



THE LOCAL SERVICE CHARTER

of the
FEDERAL AIRPORTS AUTHORITY OF NIGERIA
(FAAN)

MAXIMIND

NOVEMBER 2025



THE LOCAL SERVICE CHARTER

PILOT CODE

A Alpha	B Bravo	C Charlie	D Delta	E Echo
F Foxtrot	G Golf	H Hotel	I India	J Juliet
K Kilo	L Lima	M Mike	N November	O Oscar
P Papa	Q Quebec	R Romeo	S Sierra	T Tango
U Uniform	V Victor	W Whiskey	X X-ray	Y Yankee
Z Zulu				

**THE LOCAL
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MRS. OLUBUNMI KUKU
MD/CE FAAN

FOREWORD

It is a public declaration of FAAN's commitment to deliver high quality services to our customers and stakeholders.

The service charter sets out to define and enlighten our stakeholders on who we are, our mandate, our core values, functions, details of customers, obligations of the Authority to its Airport Community (stakeholders) and details of complaints/grievance redress mechanism. It also includes suggestions and recommendations for service improvement.

This charter describes the service standards that customers can expect when dealing with FAAN, members of staff and her contractors/concessionaires.

It is formulated based on our operations, policies, set standards and guidelines already in place within the organization, carefully and painstakingly prepared to give customers a clear description of roles and responsibilities as they apply to customer service activities.

More than a vision, and more than the vows we make to stay true to our Core Values and mission, we will continuously strive to delight our customers with outstanding quality services, as we craft our plans for the future.

This charter will be amended and reviewed every two (2) years, by continuous assessment and monitoring of our performance, taking into consideration our stakeholders' suggestions, customer satisfaction surveys and new global changes within the operating environment.

This is, therefore, a renewal of our commitment to our customers to serve them with the best services possible, to continually improve in all areas of the organization and strive continuously for excellence. All staff are expected to be involved in the continuous quality improvement process for the achievement of FAAN's goals for quality and efficiency in customer satisfaction and experience.

Mrs. Olubunmi Kuku
Managing Director/ Chief Executive

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Managing Director/CE's Office

- * Budget Department
- * Legal Department
- * Internal Audit Department
- * Information & Communication Technology Department
- * Safety Services Department

Directorate of Public Affairs & Consumer Protection
Directorate of Airport Operations
Directorate of Commercial and Business Development
Directorate of Human Resources and Administration
Directorate of Finance and Accounts
Directorate of Aviation Security Services
Directorate of Engineering Services
Directorate of Corporate Services

1.0 Introduction/Background

The Nigerian Airports Authority (NAA) was created by Decree No. 45 of 1976 by the then Federal Military Government under the regime of Gen. Murtala Muhammed/Olusegun Obasanjo. However, in 1995 the Civil Aviation Agency experienced a major reform by the Federal Government which led to the realignment of the functions of the Federal Civil Aviation Authority (FCAA) with those of the NAA. This brought about a new body called the Federal Airports Authority of Nigeria ("**FAAN**") on 31st August 1995, hence from this appointed day, all the airports maintained by the Ministry pursuant to section 6 of the Civil Aviation Act were transferred to FAAN to maintain and manage.

The Authority's legal root is derived from the law establishing it, which is known as the FAAN Act and can be found in CAP F5, Laws of the Federation of Nigeria, 2004. The Authority is one of the parastatals under the Federal Ministry of Aviation (FMA) and is charged with the statutory responsibilities to:

- * Develop, provide, and maintain at all airports and within Nigeria air space all necessary services and facilities for the safe, orderly, expeditious and economic operation of air transport.
- * Provide adequate conditions under which passengers and goods may be carried by air and under which aircraft may be used for other gainful purposes and for prohibiting the carriage by air of goods of such class as may be prescribed.
- * Prohibit the installation of any structure which by virtue of its high position is considered to endanger the safety of air navigation.
- * Charge for services provided by the Authority at the airports.
- * Provide accommodation and other facilities for the effective handling of passengers and freight.
- * Develop and provide facilities for surface transport within the airports.

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* Carry out at airports (either by itself, its agents or in partnership with any other person) such economic activities as are relevant to air transport.

* Carry out at airports (either by itself, its agents or in partnership with other persons) such other commercial activities which are not relevant to air transport but which in the opinion of the Authority may be conveniently carried out without prejudice to the functions specified in this subsection.

* Provide adequate facilities and personnel for effective security at all airports; and

* Generally, to create conditions for the development in the most economic manner of air transport and the services connected with it.

