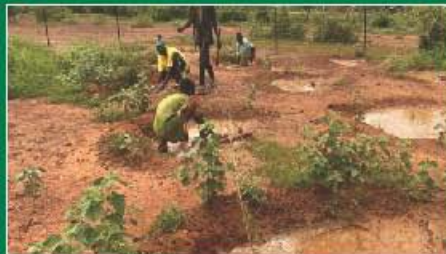
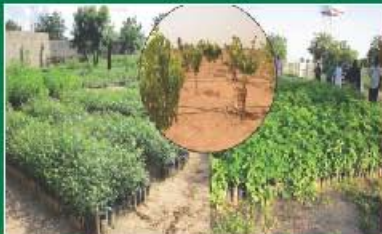
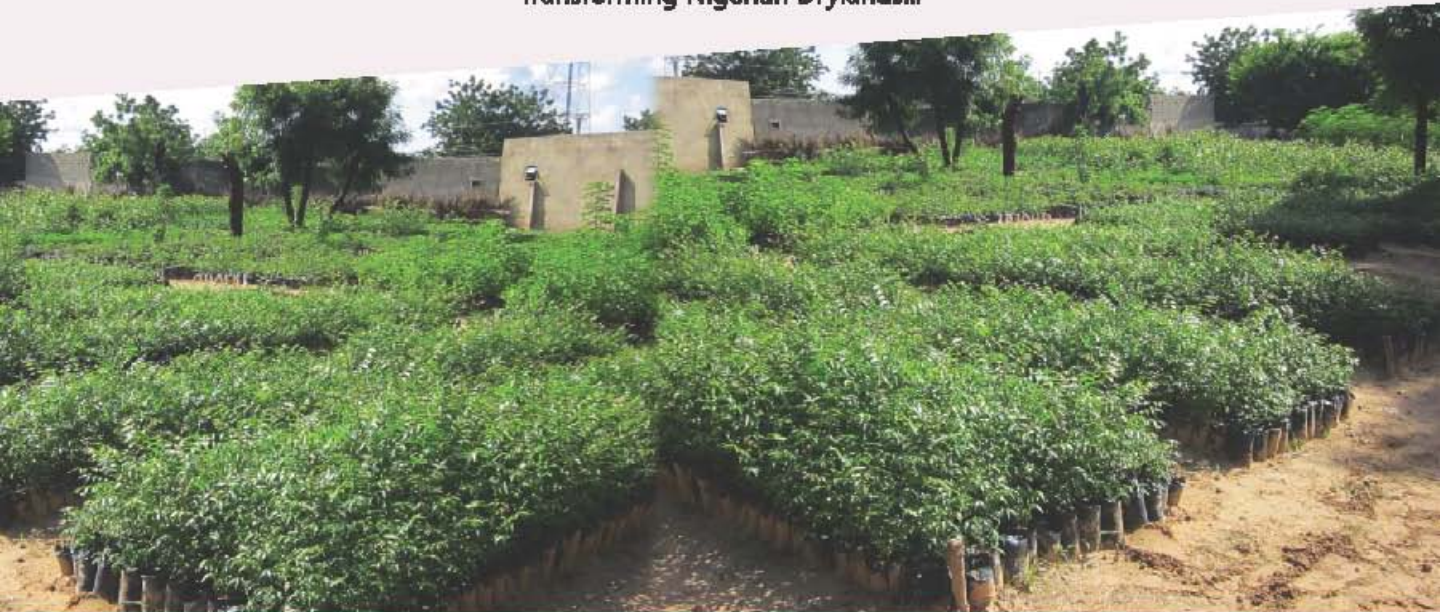


SERVICE CHARTER



NATIONAL AGENCY FOR THE GREAT GREEN WALL

Transforming Nigerian Drylands...



2023

SERVICE CHARTER



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Transforming Nigerian Drylands...

Combating Desertification Towards Making the World A Better Place

2023



Published by

**THE NATIONAL AGENCY FOR THE GREAT GREEN WALL
REFORM CO-ORDINATION AND SERVICE IMPROVEMENT**

Plot 102, Ebitu Ukiwe, Jabi, Abuja,

www.ggwnigeria.gov.ng

0908-211-1113

reform_coordination@ggwnigeria.gov.ng

0908-211-1118



SERVICOM PRINCIPLES

CONVICTION

That Nigeria can only realise its full potential if citizens receive prompt and efficient service from the state

RENEWAL

Of commitment of the service of the Nigeria Nation

CONSIDERATION

For the need and right of all Nigerians to enjoy social and economic advancement

AVOWAL

To deliver quality services based upon the needs of citizens

DEDICATION

To providing the basic service to which citizens is entitled in timely fair, honest, effective and transparent manner.

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FOREWORD

SERVICOM is an acronym for "Service Compact" with all Nigerians. It is a solemn compact to deliver quality service to the public in a timely, fair, honest, effective, and transparent manner. It is an initiative of the Federal Government of Nigeria to put the average Nigerian at the very centre of its activities to ensure customer satisfaction by providing citizen-centred effective, and efficient service delivery in Ministries Extra-Ministerial Departments and Agencies (MDAs) and to manage the performance-expectation gap between Government and citizens as well as other members of the public on service delivery. SERVICOM equally gives the public the right to demand good services from MDAs.

