be distributed within one month.
2.	Search, Rescue and Evacuation matters	Director Search and Rescue, Head of ZTOs	Immediately on receipt of information
3	Assessment of disaster sites	Directors of Relief and Planning	As the need arises.
4.	Implementation of plans and policies	Director of Planning, Research and Forecasting Director department of Disaster Risk Reduction	As the need arises
5.	Sensitization on preparedness, mitigation and response on disaster management	Director, Disaster Risk Reduction, Director Planning, Research and Forecasting	Quarterly
6.	Air ambulance	Director Special	As at when

	services. (MEDEVAC) Medical Evacuation Operations	Duties, Director Search and Rescue	needed.
7.	Procurement of relief materials	Head of procurement	As at when needed.
8.	Capacity building for stakeholders	Directors Human Resources, Planning, Research and Forecasting and Head of ZTOs	Quarterly
9.	Recruitment and Training of volunteers	Directors Search and Rescue, Director Risk Reduction	Yearly
10.	Camp Coordination and Camp Management	Director Relief and Rehabilitation, Head ZTOs	As the need arises.

7.0 PERFORMANCE MONITORING

The Agency will monitor its performance through the following measures:

- i. Quarterly assessment of the agency's performance using the SERVICOM self- assessment rating checklist.
- ii. Routine assessment of service windows to ensure compliance with SERVICOM principles and service charter delivery time frames.

- iii. Monthly committee meeting to appraise quality service delivery in the Agency.
- iv. Quarterly report to the management by the SERVICOM unit on service delivery within the Agency and service window.
- v. Quarterly monitoring of the ZTOs activities in line with SERVICOM guidelines.
- vi. Obtain customer feedback through questionnaires, customer comment cards, and user satisfaction survey.
- vii. Periodically analyze and maintain records of feedback from stakeholders.
- viii. Maintain records of defaulting and performing stakeholders.

8.0 STAFF OBLIGATIONS /EXPECTATIONS

- i. To put in their best in the discharge of their duties.
- ii. To be regular, punctual and diligent at work.
- iii. To acquaint themselves with NEMA service charter to enable staff attend to customers complaints swiftly.
- iv. To encourage work, build an amiable environment that promotes trust, transparency and teamwork through their conduct.
- v. Staff are also expected to conduct themselves with decorum and to channel their grievances to the appropriate quarters.
- vi. Staff are expected to operate within the Standard Operating Procedure of NEMA.

9.0 MANAGEMENT OBLIGATIONS /EXPECTATIONS

- i. To provide a conducive environment for both staff and customers to access its services.
- ii. Management is expected to coordinate and manage disasters in Nigeria and beyond.
- iii. It is necessary to reduce response time to disasters to within one (1) month of the incident.
- iv. Management is expected to continuously motivate staff through so as to bring out the best in them.
- v. Management should be highly committed to individual self-development of her staff and encourage both in-house and external trainings and other self-development trainings to boost capacity that will rob off positively on the agency.
- vi. Prompt payment of staff for services should be provided so as to discourage pilfering.

10.0 CUSTOMER OBLIGATIONS /EXPECTATIONS

- i. Customers are expected to follow all approved requirements/procedures for obtaining a service.
- ii. They are expected to serve as a feedback to management on issues pertaining to the Agency's services.
- iii. Customers/Clients are urged to be mindful of their civic responsibilities and to abide by the regulations stipulated by the Agency and administered by the staff.

List of redress for complaints;

- Apology

12.0 STAKEHOLDERS PARTICIPATION.

The Agency should

- ☐ Regularly hold consultations with all stakeholders. These consultations can be through meetings, committees, workshops, conferences among others.
- ☐ Provide opinions, information and suggestions on effective service delivery
- ☐ Maintain synergy with the stakeholders for the purpose of humanitarian interventions.

13.0 SPECIAL NEEDS PROVISION

The special needs vulnerable groups are as follows:

- Elderly
- Physically challenged
- Children
- Pregnant women

The special needs provisions include dignity kits, infant formula, food and non- food items, among others.

14.0 LIMITATIONS

- i. Insufficient funds
- ii. Bureaucracy
- iii. Insecurity
- iv. Difficulty in accessing volatile areas.