FAAN manages only the Federal Government owned airports but provides Security, Fire and Operational Services to other private airports within the country. The twenty (20) airports managed by FAAN are:

- * Murtala Muhammed International Airport, Ikeja, Lagos
- * Nnamdi Azikiwe International Airport, Abuja
- * Mallam Aminu Kano International Airport, Kano
- * Obafemi Jeremiah Awolowo Airport, Port-Harcourt
- * Akanu Ibaim International Airport, Enugu
- * Sam Mbakwe International Cargo Airport, Owerri
- * Margaret Ekpo International Airport, Calabar
- * Sadiq Abubakar International Airport, Sokoto
- * Gen. Muhammadu Buhari Airport, Maiduguri
- * Lamido Aliyu Mustapha Airport, Yola
- * Yakubu Gowon International Airport, Jos
- * Gen. Tunde Idiagbon Airport, Ilorin
- * Katsina Airport, Katsina
- * Hassan Usman Katsina Airport, Kaduna
- * Oba Akenzua II Airport, Benin
- * Samuel Ladoke Akintola Airport, Ibadan
- * Olumuyiwa Bernard Aliu Airport, Akure
- * Joseph Sarwan Tarka Airport, Makurdi
- * Mallam Abubakar Imam Airport, Minna
- * Zaria Airport, Zaria
- * Alfred Diete Spiff International Airport, Osubi

The Authority has its Headquarters at FCT Abuja, Nigeria.

2.0 PURPOSE OF THE SERVICE CHARTER

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The Service Charter is our commitment to effective and prompt service delivery to our customers. It enables our beneficiaries to know the range of services provided by FAAN, as well as the standards on which these services will be provided. It equally states the redress procedures to follow in case such services fail at any of our windows. The Charter applies to all staff, Airport Community, and customers of FAAN.

3.0 VISION

To be amongst the best Airport groups in the world.

4.0 MISSION

To develop and profitably manage customer-centric airports facilities; for the safe, secure, and efficient carriage of passengers and goods at world class standards.

5.0 OBJECTIVES

To drive the nation's airports to success through robust engagement with critical airport community to ensure that our mandates are continually being delivered to the public.

6.0 CORE VALUES

- * Safety
- * Security
- * Comfort

7.0 LIST OF CUSTOMERS

Internal Customers

- * Federal Ministry of Aviation
- * Governing board
- * Management
- * Staff
- * Unions
- * Pensioners

External Customers

- * Government Agencies
- * Media Houses
- * International Organizations
- * Aviation Handling Companies (Nigerian Aviation Handling Company; NAHCO) and Skyway Aviation Handling Company PLC (SAHCO) etc
- * Advertising Agencies/ Publication Companies

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- * Concessionaires
- * Banks
- * Airline Operators
- * Car Hire Operators
- * Passengers
- * Other Airport Community

One Off Customers

8.0 OUR COMMITMENT TO YOU

FAAN is committed to respecting the rights of her customers, these include:

- * The right to review and appeal.
- * The right to lodge a complaint.
- * The right to privacy and confidentiality.
- * The right to seek information (i.e., Freedom of Information Act).
- * The right to access services, facilities and information in a manner which meets client needs.

9.0 VALUES OF SERVICOM

* **EXCELLENCE:** We are dedicated to giving world class service and achieving excellence.

* **INTEGRITY:** We act with honesty and integrity, not compromising the truth.

* **ACCOUNTABILITY:** We accept our individual and team responsibilities.

* **EFFICIENCY:** Being efficient & effective in our approach to improving service delivery.

* **COMMITMENT:** To service that impacts lives of the citizens.

10.0 OUR SERVICE STANDARDS

Our service standards will be based on:

* **Communication:** High level of courtesy, competence, professionalism, accountability, and fairness will be upheld and demonstrated in handling your complaints/requirements.

* **Service Delivery:** Services and deliverables will be expected to meet and exceed customer needs and expectations.

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* **Service Evaluation:** Through the tools used in the service evaluation review Customer feedback based on our performance, will be analyzed with a view to improving our service delivery.

* **Timeliness:** Services will be delivered promptly.

11.0 HOW WE WILL BE ACCOUNTABLE

* Performance will be measured against the standards set out in this charter and the results will be published in FAAN's annual reports, web site and other publications as the case maybe.

* We will welcome feedback, comments, suggestions, recommendations, and any other information from customers/public to improve on the services.

* Information showing levels of customer satisfaction, complaints received, and the resolution reached will be published.

* We shall review the service charter and service standards biannually in line with complaints, suggestions, comments, and other relevant information received from our customers and in response to global changes.

12.0 HELP US SERVE YOU BETTER

In case of service failure, where our services do not meet your needs/ expectations,

* Lay your complaints and we will investigate and update you on the outcome.

* Feel free to make suggestions in any area to help us tackle difficulties you may encounter.

* To promptly respond and resolve your complaints, provide all relevant and useful facts, persons, agencies, and dates as they relate to your complaints.

* Always ask for our complaints/ grievances redress mechanism/ procedures.