In line with SERVICOM requirements, MDAs are to write and put together a Service Charter to be reviewed periodically; however, this is a maiden Agency's Service Charter. This Charter is to inform our stakeholders of the services provided by the Agency, the requirements and timelines in obtaining these services, their rights to receiving the services provided by the Agency, the service standards they should expect, and how to demand or seek redress in cases of services deficiency or failure. It also contains the obligations of our stakeholders to the Agency.

We in the National Agency for the Great Green Wall fully subscribe to the ideas that informed the creation of SERVICOM and align with its vision of "a Nigeria in which quality service delivery is the norm and the expectation". As an Agency under the Ministry of Environment, we are not in any doubt of the legitimate expectations of Nigerians from us in fulfilling our mandate. We, therefore, commit to delivering effective service to our stakeholders.

Director General/CEO

INTRODUCTION/BACKGROUND OF THE AGENCY

The National Agency for the Great Green Wall (NAGGW) was established by an Act of Parliament in 2015 to pursue the laudable vision of the African Union and its Heads of State and Governments when they adopted and launched the Great Green Wall in the Sahel and Sahara Initiative (GGWSSI).

The GGWSSI involves a range of stakeholders, including National Governments, International Organizations, the Private Sector, and Civil Society, who all work together under the coordination of the Pan African Great Green Wall (PAGGW) to combat land degradation and improve the livelihoods of the affected communities. International partners such as the United Nations Convention to Combat Desertification (UNCCD), the Food and Agricultural Organization (FAO), the World Bank, the Global Environment Facility (GEF), the European Union (EU), and the International Union for Conservation of Nature (IUCN) among others have mobilised substantial investments to push forward the implementation of GGW Initiative.

The initiative, which effectively commenced in Nigeria in 2013, is centered on the efforts to combat Land degradation, Desertification, address the effects of drought, and other menace orchestrated by impacts of climate change and a strive in the implementation process *to improve the livelihoods of the affected communities and reduce the apparent manifestation of poverty and to build the resilience of the people on the phenomena of climate change*. The GGWSSI spanned from Djibouti to Senegal and involved eleven (11) countries (*Burkina Faso, Chad, Djibouti, Eritrea, Ethiopia, Niger, Nigeria, Mali, Mauritania, Senegal, and Sudan*).

The ambition of GGWSSI by 2030 is to restore 100 million hectares of currently degraded land, sequester 250 million tons of carbon, and create 10 million green jobs. It is envisaged that this ambition when it becomes reality, will transform the drylands of Africa from threat to livelihoods to provider of livelihoods. It will change the lives of millions of people living in poverty and suffering the effects of the climate crisis. It will also help to break the cycle of migration and conflict prevalent in the Sahelian areas of Africa, among other positive outcomes and impacts.

At the National level, Member States have established National GGW Agencies or focal points to supervise and coordinate the implementation of National GGW priority actions. The scope of the implementation process of the National Agency for the Great Green Wall (NAGGW) covers the northern frontline States (*Adamawa, Bauchi, Borno, Gombe, Jigawa, Kebbi, Kano, Katsina, Sokoto, Yobe and Zamfara*).

PURPOSE OF THE CHARTER

A service charter is a set of promises upon which Stakeholders, Clients, and Staff can expect and demand quality service as a right and to which they can have recourse when service delivery fails. It also showcases the services rendered/ deliverables of the Departments and Units of the Agency.

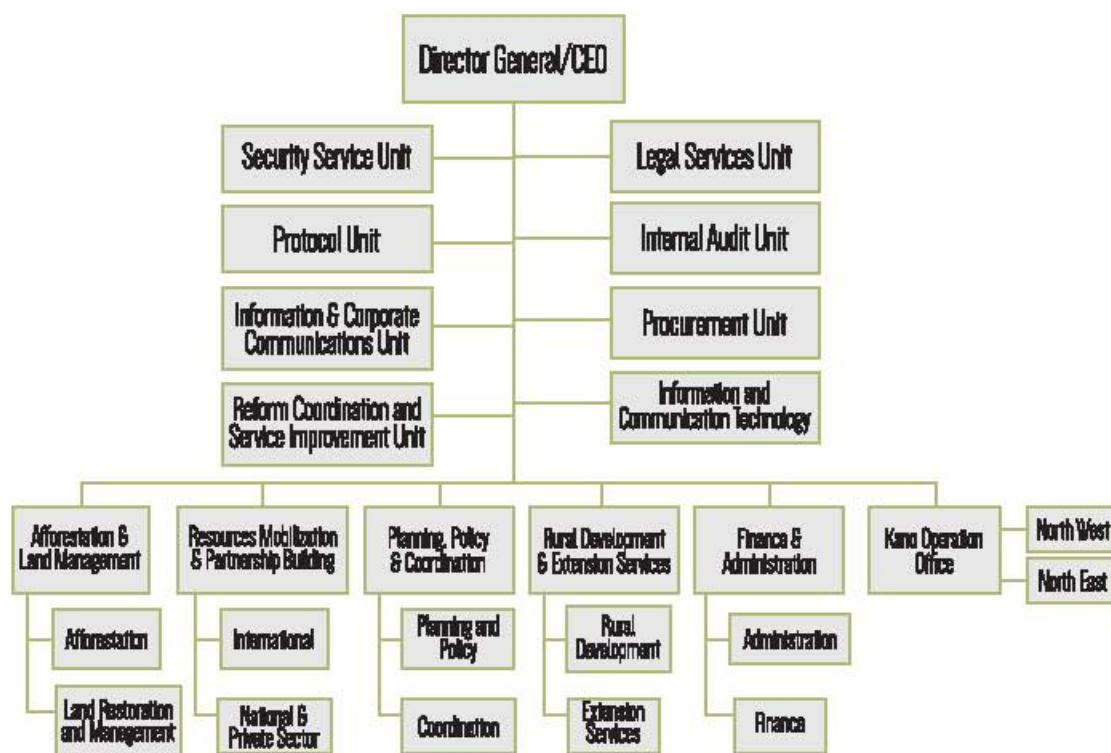
VISION STATEMENT: To Have Green and Fertile Productive Land for Sustainable Development in the Drylands.