- v. Over-dependence of stakeholders on NEMA

15.0 REVIEW OF CHARTER

Date of next review (2025)

- Every two years



16.0 CONTACT FOR ENQUIRIES

ZONAL, TERRITORIAL AND OPERATION OFFICES AND AREA OF COVERAGE

S/N	NAME	ADDRESS	AREA OF COVERAGE
1	North Central Zonal Office	The Zonal Coordinator NEMA North Central Zonal Office Direct Labour Compound Vom Road Jos, Plateau State Name: Eugene Nyelong Tel No: 08033110983	Plateau Benue Nasarawa
2	North West Zonal Office	The Zonal Coordinator NEMA North West Zonal Office Airport Road, Sabon Gida Igabi Local Govt Area Kaduna, Kaduna State Name: Abbani Imam Garki Tel no: 08065123532	Kaduna Katsina
3	North East Zonal Office	The Zonal Coordinator NEMA North East Zonal Office Medical Store Premises Auno Street, Off Baga Road Maiduguri Borno State Name: Usman Muhammed Aji Tel No: 08026363422	Borno Yola

4	South South Zonal Office	The Zonal Coordinator NEMA South-South Zonal Office Km 18, Airport Road Rupokwu, Port Harcourt. Name: Tepikor Godwin Tel No: 08037757570	Rivers Akwa Ibom Cross River
5	South East Zonal Office	The Zonal Coordinator NEMA South East Zonal Office M23D Platinum Close Opposite SPAR Super market Three arm zone, Independent layout Enugu State Name: Ngozi Echeazu. Tel No: 09035609606	Enugu Anambra Ebonyi
6	South West Zonal Office	The Zonal Coordinator NEMA South-West Zonal Office Third (3 rd) Floor, Federal Secretariat Complex, Ikolaba Ibadan, Oyo State. Name: Akiode Saheed Tel No: 08037195653	Oyo Ogun
7	Sokoto Operation Office	The Head of Operation NEMA Sokoto Operations Office No. 3 Sultan Ibrahim Dasuki Road Off Abdullahi Fodio Road Sokoto, Sokoto State Name: Aliyu Shehu Kafindagi Tel. No. 08035643701	Sokoto Kebbi Zamfara

8	Abuja Operation Office	The Head of Operation NEMA Abuja Operations Office No. 58, Mambolo Street Wuse Zone 2, Abuja Name: Nwazuronye Justin. 08125603242	FCT Kogi
9	Gombe Operation Office	The Head of Operation NEMA Gombe Operation Office Former Oil Seed Processor Limited BCGA Biu Road Gombe State Name: Ummuna Ahmed Tel No: 08069043205	Bauchi Gombe
10	Yola Operation Office	The Head of Operation NEMA Yola Operation Office Central Stores Airport Road Jimeta Yola, Adamawa State Name: Ladan Ayuba Tel No: 08064257881	Adamawa Taraba
11	Minna Operation Office	The Head of Operation NEMA Minna Operation Office Fire Training School Premises NITECO Road Tunga Low Cost Minna, Niger State. Name: Zainab Saidu Tel No: 08054182461, 07036951826	Niger Kwara

12	Edo Operations Office	The Head of Operation NEMA Edo Operation Office No. 35B, Oghosa Crescent Off Ihiama Road, GRA Benin City, Edo State Name: Dahiru Yusuf Tel No: 08093349254	Edo Delta
13	Owerri Operation office	The Head of Operation NEMA Imo Operations Office No. 10, Obinna Okwara Crescent New Owerri, Opp. Ebere Links Hotel Owerri-Port Harcourt Express Way, Owerri Imo State Name: Ifeanyi Nnaji Tel No: 08035396757	Imo Abia
14	Ekiti Operation office	The Head of Operation NEMA Ekiti Operation Office KM 7, Ajebandele Quarters Akure/Ikere Road Ado Ekiti, Ekiti State. Name: Kadiri Olarenwaju Tel No: 08033507814	Ekiti Osun Ondo

15	Lagos Territorial Office	The Co-ordinator NEMA Lagos Territorial Office, No 145 Mobolaji Bank Anthony Way, Ikeja, Lagos State Name: Farinloye Ibrahim Tel No: 08067715203	Lagos
16	Kano Territorial Office	The Co-ordinator NEMA Kano Territorial Office Plot No. 448 Rabi'u Musa Kwankwaso Street Amana City along Zaria Road, Kano Kano State Name: Nurudeen Abdullahi Tel No: 08023041745	Kano Jigawa