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13.0 SERVICE PROVISION OF FAAN

S/ N	SERVICE	STAFF/DIVISION RESPONSIBLE	CUSTOMER OBLIGATION(S)	DELIVERY STANDARDS
1	Create, Coordinate, and manage profitably, an enabling airport and business environment, for better image and customer experience within the policy and legal framework and as agreed and determined by the board.	MD/CE's Office Customer Service Cop Affairs Legal R & D Planning	- Patronage - Total adherence to operational guidelines	- Daily - As the need arises 24/7
2	Manage and coordinate Recruitment, Administration, Welfare and Exit of employees and other related allied matters.	- DHR/A - GMs	- Submission of relevant documents - Total adherence to guidelines	Daily
3	Provide Financial, Accounting and manage budgetary control and allocation	- DFA - GMs - Airport Managers	- Submission of relevant documents - Total adherence to policies	- Daily - As the need arises
4	Plan, design, develop, construct, implement, and maintain, airport facilities, short, medium - and long-term works/projects.	- DES - GMs - Airport Managers	- Appropriate use of all facilities - Prompt payment for services	- Daily - As the need arises
5	Coordinate, Direct and Manage airport ground operations (aircraft, cargo, and passenger facilitation)	- DAO - GMs - Airport Managers	- Total adherence to guidelines	-24/7
6	Develop, Manage and Coordinate Aeronautical and Non -Aeronautical Revenue Sources, Marketing Services, and Investment Opportunities.	- DCBD - GMs - Airport Managers	- Submission of relevant documents - Adherence to guidelines - Patronage	-24/7
7	Provides Safety and Security of civil aviation, against acts of unlawful interference in compliance with ICAO standards and recommended practices (SARPS)	- DASS - GMs - Airport Managers	- Total compliance to guidelines	- 24/7

14.0 STATEMENT OF PERFORMANCE MONITORING, REPORTING AND PUBLISHING

- * Staff performance evaluation is carried out on a quarterly basis to ensure compliance with SERVICOM standard.
- * Yearly staff/ Directorate audit checks are undertaken to ensure that set targets are met.
- * Undertaking of quarterly Customer Service Survey to assess Directorates performance in service delivery.
- * Best practises shall be benchmarked and published on a weekly, quarterly, and annual basis in FAAN News Track Magazine and other

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journals of FAAN.

15.0 COMPLAINTS/GRIEVANCE REDRESS MECHANISM

In our continued effort to serve our customers better, we wish to advise the following procedures:

- * Comply with Complaints/Redress procedure published and made available at all service points.
- * All complaints should be first lodged at the service point where the customer is accessing the service/where the service failed. If not satisfied, then he/she may:
- * Complain to the Customer Service/SERVICOM desk officer at the airport, call or write by post(see contact on page 12 item 16.0) or email us at servicom@faan.gov.ng).
- * Be patient as we respond to written complaints within two (2) working days of the receipt of the complaint and notify the customer of the action to be taken and date upon which FAAN is expected to act.
- * The customer will be informed of the resolution or progress of the complaint's facilitation within ten (10) working days.

16.0 CONTACTS

In case of service failure, please contact the following FAAN help desk numbers.

S/ N	CONTACT PERSON	HELP DESK NUMBER	LOCATION/ADDRESS
1	MD/CE FAAN	(01)+23412800833	Federal Airports Authority of Nigeria, Headquarters - Ikeja, Lagos.
2	Focal Officer Desk Lines	08055452318 08147227272 Departure D 09064299674 T2 Departure 09068370675 Departure E 08186406716 Arrival D 08186496790 Arrival E 08186406722 DT1 GAT (MMA) 08160214673 WhatsApp Only 08067998931	Murtala Muhammed Airport, Ikeja – Lagos.
3	Focal Officer	07025449980	Nnamdi Azikiwe International Airport, Abuja
4	Focal Officer	08037235398	Port Harcourt International Airport, Omagwa – Port Harcourt

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5	Focal Officer	08033369085	Akanu Ibiam International Airport, Enugu
6	Focal Officer	08035064598	Mallam Aminu Kano International Airport, Kano
7	Focal Officer	08035384389	Sam Mbakwe International Cargo Airport, Owerri
8	Focal Officer	07037752537	Margaret Ekpo International Airport, Calabar
9	Focal Officer	08023329802	Olumuyiwa Bernard Aliu A Airport, Akure
10	Focal Officer	08065636103	General Tunde Idiagbon Airport, Ilorin
11	Focal Officer	08033690995	Umar Musa Yar'adua Airport, Katsina
12	Focal Officer	08036067597	Hassan Usman Katsina International, Kaduna
13	Focal Officer	08069732034	Lamido Aliyu Mustapha Airport, Yola
14	Focal Officer	08034980171	Yakubu Gowon Airport, Jos
15	Focal Officer	08032189101	Sam Ladoke Akintola Airport, Ibadan
16	Focal Officer	08060066755	Oba Akenzua II Airport, Benin
17	Focal Officer	08039777388	General Muhammadu Buhari Airport, Maiduguri