MISSION STATEMENT: To Halt and Reverse Desertification, Land Degradation, Prevent Biodiversity Loss and Ensure Ecosystem Resilience to Climate Change.

MANDATE: To combat Land degradation, Desertification and address food security, Natural Resources Conservation, poverty alleviation, employment generation, livelihood enhancement, and capacity development of the affected communities to improve their resilience to the impacts of climate change.

ADMINISTRATIVE STRUCTURE/ORGANOGRAM OF THE AGENCY

The Director General/CEO is the Political Head and Accounting Officer of the Agency.



SERVICES RENDERED BY THE AGENCY AND IT'S TECHNICAL DEPARTMENTS

- i. Bi-annual degraded land restoration and rehabilitation through Afforestation and Reforestation.
- ii. Promote alternative livelihood activities to reduce dependency on scarce natural resources, enhance rural economy and generate employment.
- iii. Promotion of alternative energy sources to reduce deforestation and enhance carbon sequestration.
- iv. Farmers' Managed Natural Regeneration to restore and improve agricultural, forested, and pasture lands by encouraging the systemic re-growth of existing trees or self-sown seeds.
- v. Sand Dune fixation to protect agricultural lands and infrastructure.
- vi. Annual oasis rehabilitation to enhance livelihood activities and food security.
- vii. Water resources management to ameliorate drought impacts and promote irrigation practices.
- viii. Quarterly sensitization and awareness campaigns to mobilise the rural communities towards implementing the program.

NAGGW DEPARTMENTS AND UNITS

The NAGGW Act provides that the Agency shall have powers to establish departments, units, and other administrative outfits as the Agency may deem appropriate, with the approval of the Council, from time to time. Specific permission was granted for NAGGW to be structured into Five Departments, One Operational Office, Eight Units, and Eleven State Offices.

a) Technical Departments

- i. Afforestation and Land Management
- ii. Planning, Policy, and Coordination
- iii. Resource Mobilisation and Partnership Building
- iv. Rural Development and Extension Services
- v. Operational Office, located in Kano, Kano State

b) Common Service

- i. Finance and Administration.

iii. The Units

- i. Information Communication and Technology (ICT)
- ii. Internal Audit

- iii. Legal Services Unit
- iv. Information & Corporate Communication (ICCU)
- v. Protocol Services Unit
- vi. Procurement Unit
- vii. Reform Coordination and Service Improvement Unit
- viii. Security Services and
- ix. State Offices: The Act identifies some States of the Federation most affected by drought and desertification and classifies them as the Frontline States. The states are; Adamawa, Bauchi, Borno, Gombe, Jigawa, Kebbi, Kano, Katsina, Sokoto, Yobe and Zamfara.

AFFORESTATION AND LAND MANAGEMENT DEPARTMENT

The Afforestation and Land Management Department is saddled with the execution of the Great Green Wall afforestation mandate in Nigeria. It is tasked with the restoration/reclamation of degraded lands in the affected communities through Afforestation and land management approaches such as the establishment of Shelterbelts, Orchards, Woodlots, Nursery Development and Management, Oasis Development, Sand Dune fixation / Stabilisation, Grazing resource management, Agro-Forestry, and Extension Services, etc. These projects are implemented in the NAGGW eleven (11) frontline states to reclaim/restore degraded lands, improve soil fertility, ameliorate desertification, improve the adaptation of affected microclimate to climate change and global warming, reduce unemployment and improve the livelihoods of the affected communities among others.

The Department is structured into two divisions:

- Afforestation Division
- Land Restoration Division

The functions of the Department are as stated below:

- Annual establishment of woodlots, shelterbelts, windbreaks, seedling productions, and plantation management;
- Farmers managed natural regeneration annually;
- Yearly documentation and conservation of medicinal plants and endangered trees;
- Development and maintenance of orchards annually;
- Management and supervision of Forest Guards;
- Annual rehabilitation of degraded forest reserve;

- Implementation of Integrated watershed management;
- Wetland and riparian zone management;
- Rangeland rehabilitation and development of fodder resources;
- Annual stabilisation and restoration of active dunes and degraded oases;
- Annual Soil and water conservation;
- Annual Sustainable Dry Land Agricultural Development;
- Development and maintenance of homestead gardens;
- Protection of cultural and historical Heritage and Sites.

