



PROCUREMENT DEPARTMENT SERVICE CHARTER

INTRODUCTION

The Procurement Department of the Commission was created on 7th January, 2010 following a Federal Government circular directing all MDAs to implement the take-off of Procurement Department/Unit and establish procurement cadre in accordance with the Public Procurement Act 2007.

The principal goal of the department is to carry out procurement activities in line with the Public Procurement Act 2007 in order to minimise cost and achieve value for money for the Commission. The department is made up of four main units namely; Performance Monitoring and Evaluation, Procurement Planning and Policy, Tendering and Evaluation and Procurement Assurance and Compliance. The department is one of the four departments that constitute Human Capital and Infrastructure Group.

LOCATION

2nd Floor,

Nigerian Communications Commission

Plot 423 Aguyi Ironsi Street,

Maitama District,

Abuja. FCT

HEAD OF DEPARTMENT

Mr Chukwuma Azikiwe

09-4617085, 09-4617000

Email:ceazikiwe@ncc.gov.ng

MISSION STATEMENT

To ensure strict compliance with the guidelines of PPA 2007 and facilitate the activities of the commission through providing adequate information, build, promote and maintain mutually beneficial relationship between the commission and its stakeholders.

VISION STATEMENT

To be a reference point for excellent service delivery for the Commission, our stakeholders and the general public.

SERVICE PROVISION

1. To inform and educate our stakeholders towards enhancing and sustaining a positive image for the commission.
2. To enlighten relevant stakeholders on the activities of the Commission
3. To ensure prompt and timely update of information on the commission's website.
4. To ensure that procurement activities are carried out in line with PPA 2007.
5. Sustenance of cordial relationships with stakeholders.
6. Meeting up with governmental and constitutional requirements on the implementation of the commission's projects.
7. To provide support for effective management of the commission's activities.

SERVICE DELIVERY

In discharging the above services the department promptly attends to departmental needs and enquiries

The department ensures at all times that services are discharged in consonance with the Public Procurement Act 2007.

DETAILS OF STAKEHOLDERS

Bureau of public procurement

Federal Ministry of communication technology

National assembly

Departments of the commission

General public

EXPECTATION AND OBLIGATIONS OF VENDORS, STAFF AND MANAGEMENT

VENDORS

- Improved stakeholder satisfaction with procurement
- Improved procurement compliance
- Improved procurement quality of service for the Commission.
- Optimized procurement costs for the commission.
- Improved contract delivery to the commission.

STAFF AND MANAGEMENT

- Management and staff as a basic requirement are bound to discharge their responsibilities completely and competently by keeping themselves abreast of the affairs of the Commission and the industry as well as the laws and regulations.
- Management and staff are bound to focus all energy on building an organization that will be deemed a good corporate citizen.
- Management and staff are bound to craft communications policies and oversee the development of all statements on procurement activities for the commission.
- Management and staff are bound to provide communications that must be clear, concise and relevant to the audience.

STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

To help the department discharge its duties, vendors are expected to:

- Be fully informed of the department's Service Charter.
- Follow the laid down procedures/channels for obtaining required services and information.
- Request/apply in good time to ensure necessary processing of their requests
- Organise Stakeholders forum on a quarterly basis for briefing on activities of the Commission and to get feedback.

SPECIAL NEEDS PROVISION

Industry Consumer Advisory Forum -The Forum's Objective

The Industry Consumer Advisory Forum (ICAF) acting in an advisory capacity, will make recommendations to the Nigerian Communications Commission (NCC) regarding the interests and concerns of consumers of ICT products and services including persons with

Special Needs and the Elderly; to advice on protection from unfair practices as well as submit memoranda on and facilitate the review of the Consumer Code of Practice Regulations

NCC through its periodic program tagged “ICTs and Accessibility for Persons with Special Needs and the Elderly” facilitates connectivity to all Nigerians and particularly persons with Special Needs.

LIMITATIONS

1. Budget Constraint can hinder the achievement of the projects listed above
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 annually to ensure its continued relevance and validity.

CONCLUSION

The department is poised to work with its stakeholders towards the growth and development of the Nigerian Telecom sector and ensure strict compliance with PPA 2007.