Complaints/Feedback lines for People with Reduced Mobility

07047001105 – Murtala Muhammed International Airport, Lagos
 07047001106 – Nnamdi Azikiwe International Airport, (Abuja)
 07047001107 – Mallam Aminu Kano International Airport, Kano
 07047001109 – Port Harcourt International Airport, Omagwa

17.0 OBLIGATIONS AND EXPECTATIONS

17.1 Customer Obligation

- * Act with courtesy in dealing with Service Providers.
- * Obey the rules and regulations guiding the operations of FAAN.
- * Do not engage the services of illegal personnel (You can request to see the work ID of the person you are dealing with).
- * Provide adequate information and genuine supporting documents when applying for the services of FAAN.
- * In seeking redress for service failure, adopt the prescribed complaints procedures.
- * Avoid any act of violence.

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17.2 Staff Obligation

Every FAAN staff must be accessible, courteous, responsive, reliable, and competent in dealing with customers.

Management Obligations

- * Sponsor SERVICOM initiatives in the Authority.
- * Recognize and reward quality service delivery efforts and equally name and shame service failure.
- * Provide appropriate and adequate work tools.
- * Facilitate complaint reported within specified timing.
- * Meet any act of violence with full weight of the law.

18. STAKEHOLDERS PARTICIPATION IN SERVICE PROVISION

FAAN stakeholders meet quarterly to evaluate, analyze, draw up modalities and submit recommendations to Management on service improvement for realization of her vision as well as protect stakeholders' interest.

FAAN organizes quarterly sensitization programs for stakeholders.

- * Provide suggestion boxes at strategic places at Airports/Headquarters for customer's feedback.
- * Display of information banners.
- * Attendance by stakeholders at FAAN organized Annual Dinner/Awards events to reward service excellence.

19. SPECIAL NEEDS PROVISION

- * FAAN has made adequate provision to overcome the inadequacies in language barrier through translation from English to French, Hausa, Igbo and Yoruba Languages.
- * The Authority has also provided facilities for wheeler chair users through a third party.
- * Customer lounges for the physically challenged, pregnant women, the elderly and nursing mothers have also been made available.
- * There are also registered organizations that facilitate the physically challenged persons and the elderly.

20. REVIEW OF SERVICE CHARTER

In line with the standard practice as contained in the SERVICOM guideline, the FAAN Service Charter shall be reviewed every two (2) years in view of the emerging developments.

21. MANAGING DIRECTOR/CHIEF EXECUTIVE DIRECTORATE

INTRODUCTION

The Managing Director/Chief Executive Officer's Directorate consists of (4) departments which are headed by General Managers. These General Managers report directly to the MD/CE. The departments include:

1. MD/CE
2. Safety
3. Audit
4. Budget

The MD/CE's office is the apex office in the organization; it is the entry and exit point for correspondents to other organizations (Private & public). The MD/CE's office could also be referred to as the approval office.

SERVICE PROVISION OF MANAGING DIRECTOR/CHIEF EXECUTIVE'S DEPARTMENT

S/N	SERVICE	CUSTOMER	CUSTOMER OBLIGATIONS (S)	SERVICE STANDARDS		Performance Target
				Timeline	cost	
1.	Receiving and sending of correspondents from all Directorates in the organization as well as externally	staff	Total Compliance	5working days	Nil	100%
2.	Intermediary between the organization and the Ministry of Aviation, other MDAs and private organizations	Liaison Office	Total Compliance	5working days	Nil	100%
3.	Approval and delegation	Staff, stakeholders and Customers	Total Compliance	5working days	Nil	100%

SERVICE PROVISION OF BUDGET DEPARTMENT

S/N	NATURE OF SERVICE AUDIT DEPT	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		PERFORMANCE TARGET
				Timeline	COST	
1	Provide real time status report on revenue Generation and Collection, Lodgment and Remittance	- MD - DCBD - DFA	Total Compliance and Availability of Data/Record.	24 HOURS	NIL	100%

2	Audit Airport Returns	DFA	Timely submission of complete and accurate Airport Returns	10 Working days	NIL	100%
3	Carry out Trade debtors audit	- Credit Control - Commercial Department - Accounts Department	Timely submission of complete and accurate Airport Returns	10 Working days	NIL	100%
5	Carry out airline/concessionaires' Debt reconciliation.	- Airline Operators - Concessionaires - Government agencies at the airports	Total Compliance to Credit Policies and Guidelines	60 Days	NIL	100%
6	Carry out salaries/pension payroll audit	- FAAN Staff - Pensioners	Nil	10 Working Days	NIL	100%
7	Carry out Expenditure Audit	Finance & Account Department	Total Compliance with: - Financial regulations - Government Policies	24 Hours	NIL	100
8	Carry out Staff Debtor Audit	Finance & Account Department	Total Compliance - Financial regulations - Government Policies	5 Working days	NIL	100
9	Carry out Post Payment Audit of The Books of Accounts	Account Department	Total Compliance with Financial regulations	5 Working days	NIL	100
10	Carry out Procurement Process and Store Audit	- Finance & Account department - Procurement dept - Store department	Total Compliance with Financial regulations	24 hours	NIL	100%
11	Carry out Payable Audit (Trade Creditor)	Finance & Account Department	Total Compliance with Financial regulations	24 Hours	NIL	100%