RURAL DEVELOPMENT AND EXTENSION SERVICES DEPARTMENT

The Department of Rural Development and Extension Services is one of the Technical Departments of the Agency. It is responsible for designing, developing, and implementing rural participatory and community-driven sustainable development strategies within the GGW operational areas and up-scaling best practices that will contribute to excellent ecosystem stability, enhanced food security, and improved livelihoods.

The Department is structured into two major divisions:

- i. Rural Development
- ii. Extension Services

The Department is saddled with the following responsibilities and functions as its mandate;

- Provision and improvement of critical rural infrastructure for environmental sustainability, including integrated water resources management, promotion of alternative energy sources;
- Quarterly Capacity development and empowerment of women and youth for sustainability and value chains;
- Building partnerships and participation in national initiatives relating to community mobilisation using NGOs, CBOs, and Women and Youth groups;
- Yearly Promotion and management of school outreach programs on environmental activities;
- Facilitate the implementation of community development plans, quarterly;
- Provide yearly environmental education awareness/sensitisation and provide extension services.

The activities of the Department include but are not limited to the following:

- a. Quarterly Integrated Water Resources Management;
- b. Quarterly Provision of Boreholes (solar-powered and motorised boreholes);
- c. Quarterly Drip Irrigation Services;
- d. Yearly Construction of Earth Dams;
- e. Yearly Rural Livelihood and Extension Services;
- f. Construction of Skill Acquisition Centres yearly;
- g. Capacity development and empowerment of Women and Youth yearly;
- h. Promotion and management of school outreach programs on environmental activities;
- i. Facilitate the implementation of community development plans
- j. Environmental education awareness/sensitization;
- k. Provision of Extension Services;
- l. Provision of Alternative Livelihoods;
- m. Provision of critical Rural Infrastructure;
- n. Quarterly Construction of Perimeter Fences to secure the Agency's Investments in the field;
- o. Provision of Rural Access and mobility
- p. Yearly Provision of Other Basic Rural Infrastructures;
- q. Quarterly Provision and Installation of Solar Powered Street Lights, and
- r. Quarterly Renewable energy (provision of solar-powered home lighting systems and provision of improved energy-saver stoves).
- s. Other duties that the Director General may assign.

RESOURCE MOBILISATION AND PARTNERSHIP BUILDING DEPARTMENT

The Department is structured into two divisions:

- International
- National and Private sector

The functions of the Department are as follows:

- a. Liaison with private sector organisations to secure funding for the Agency;
- b. Mobilisation of both internal and external support, grants in aiding partnership building;

- c. Assist in the coordination of interventions and collaboration with sub-regional, regional, and international organisations and agencies for the effective implementation of the Great Green Wall Programme;
- d. Liaison with the African Union Commission and the Pan-African Agency of the Great Green Wall;
- e. Coordination of Regional Cooperation and experience-sharing networks;
- f. Coordination of bilateral and multilateral technical cooperation agreements, protocols, conventions, and treaties related to the Agency;
- g. Maintain relationships with multilateral commissions and bilateral commissions;
- h. Coordinating relationships with United Nations Agencies and other development partners;
- i. Mobilisation of private sector investment in Sustainable Land Management (SLM);
- j. Collaborating with the Ecological Fund office and Natural Resources Fund Office to ensure the timely release of GGW funds;
- k. Mobilisation of additional financial support and grants in aid from Nigeria CSOs, Institutions, and Agencies;
- l. Work closely with the Ministry of Foreign Affairs and other relevant MDAs.

PLANNING POLICY AND COORDINATION DEPARTMENT

The Department is structured into two divisions:

- Planning & Policy Analysis Division
- Coordination Division

The functions of the Department are as follows:

- Development and review of monitoring and evaluation template
- Quarterly Post project implementation evaluation
- Yearly Preparation and coordination of work plan and budget;
- Provide baseline information to stakeholders for the implementation of the Programme;
- Formulate strategies and action plans for the implementation of the Programme every five years;
- Coordinate efforts of agencies, organisations, and institutions responsible for desertification towards the attainment of the objectives of the Programme;

- Establish appropriate mechanisms for monitoring and evaluation of the Programme and put in place appropriate feedback mechanisms for necessary action of implementing institutions and stakeholders;
- Co-operate with the appropriate agencies of Government in the provision of emergency reliefs and settlement of people in areas affected by drought and desertification;
- Promote early warning systems and remedial measures for drought and desertification;
- Programming, planning, and Policy analysis;
- Liaison with other Departments, MDAs, and National Assembly;
- Yearly Preparation and coordination of NAGGW manuals, Handbooks, Reports, Speeches, handing-over notes, Addresses, etc.;
- Secretary to all Technical meetings;
- Development and coordination of key performance indicators (KPI) for Programme Progress Tracking;
- Monthly Promotion of Research and Development;
- Quarterly collaboration with the relevant research-based institutions;
- Establishment of early warning systems for drought, desertification, and land degradation;
- Collaborate with appropriate Agencies in the provision of emergency reliefs, settlement of people in areas affected by drought and desertification;
- Periodic Collection, collation, and preparation of environmental statistics;
- Organisational review and assessment;
- Establishment and management of Agency library;
- Programme & project monitoring and evaluation;
- Periodic review of GGW national strategic action plan;
- Other activities may be directed by the department;
- Other duties that the Director General may assign.

