



## **COMPLIANCE MONITORING AND ENFORCEMENT (CME) DEPARTMENT SERVICOM SERVICE CHARTER**

### **INTRODUCTION**

The Compliance Monitoring and Enforcement Department is structured into two units, with the zonal offices reporting to the Head Compliance Monitoring and Enforcement (HCME) assisted by staff in the HCME's office. Our primary responsibility is to monitor and enforce compliance with set rules and regulations as defined within the NC Act 2003 and subsidiary regulations in order to ensure decent conduct within the industry.

The two units are namely:

1. Compliance Monitoring Unit (CM) headed by the HCM
  - a. Monitors and ensures Licensees' compliance with the Commission's Laws mainly the regulations, guidelines, directions, and license conditions.
  - b. Where cases of breaches or non-compliance with the Laws are identified, the cases are forwarded for further enforcement action.
2. Enforcement Unit (E) headed by the HE
  - a. Enforce compliance with NCA, 2003, License Terms & Conditions, Regulations, Guidelines & Directions
  - b. Detection of violators;
  - c. Physical & Other Forms of Enforcement Actions including Imposition of fines, Investigation, Prosecution etc.

### **LOCATION**

6<sup>TH</sup> Floor,  
Nigerian Communication Commission  
Plot 423 Aguiyi Ironsi Street,  
Maitama, Abuja.

## **HEAD OF DEPARTMENT**

**Mr. Efosa Idehen**

09-4617363, 09-4617000

Email: efosa@ncc.gov.ng

## **MISSION STATEMENT**

To support organisational objectives through fair and firm Compliance Monitoring and Enforcement of rules and regulations in the communications industry.

## **VISION STATEMENT**

To be an inspirational and responsive reference point in Compliance Monitoring and Enforcement in the Communications Industry.

## **DETAILS OF STAKEHOLDERS (INTERNAL /EXTERNAL)**

- 1 Licensees
- 2 Federal Ministry of Communications Technology
- 3 National Assembly
- 4 Nigerian Immigration Service
- 5 Nigerian Customs Service (NCS)
- 6 Standards Organisation of Nigeria (SON)
- 7 Courts, Police
- 8 Importers of telecoms equipment
- 9 Telecom Equipment manufacturers
- 10 Consumer Affairs:
- 11 Policy, Competition & Economic Analysis:
- 12 Legal & Regulatory Affairs:
- 13 Finance Services:
- 14 Spectrum Administration:
- 15 Technical Standards & Network Integrity;

### **SERVICE PROVISION BY CMED (INTERNAL/ EXTERNAL)**

- 1 Monitor and Enforce compliance to all matters relating to the performance of all licensees.
- 2 Carry out Surveillance within all regions of the country aimed at :
  - Identifying and reducing the activities of illegal operators
  - Educating them procedures for regularizing their operations in line with the provisions of section 31 of the NCC Act
  - Creating awareness about the Commission and its activities and gather relevant industry statistics.
- 3 Propose relevant sanctions to be enforced on erring operators in accordance with the Enforcement Regulations and in liaison with LRD
- 4 Liaise with relevant external stakeholders e.g. security agencies, judiciary etc. in executing our enforcement functions;
- 5 Coordinate the Commission's relationship with other government agencies like NESREA/States governments etc. and provide regulatory intervention for the operators.
- 6 Participate in development, review and drafting of Regulations, Guidelines, Directions and Telecommunications Laws etc.
- 7 Coordinate compliance monitoring/enforcement activities with other departments who are involved with monitoring compliance or enforcement with licensees' obligations.
- 8 CMED handles internal and external correspondences

### **SERVICE DELIVERY**

In discharging the above services the CME department promptly attends to stakeholders i.e. licensees, internal and external in a prompt, professional and excellent manner in consonance with the Commission's core values.

### **MONITORING AND PUBLISHING**

The department by Section 89 of the Act mandates the Commission to monitor all significant matters relating to the performance of all licensees and publish annual reports thereon at the end of each financial year.

### **GRIEVANCE REDRESS MECHANISM**

Stakeholders are enjoined to seek redress by calling or preferably writing to the Nodal Officer whose details is listed below.

**Hafsat Lawal** of the Government and Legislative Unit of the Commission or contact the focal person of the CME department **Stephanie Oronsaye** in **Room 627 on the 6<sup>th</sup> floor of the Commission's Headquarters** .

Nigerian Communication Commission

Plot 432 Aguiyi Ironsi Street

Maitama, Abuja

Tel: 09 -4617358 or 09-4617000,

Email: [soronsaye@ncc.gov.ng](mailto:soronsaye@ncc.gov.ng)

The timeframe for acknowledgement of complaints is normally within 48 hours of receipt of that complaint. However, the timeframe for resolution of complaints is dependent upon the nature of the complaint as different complaints have varying processes for resolution.

## **STAKEHOLDERS OBLIGATION/EXPECTATION**

To help the department discharge its duties, stakeholders (internal and external) are expected to:

- Be fully informed of the department's Servicom Charter.
- Follow the laid down procedures/channels for obtaining required services and information.
- Request/apply in good time to ensure necessary processing.
- **Coverage and roll out obligations:** Coverage and network roll out obligations for the licensee with maps and detailed information on the network roll out targets;
- **Frequency Spectrum and interference monitoring and resolutions:** The assignment of the frequency spectrum should be clearly set out in the spectrum licence and should be properly cross-referenced in the telecommunications service licence.
- **Right of way and environmental issues:** Compliance with applicable legislation, especially the environmental legislations and laws to ensure public safety.
- **Quality of Service:** Quality of service thresh hold and the monitoring intervals;
- **Type Approval:** Any rule on type approval of equipment should be set out in the licence;
- **Numbering and Number Portability:** The allocation of numbers and obligations for the number portability;
- **Tariff Approvals:** All tariffs must be approved by the Commission and licensees can only provide services at the tariff rates and charges so approved by the Commission and shall not depart there from without prior written approval by the Commission;
- **Interconnection Issues:** Interconnection agreements must be filed with the Commission as appropriate.

- **Information:** Timely submission of information to the Commission and the frequency of such reports;
- **Customer Protection:**
  - The prior approval by the Commission of the standard subscriber contract;
  - The provision of detailed and accurate billing;
  - The provision of procedure for the settlement of disputes;
  - Publication and adequate notice of any change in the access conditions, including tariffs, quality and availability of services;
  - Provision of customer code of practice;
  - Establishment of Customer Care Centers (CCC) , Customer Care help lines (CCHL)

## **LIMITATIONS**

1. Budget Constraint can hinder the achievement of the projects indicated in its action plan
2. Lack of timely approval by management
3. Poor inter-departmental cooperation.

## **CHARTER REVIEW**

As the department receives feedback and possible consultations with all stakeholders, this Charter will be reviewed from time to time to ensure it continues relevance and validity.

## **CONCLUSION**

The department is poised to work with its stakeholders towards the growth and development of the Nigerian Telecom sector and providing consumer satisfaction.