12	Carry out Operational Audit	- DASS - DAO - DES	Total Compliance with Financial regulations	24 Hours	NIL	100%
13	Carry out Capital Project Audit	- DES - DFA	Total Compliance with Financial regulations	24 Hours	NIL	100%
14	Carry out Value for Money Audit	- MD/CEO - All Directorate s	Submit all relevant Documents	24 Hours	NIL	100%

SERVICE PROVISION OF BUDGET DEPARTMENT

S/N	NATURE OF SERVICE BUDGET DEPT	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD	
				TIMELINE 24 HOURS	COST
1	Draw realistic Annual Budget for FAAN	- MD/C - Budget Committee	- Inaugurate Budget Committee - Present and Defend realistic Budget Proposal	Annually	NIL
2	Monitor Compliance with Approved Budget (Revenue & Expenditure)	Revenue and Expenditure Monitoring Units	- Total Compliance to approval limits - Adherence to Vote - Response to performance	- Daily - Weekly - Monthly - Quarterly - Annually	NIL
3	Liaison with National Assembly, Federal Ministry of Aviation & Aerospace Development, Budget Office of the Federation and other Agencies on Budget and other matters	- Federal ministry of Aviation & Aerospace. - National Assembly. - Budget office of the Federation	Written Request	As the need arises.	NIL
4	Budget Monitoring/Performance appraisal at HQ and Outstation Level.	All Directorate and department	Compliance to the Approved Budget	Quarterly	NIL

SAFETY SERVICES DEPARTMENT

GOAL

To ensure that operational safety Risks in the airports and its environment are reduced to as low as reasonable practicable.

(ALARP)

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		PERFORMANCE TARGET
					COST	
1	Develop/Review Safety Policy	- FAAN - Stakeholders doing business with FAAN	Compliance to FAAN safety Policy	10 Working days subject to management approval	NIL	100%
2	Mitigate Identify risk	- All Airport - FAAN - Stakeholders - Passengers	Total compliance to safety measures	- High risks: 24 Hours - Medium risk: 24 Hours - Low risks: 2 Working	NIL	100%
3	Carry out safety promotion (Training awareness etc.)	- FAAN Staff - Stakeholders - Passengers	- Adherence to safety culture. - Attendance	5 Working days	NIL	100%

63. DIRECTORATE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

INTRODUCTION

The Directorate of Public Affairs & Consumer Protection comprises of three (3) departments all headed by General Managers. The General Managers report to the Director of Public Affairs & Consumer Protection for efficient operation and delivery of services. The departments are:

1. Customer Service /SERVICOM
2. Public Affairs
3. Protocol & Passages

CUSTOMER SERVICE/ SERVICOM DEPARTMENT

The Customer Service/SERVICOM Department is responsible for the development, implementing and monitoring of compliance of the FAAN service standards that provide quality service at all airports.

OBJECTIVE

To be the best driver of quality service to its customers in a timely, fair, honest, efficient and transparent manner.

GOAL

To ensure that customers experience quality service at every point.

SERVICE PROVISION OF CUSTOMER / SERVICOM DEPARTMENT

S/ N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD TIMELINE	COST	Performance Target
1.	Facilitate Complaints resolution Compliant Types	• Passenger s • Airport users • Stakeholde rs	Provide adequate information and required documents on complaints	• Simple cases: 24hours • Complex cases: 5 working days	Nil	100%
2.	Return of lost items	• Passenger s • Airport users • Stakeholde rs	• Fill Complai nts Form • Location where item was misplac ed	24 Hours	Nil	100%
4.	Missing Luggage	Passengers	• Fill complai nts form • Provide luggage tags • Internati onal Passpor t • Airline flight details • Origin/D estinatio n of Luggage	24hours	Nil	100%

5	Response to inquiries	• Passenger s • Airport users • Stakeholde rs	Request from customers	5 minutes	Nil	100%
6.	Provide Lounge Services	Passengers: • Elderly 60 years and above) • Pregnant women (6 months and above) • Physically challenged • Infants (0 - 6months) • Sick on medical travel	Provide: • internati onal passport • Lounge Access Form (from the airline) • Airline Boardin g Pass stating 'wheelch air service required'	10 minutes	Nil	100%
7.	Sensitize staff and stakeholders on service improvement.	• FAAN Staff • Stakeholde rs	• Attenda nce	2 Working Days	Nil	100%
	Review & publish FAAN Service Charter .	• Passengers • All FAAN Departments • Stakeholders	• FAAN Departments provide inputs • Passengers &Stakeholders : use Service Charter	90 Days	Nil	100%
8.	Conduct Customer Satisfaction Survey	Passengers	• Fill out questionnai res • Respond to audio or video interviews	5 Working days	Nil	100%
9.	Passenger Facilitation Monitoring	Passengers	Respond to random questions	24 Hours	Nil	100%