FINANCE AND ADMINISTRATION DEPARTMENT

The Finance and Administration department is responsible for managing the Agency's human resources and maintaining a healthy working environment for the Agency.

The Department is structured into two divisions:

1. Accounts Division:

- Central Pay Office Section
- Other Charges (Expenditures) Section
- Advances Section;
- Checking Section;
- Salary and Variation Section;
- Budget Section;
- Admin/Audit Query/Final Accounts Section.

ii. Administration Division:

- a. Appointment and Records Section;
- b. Discipline Section;
- c. Training and Staff Welfare Section;
- d. Promotion Section;
- e. General Services Section.

The Department has the following functions:

- Responsible for making all Receipts and Payments in line with Government Treasury Single Account Policy and has the Final Approval level in the chain of REMITA and GIFMIS modus, International Public Sector Accounting Standards (IPSAS).
- Responsible for making all approved payments & receipts; payment to beneficiaries within 3 working days & issuance of treasury receipts to payers within 24 hours;
- Ensures the maintenance of proper accounting records such as books of accounts, primary and subsidiary ledgers;
- Ensures prompt rendition of financial statements and summaries of revenue & expenditures to Government and other relevant stakeholders, as well as preparing final accounts and Bank reconciliation statements;
- Assist with Budget preparation for all activities as contained in the approved annual strategic plan;
- Monitoring the implementation of the annual budget to ensure adherence to financial procedures and effective utilisation of budgeted funds;
- Ensures compliance with financial regulation and accounting codes by all Staff under his control & supervision;
- Liaising with the Accountant General of the Federation from time to time when in doubt of the interpretation of the provisions of these regulations and other treasury circulars or when confronted with difficulties in the performance of his duties;

- Advising the DG on all financial matters as well as the more technical provision of these regulations and other treasury circulars;
- Ensuring the existence of an effective Audit Query unit/section to promptly deal with all queries from the Internal Audit unit, Inspectorate Department, Office of the Accountant General, Office of the Auditor-General, and Public Accounts Committee;
 - Human Resources Management, including annual Appointments, Promotion and Discipline;
 - Monthly Staff training and welfare;
 - Maintain accurate and comprehensive records on all relevant information, including the registries on a daily basis;
 - Development of Strategic human resources utilization plan;
 - Management of staff pension matters, pool of drivers, rent and utility bills of the Agency;
 - Supervise security and cleaning services on a daily basis;
 - Secretary to non-technical meetings;

Kano Operational Office and State Offices

The functions of the State Office are:

- Supervise and coordinate all activities in the States in collaboration with relevant departments;
- Anchor and manage partnerships with States and Local Governments;
- Liaise with States and Local Governments on all matters;
- Represent the Agency in the State and Local Governments;

REFORM COORDINATION AND SERVICE IMPROVEMENT UNIT

Reform Coordination and Service Improvement was established by Circular No. HCSF/CME/234/17 of 11th March 2014. This was informed by the need to mainstream Government Public Service Reform Programmes and sustain the implementation of Reform Initiatives by bringing all such programmes under one umbrella to facilitate their effective management. It aims to serve as a focal point for driving all change, reform, innovation and improvement efforts within the Agency in line with the overall

framework set by the **Office of The Head of Service of The Federation (OHSCF)**, **The Bureau of Public Service Reforms (B.P.S.R)**, and other central agencies of the Federal Government.

The Unit has the following functions:

- Work with the leadership of the Agency to identify processes, systems, and service gaps and with BPSR and OHSCF to develop interventions to eliminate such gaps.
- Coordinate, drive, monitor and report on the reform agenda for the Agency.
- Manage and drive Servicom aims and initiatives within the Agency.
- Troubleshoot service failures and develop proposals to address them according to Servicom mandate.
- Research and identify good practices that can be adopted or adapted to improve service delivery in the Agency.
- Provide support in times of leadership transition in the Agency.
- To Spearhead the Agency's service delivery initiative through SERVICOM compliance
- To produce, review and monitor the performance of charters for the Agency
- To institute complaints procedures, including grievance redress mechanism for the Agency
- To disseminate best practices and other tips on service delivery improvement
- Liaise with the Departments within the Agency and BPSR to develop, refine, improve and recommend more efficient processes and systems for the Agency to achieve its objectives.
- Develop and launch initiatives to drive and mainstream a continuous service improvement culture within the Agency,
- Develop and deploy change management tools and practices to institute sustainable improvements in the Agency.
- Assist the Leadership of the Agency to articulate and coordinate their change agenda in line with service policies and standards.
- Prepare and undertake internal consultation and management briefing sessions.