PUBLIC AFFAIRS DEPARTMENT

Public Affairs Department manages FAAN's public image by liaising with the media to communicate the organization's mission, policies, practices, and activities to the public, as well as formulate the publicity policy of the Authority and so ensures that through her activities the Authority enjoys good will and a positive corporate image.

GOAL

To ensure that the Authority is always projected in good light.

OBJECTIVE

To consistently ensure a good corporate image of the Authority through the department's activities of media relations, corporate promotions, community relations and corporate social responsibility, as well as ensure that FAAN corporate events are properly planned and executed.

Social Media Handles and FAAN Website

- Website: www.faan.gov.ng
- Facebook: @faanofficial

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- X (Twitter): @FAAN_OFFICIAL
- Instagram: @faan_official

SERVICE PROVISION OF PUBLIC AFFAIRS DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMERS OBLIGATION	DELIVERY STANDARD/	PERFORMANCE TARGET
1.				Timeline	Cost
2.	Publish Covered events	FAAN	Attendance		100%
3.	Provide gift items for corporate promotional purposes	Airport communities	Attendance	24 Hours	100%
4.	Plan and execute Corporate Events for the Authority	FAAN	Provide funding for the activity	• Quarterly • As the need arises	100%
5.	Conduct Research on Public image	FAAN	Provide funding for the activity.	• Monthly • Quarterly	100%

SERVICE PROVISION OF PROTOCOL AND PASSAGES DEPARTMENT

Protocol and Passages is the Department saddled with the responsibility of managing and executing all travel and protocol activities on behalf of the Authority. The Department also generates revenue for FAAN through the Passenger Support Services Unit, which provides commercialized protocol facilitation for registered clients of the Authority as well as excursion at Airports.

GOAL

To ensure efficient management of protocol activities, for FAAN's internal and external customers.

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD	PERFORMANCE TARGET
1.	Formulating and reviewing the code of practice/protocol policy of the organization	-Federal Airports Authority of Nigeria	• Provision of working tools, • Conducive environment	On request	100%
3.	Process travels	-MD/CE -Directors -Other Management staff -Ministry officials -National Assembly officials	• Timely notification • Provision of required funds	On request	100%
4.	Process travel documents	-MD/CE -Directors -Other Management staff -Other members of staff -Ministry officials -National Assembly officials	• Timely notification • Provision of required funds	On request	100%

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5.	Facilitates travelling passengers	-Registered multinational organizations	• Advance travel bookings. • Payment of necessary fees • Compliance with travel rules and regulations	24 Hours	100%
6.	Conducts excursions or guided tours for schools, families, and other organizations	-Schools (Tertiary, Secondary, and Primary) -Families -Interested organizations	• Advance booking • Payment of necessary fees • Compliance with airport rules and regulations	24 Hours	100%
7.	Arrange for hotel accommodation for guests and officials of the Authority	-MD/CE -Directors -Other Management staff -Ministry officials -National Assembly officials -Other guests of the Authority	Timely notification and provision of required funds	24 Hours	100%



THE DIRECTORATE OF AVIATION SECURITY SERVICES

INTRODUCTION

The main Guidance document for AVSEC is ICAO Annex 17 for Standards and Recommended Practices (SARPs). Other guidance documents are the Security Manual (Document 8973), National Civil Aviation Security Programme (NCASP), National Civil Aviation Security Training Programme (NCASTP), National Civil Aviation Security Quality Control Programme (NCASQCP) National Civil Aviation Regulations (NCAR Part 17) of 2023, the Nigerian Criminal Code, The Nigerian Penal Code, the 1999 Nigerian Constitution and the FAAN Bylaws etc.

The Directorate is made up of five departments:

- AVSEC Special Monitoring Squad
- AVSEC Administration & Logistics
- AVSEC Operations & Personnel Training
- AVSEC Investigation and Intelligence
- AVSEC Technical Services

GOALS

To ensure that Aviation Security standards are maintained in all our airports at all times

OBJECTIVES

To ensure that airport security meets up with approved International Standards and Recommended Practices (SARPs).

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SERVICE PROVISION OF SPECIAL MONITORING SQUAD DEPARTMENT

				TIMELINE	COST	
1	Develop Arms and Explosive Detections Dogs (EDD) Standard Operating Procedures.(SOP)	FAAN	Compliance with developed SOP	24 Hours	Nil	90%
2	Response to security emergencies	- FAAN - General public	Adherence to rules and regulations/ compliance	2 Minutes	Nil	100%
3	Surveillance of Airports	- FAAN - General public	Compliance	24/7	Nil	90%
4	Provide security at the Airports through search of baggage, Persons, Cargo and Vehicles at baggage sorting areas, Access gates and Cargo areas for explosives by EDD	- FAAN - General public	Compliance	30 Seconds	Nil	100%

SERVICE PROVISION OF AVSEC ADMINISTRATION AND LOGISTICS DEPARTMENT

S/ N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		Performance Target
				TIMELINE	COST	
1	Response to correspondence matters of the directorate	- FAAN - Government Agencies - Stakeholders - General Public	Submission of correspondence	24 Hours		90%
2	Staff deployment across the Airports.	FAAN AVSEC Staff	Nil	5 working days		80%
3	Prepares the directorate's budgetary proposals	AVSEC Directorate	Submission of budgetary proposals	5 working days		100%
5	Issuance Of Identity Cards (ID Card)	- All Serving Staff - Pensioners And - Concessionaires.	- Request for ID Card - Submit: - Staff No. - Employment letter	30 Minutes		100%
6	Resolve discipline matters	AVSEC staff	Attendance	48 Hours		100%
7	Policy Formulation.	AVSEC Directorate	Make request	48 Hours		100%
8	Issue kits to HQ staff/airport stations.	AVSEC staff	- Make request - Retinue	1 Hour		100%

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SERVICE PROVISION OF AVSEC INTELLIGENCE AND INVESTIGATION DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		Performance Target
				TIMELINE	COST	
1.	Investigate crimes and incidences within the airports	- FAAN - General Public	Adherence to rules and regulations	- Minor Incidence : 1 Hour - Server Incidence: 24 Hours		100%
2.	Intelligence gathering and sharing within the airports	- FAAN - Security Agencies - Stakeholders - General Public	Total compliance	24/7		90%
3	Provide crime evidence for prosecution	- NPF - Courts	Request	24 Hours		100%
4	Apprehend, document, transfer and prosecute suspects	Suspect	Total compliance	24 Hours		100%
5	Airport community sensitization on security	- All Airport Stakeholders - Airport neighbouring Community	Attendance	2 Working days		100%

SERVICE PROVISION OF AVSEC OPERATIONS DEPARTMENT & PERSONNEL TRAINING

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		Performance Target
				TIMELINE	COST	
1.	Develop/review Airport Security Programme.	- AVSEC - Security agencies at Airports - Airlines	Total compliance	5 Working days		100%
2.	Develop/review Internal Aviation Security Quality Control Programme.	- AVSEC - Security agencies at Airports - Airlines	Total compliance	3 Working days		100%
3.	Formulate Standard Operating Procedures.	All airports	Total compliance	48 Hours		100%
4.	Provide security to all access points & restricted areas at the airports.	All airports	Total compliance	24/7		100%
5.	Report Security incident and breaches.	NCAA	Total compliance	7 Working days		100%

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6.	Security Screening at the airports	- Passengers - Airlines - Airport staff - carry-on luggage and baggage - Cargo	Compliance	24/7		100%
7.	Conduct Airport Terminal Building Search & Evacuation during emergency	Airports	Report incidence	30 Minutes		100%
8.	Conduct Initial & Recurrent Training for AVSEC	AVSEC	Attendance	- Initial Training: 10 working days - Recurrent Training: 5 Working days		100%

SERVICE PROVISION OF AVSEC TECHNICAL SERVICES DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD TIMELINE COST	Performance Target
1	Deployment/installation of requisite AVSEC equipment inline with ICAO Standards.	Airports	- Request - Routine	48 Hours	100%
2.	Verification & Validation of supplied AVSEC Equipment	- Vendors - Agents, - Company representatives - Equipment manufacturers	Provide equipment	48 Hours	100%

COMMERCIAL AND BUSINESS DEVELOPMENT DIRECTORATE

INTRODUCTION

The Directorate is charged with the following under listed responsibilities

- To generate revenue from business activities at Airports managed by the Federal Airports Authority of Nigeria
- To explore and advise on the range of revenue sources which could be generated from existing facilities
- To generate all monies due to the Authority because of services offered to all customers
- To prize all commercial activities of the Authority to its greater benefits as a result of service offered to all customers.
- To negotiate viable business/commercial proposition at Airports
- To provide specific and general rules and guidelines by which the Authority as an economic entity can add to real and financial assets in order to achieve its core objectives.

GOAL

To generate maximum revenue from Aeronautical and non-aeronautical related sources at all FAAN managed airports

OBJECTIVES

- To ensure that all investment opportunities available to FAAN are identified and marketed to the General Public.
- To reposition and re-create a stronger brand personality for FAAN in terms of Airport Advertising.
- Diversify income streams by expanding non-aeronautical sources.
- Adjust and manage fees to reflect market conditions and ensure competitive positioning.