- Ensure that reform interventions are in line with Government priorities and with Agency's mandate, vision and goal;
- Prepare quarterly action plans in line with available budget;
- Communicate with Staff and with relevant external stakeholders quarterly;
- Manage and coordinate relationships with other Government agencies;
- Any other duties/assignments that the Director General/CEO may assign.

INTERNAL AUDIT UNIT

The Internal Audit Unit is a managerial control which functions by measuring and evaluating the effectiveness of the internal control system of the organization. The Director General /CEO or the accounting officer of a ministry or extra- ministry office and other arms of Government shall ensure that an Internal Audit Unit is established to provide a complete and continuous audit of the accounts and records of revenue and expenditure, assets, allocated and unallocated stores, where applicable.

The functions of the Unit are:

- Yearly submission of a detailed programme of audit and report monthly to the Accounting Officer on the progress of the audit;
- To bring a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes;
- To function as managerial control by measuring and evaluating monthly effectiveness of the internal control system;
- To issue special reports, if necessary, when in his opinion, the attention of the accounting officer and of the accountant-in-charge must be called to an irregularity in the accounting procedure or to earlier audit report(s) issued by him;
- To ensure a daily 100% prepayment audit and carry out a post-payment audit to ensure value for money;
- To ensure proper use and management of Agency Assets monthly.

PROCUREMENT UNIT

The Procurement Unit is responsible for Planning and Management of acquisition of works, goods and services in compliance with the Public Procurement Act 2007. The unit is also responsible for disposal of public properties. The Unit has the following functions:

- Annual Collation/Aggregation of Needs Assessment
- Co-ordinate the preparation of the Agency's annual Procurement plan;
- Liaise with the Bureau of Public Procurement on all Procurement matters;
- Prepare annual reports and returns on all Procurement activities;
- Ensure all Procurement processes are strictly followed in accordance with the Public Procurement Act;
- Monitor and evaluate projects executed by the Agency and other procurement activities.
- Liaise with the Bureau of Public Procurement and obtain Certificates of "No Objection" to contract award in line with prior review threshold;
- Establish pricing standards/ benchmark/ market survey quarterly.
- Ensure fair competition; transparent and value for money for the Procurement of Public Assets on a daily basis;
- Preparation and submission to advertising media, the documents for soliciting quotations, pre-qualification, bidding and request for proposals;
- Provide functional secretariat for the Agency's Tenders Board (TB), Procurement Planning Committee and Evaluation Committee.

PROTOCOL UNIT

Protocol Unit serves as providers of services to the Chief Executives and the entire Management staff of any organization in general. Particularly organisation like ours is a duty to the fatherland, especially in the days of global trips and hectic schedules. The Protocol is the image of the Chief Executives of the organisation they serve, charged with numerous responsibilities, which include the following:

- Taking care of the official travelling arrangement of the Chief Executives and other senior officers during outbound and inbound from their official trips, as the case may be.
- Reception of Guests, Arrangement of their transportation, and Accommodation, respectively.
- Arrangements of venues for official meetings and conferences.
- Provision of catering services for official functions during meetings and other conferences, as the case may be.
- Liaise with the Ministry of Foreign Affairs in the processing of Note Verbal for officers of the Agency who are on official assignment outside the country.
- Process Standard/Official Passport at the Nigerian Immigration Service Office.
- Provide Protocol formalities for the DG at engagement/functions
- Liaise with event organisers at official functions/outings involving the Agency's principal officers

LEGAL SERVICES UNIT

The legal Services Unit is the key professional Unit in the Agency created by implication under section 4 (3) (1) of the Second Schedule of the Agency's Established Act, 2015. The Unit is created to ensure that the Agency complies with all legal frameworks and extent rules for implementing the Great Green Wall Programme in Nigeria, mitigating or eradicating the effect of drought, rehabilitation of degraded land, and ecosystem restoration.

The Legal Services Unit has the following functions:

- Ensure compliance with the provisions of international conventions, protocols, agreements, and treaties on the implementation of the Great Green Wall Programme;
- Ensure compliance with laws, rules, and regulations on sustainable management of the natural resources in the Agency's area of operation, put in place by the Government from time to time in consultation with States;
- Ensure uniformity of laws, rules, and regulations that impact the ecosystem in the Agency's operational areas;
- Serve in an Advisory capacity to all Departments/ Divisions/ Sections/Units of the Agency;
- Legal research, analysis, and drafting as it relates to the mandates of the Agency;
- Legal Representation;

- Negotiate, prepare, and execute legal documents, including international cooperation agreements and Memorandum of Understanding (MOUs) in collaboration with the relevant departments;
- Monitoring of cases involving the Agency and liaison with law firms in respect of the Agency's court matters;
- Assist with the organisation/execution of National Council Meetings.

INFORMATION AND CORPORATE COMMUNICATION UNIT

The Unit is charged with the responsibility of conceiving, planning, and executing public relations activities aims at improving and showcasing the image of the Agency to the public and the world at large. Its functions are as follows:

- Image maker for the Agency, creation of monthly awareness and sensitisation activities.
- To inform, educate, and enlighten the public concerning the activities, actions, policies, and programs of the Agency weekly;
- Monthly coordination of community and media relations.
- Quarterly attendance of national and international conferences and workshops on behalf of the Agency.
- Responsible for projecting the programs, policies, plans, and activities of the Agency through Press Releases/ Statements, Press Conferences, Features Articles, Pamphlets, Brochures, Posters, Films/Photos, Journals, and Public Lectures periodically;
- Brief the Director General on Daily media reports, broadcasts, and public commentaries.
- Purchasing National Dailies and keeping the Director General updated on National issues.
- Monthly Formulation and articulation of dynamic strategy for achieving effective Media and Public Relations positions in the Agency;
- Placement of adverts/publications in all print/electronic, social media, and other means of communication on behave of the Agency.
- Periodic production of souvenirs and gift items.
- Report directly to the Director General on a daily basis.
- Initiating all special reports, documentary supplements, jiggles, Radio/TV, and other public relations aims (Internal/External) quarterly.
- In charge of Press briefings, seminars, conferences, workshops, and Press coverage.
- Daily coordinating of Press entourage of the Director General's tours.

- Daily Provision of adequate Press coverage of all activities of the Agency and ensure prompt and detailed publicity of the Agency's policies and programs;
- Daily Monitoring of all public opinion and reactions to the Agency's plans, policies, projects, and achievements by reviewing and regularly analysing all local and foreign media reports, both electronic and print which concern or affects the Agency and ensuring that clippings are cut and preserved as future reference materials;
- Issue rejoinders, where the need arises, on any adverse publication on the activities of the Agency and attend to press inquiries, periodically;
- Organise and provide press coverage of familiarisation tours and facility visits quarterly;
- Carry out a post-campaign evaluation of the enlightenment programs, quarterly;
- Place in the mass media all advertisements, jingles, and announcements for the Agency;
- Liaise with the Federal Ministry of Information and related Government Agencies weekly.
- Other assignments as directed by the Director General.

INFORMATION AND COMMUNICATION TECHNOLOGY UNIT

The Information Communication and Technology (ICT) Unit is under the direct supervision of the Director-General of the Agency. The Unit is responsible for proposing, designing, developing, and standardizing ICT solutions to create a more conducive working environment. It drives the delivery of innovative solutions and support services toward achieving the Agency's mandates to promote good governance and effective service delivery in line with best practices.

The functions of the Information and Communication Technology Unit include but are not limited to:

- Weekly monitoring and maintaining all ICT infrastructure and services of the Agency.
- Driving the digital transformation policies of the Agency, quarterly.
- Setting up technical specifications for all hardware and software for the Agency, quarterly.
- Deploying, monitoring, and supervising the Agency's ICT projects for proper implementation on a daily basis.
- Conducting training on ICT knowledge and practice for Staff development, quarterly.

- Providing ICT support services for all Staff on a daily basis.
- Offering technical support to Departments/Sections/Units on ICT-related matters on a daily basis.
- Managing Content of the Agency's website (www.ggwnigeria.gov), and official email accounts (naggw@ggwnigeria.gov.ng and info@ggwnigeria.gov.ng) in liaison with the Information and Corporate Communication Unit and other Departments, quarterly.
- To represent the Agency on all ICT-related forums, and
- Any other duties that the Director-General may assign.

KEY PERFORMANCE INDICATORS (KPI).

- a. Achieving a Clean and Healthy Environment;
- b. Restoration of Degraded Sites;
- c. Increasing the Nation's Vegetation cover;
- d. Provision of effective and efficient administration;
- e. Ensuring Environmental Awareness.

PERFORMANCE MONITORING

To ensure that the goals (outcome indicators are successfully achieved, quarterly monitoring and evaluation of our activities are carried out by the implementing Department of the Agency, which is the Department of Planning, Policy and Coordination. The Monitoring and Evaluation exercise procedure aligns with global best practices. Reports are rendered to the Principal Officer within one week of the Monitoring and Evaluation (M&E) exercises. The Reports are also transmitted to relevant authorities on demand, such as the Ministry of Environment and other interested bodies. In addition, the performance of the Agency is closely monitored by the appropriate committees of the National Assembly as part of their oversight functions and the Budget office of the Federations regularly.

OBLIGATIONS OF STAFF/AGENCY TO CLIENTS/STAKEHOLDERS

The Staff is polite, tactful, helpful and professional. We strive at all times to treat our clients fairly, professionally, and with courtesy and consideration. We will:

- a. Answer phone calls promptly during regular working hours (usually 8:00 am- 5:00 pm);
- b. Respond to correspondence within 48 hours of receipt of mail
- c. Respond to requests for publications, reference materials, and complaints within three working days of receipt of such request.
- d. Provide clients/stakeholders with the most accurate, up-to-date information available;
- e. Consult widely to ensure that the views of our clients /customers/stakeholders and interested members of the public are considered when developing environmental policies;
- f. Perform duties in line with the Federal Republic of Nigeria constitutions, Public Service Rules, Financial Regulations, and other service guidelines and extant Rules.
- g. The Agency has always ensured a level playing field for our stakeholders and provided services aligned with global best practices.

OBLIGATION OF STAKEHOLDERS

Stakeholders of the Agency are required to:

- a. Treat Staff courteously.
- b. Give/provide accurate, timely, and sufficient information to provide the required service.
- c. Give feedback and comments on services. We provide so that it can improve our standards of service.
- d. Adhere to policies and standards set by the Agency.
- e. Pay prescribed fees for services where necessary.
- f. Show understanding of the challenges and limitations experienced by officers of the Agency while performing their duties.

STAKEHOLDERS' PARTICIPATION

- i. The Presidency
- ii. PAGGW
- iii. International Organizations (United Nations, African Union, etc.)
- iv. National Assembly
- v. Professional Bodies
- vi. NGOs
- vii. All Tiers of Government in Nigeria

In line with The National Policy on Environment, the Agency is committed to raising awareness and promoting understanding through;

- a. Engagement of stakeholders during the Agency's major programs, such as World Environment Day, World Desertification Day, Great Green Wall Day, and National Council on Environment, etc., occur annually. The views expressed by stakeholders at these events are considered when developing environmental policies.
- b. Adopting a community-based approach to public education and enlightenment through culturally relevant social groups, NGOs, and occupational organisations. The medium of communication at the programs will be in the languages of the target communities.
- c. Intensifying the campaign for a "safe environment" in line with the Sustainable Development Goals (SDGs).
- d. Encouraging the inclusion of environmental awareness and enlightenment studies in the Educational Curriculum at all levels and giving due attention to the role of NGOs and community-based groups and their contribution, as well as those of the youth, persons living with disabilities, and women groups in the pursuit of environmental goals.

COMPLAINTS/GRIEVANCE REDRESS MECHANISM

Where and whenever service delivery fails to meet expectations, a stakeholder/client may seek redress in the following ways:

Lodge your complaints in writing to/or visit any of the following persons to lay your complaint:

The Director General/CEO,
National Agency For The Great Green Wall,
 Plot 102, Ebitu Ukiwe, Jabi, Abuja.
Email Address: yusuf.mafua-bukar@ggwnigeria.gov.ng
Phone Number: +2349082111113

Or

The Director of Finance & Administration
National Agency For The Great Green Wall,
 Plot 102, Ebitu Ukiwe, Jabi, Abuja.
Email Address: hassan.ndanusa@ggwnigeria.gov.ng
Phone Number: +2349082111113

Or

The Nodal/Desk Officer
National Agency For The Great Green Wall,
 Plot 102, Ebitu Ukiwe, Jabi, Abuja.
Email Address: reform.coordination@ggwnigeria.gov.ng
Phone Number: +2349082111118

If the aggrieved stakeholder is unsatisfied with their decision on their case(s), an appeal could be forwarded to the National SERVICOM Office.

The Limit for Responses:

The frame for addressing complaints will be 24 hours for simple complaints, a maximum of 72 hours for complex requests, and ten (10) working days for issues requiring thorough investigation or consultation.

Available Redress Option:

Where and whenever service delivery fails to meet expectations, a client shall be entitled to seek redress in the following ways;

- a. Seek redress via the Agency's suggestion boxes placed strategically within the office premises.
- b. Address a petition to the Director General/CEO, The Director (Finance and Administration), or the Nodal Officer.
- c. Lodge your petition at the Reform Coordination & Service Improvement Unit (SERVICOM Desk Office).
- d. Complete the customer Relations Register located at the reception area of the Agency's Headquarters.

SPECIAL NEEDS PROVISIONS

1. The Agency will consider and enhance the free movement of physical challenged staff and customers.
2. Public enlightenment addresses and manuals will be in simple language easily comprehended by target audiences.
3. The SERVICOM office of the Agency will attend to customers with Special Needs (persons living with disabilities, elderly persons and pregnant women) who are unable to make it to the higher floors.

EXISTING LIMITATIONS

Officers of the Agency often need help with the performance of their duties. They need to be allowed those limitations to deter them from implementing the mandate of the Agency.

Some of the challenges include:

- a. Inadequate budgetary provision and late release of funds for the execution of projects and procurement of working materials.
- b. Inadequate pool vehicles.
- c. To enhance the circulation of information to members of Staff effectively and efficiently, the following are already in place:
- d. Acquisition and installation of intercom system in all the offices.
- e. Creation of the Agency's website and email addresses for the Staff.
- f. Creation of an Online Data repository platform
- g. Providing adequate office accommodation for all Staff in the Kano operational office.
- h. Volatile environment

REVIEW OF THE CHARTER

The Charter shall be reviewed every two years or subject to fundamental structural changes in the Agency and public policy.

NOTE

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GGW DAY CELEBRATION



Published by

THE NATIONAL AGENCY FOR THE GREAT WALL
REFORM CO-ORDINATION AND SERVICE IMPROVEMENT

Plot 102, Ebitu Ukiwe Street, Jabi, Abuja.

www.ggwnigeria.gov.ng

0908-211-1113

reform.coordination@ggwnigeria.gov.ng

0908-211-1118