The Directorate consist of operational units at the Headquarters as well as the Airports.

The Headquarters is the professional policy-making powerhouse of the

THE LOCAL SERVICE CHARTER

directorate, issuing policy guidelines and management instructions to the Airports. It is headed by a Director and consists of three (3) main Departments headed by General Managers.

The department are as follows

1. Commercial services Department
2. Business Development Department
3. Advertising Department

COMMERCIAL DEPARTMENT

The Commercial department is charged with the responsibility of administering airport commercial activities other than land leases. It is made up of five (5) core units:

1. Tariff & Billing Unit
2. Concession& system Automation Unit
3. Retail & Admin Unit
4. Monitoring & Evaluation Unit
5. Data & Statistics Unit

BUSINESS DEVELOPMENT DEPARTMENT

The Department is responsible for identification, development and coordination of viable economic venture. It also has the responsibility of

- Processing all land leases
- **Marketing the Authority's assets and generating revenue from non-aeronautical sources**
- Advising management on the best investment options.
- Assisting management in developing viable investment guidelines.
- Negotiation with third party developers and investors on behalf of management.

ADVERTISING DEPARTMENT

The Advertising Department is vested with the core mandate to manage and maximize Advertising revenue streams across all Airports managed by FAAN, for profitable customer-centric returns. The activities of the Advertising Department entail management of

two Advertising strategies namely:

- Above the line Advertising (ATL)
- Below the line Advertising (BTL)

SERVICE PROVISION

SERVICE PROVISION OF COMMERCIAL SERVICES DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD	
				Timeline	Cost
1	Develop Commercial Policy manual	• All departments	• Total Compliance with developed policy manual	24 Hours	N/A
2	Concession and management of third-party services within the airport e.g Ground transport services Car park Management Access gate Management Trolley services	• Potential investors • Concessionaires • MDAs	• Submit application and required document for appraisal (see www.faan.gov.ng for list of documents) • Payment of applicable and agreed fees • Total compliance with contract agreement	Within 74 working days	Rate varies See www.faan.gov.ng for the current rate of each project
3	Administering rentals of all airport retail outlets.	• Potential Investors • Concessionaires • MDAs	• Submit application and required document for appraisal (see www.faan.gov.ng for list of documents.) • Total compliance to Tenancy Agreement	As the need arises	See www.faan.gov.ng for the current rate
4	Generation of invoices that provide detailed breakdowns of services for various activities within the airport.	• Potential investors • Concessionaires • MDAs • Contractors	• Timely Payment of bills as and when due • Adhere to the payment terms outlined in the contract or agreement, including any agreed-upon payment schedules. • Review invoices upon receipt to ensure accuracy and report any discrepancies promptly. • Keep record of invoices and payment confirmations for future reference	24 hrs	N/A
5	Registration/ documentation of: • Home base privilege. • Landing, parking (apron), Passenger and CUTE Services	• Airlines	• Submit application and required document for appraisal (see www.faan.gov.ng for list of documents.) • Payment of applicable and agreed fees • Total compliance with contract agreement	As the need arises	See www.faan.gov.ng for the current rate
6	Registration for Fueling rights (Throughput) privileged	• Oil Marketers	• Submit application and required document for appraisal (see www.faan.gov.ng for list of documents.) • Payment of applicable and agreed fees • Total compliance with contract agreement	As the need arises	See www.faan.gov.ng for the current rate

SERVICE PROVISION OF BUSINESS DEVELOPMENT DEPARTMENT

S/N	Nature of Service	Customer	Customer Obligation	Timeline	Cost
1	Process allocation of land leases within FAAN managed Airports	• Potential Investors • Concessionaires • Government Agencies	• Submit application and required document for appraisal Submit application and required document for appraisal (see www.faan.gov.ng for list of documents) • Submit Architectural drawings/3D design, EIA report, safety plan and other document/licenses necessary for the project for vetting • Payment of applicable processing fee and premium • Total compliance with the land lease agreement	156 working days	See www.faan.gov.ng for the current rate

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SERVICE PROVISION OF ADVERTISING DEPARTMENT

S/N	Nature of Service	Customer	Customer Obligation	Timeline	Cost
	Management Of Airport Advertising Concessions Under Two Classifications Namely; Above-The-Line (ATL) (Indoor and Outdoor adverts on platforms such as Billboards, LEDs, Backlights, Wall Mounts/Panels/Drapes and Gantries) AND Below-The-Line (BTL) (Ages, bus shelters, lamp Poles, standalone scrolls, cultural displays, arts and exhibitions, video graphics product/car displays, Lounge and restroom branding, etc.)adverts on Avio bridge	- Licensed Advertising Agencies - Schools - Financial Institutions - Tourism, Hotels and Hospitality Companies - Rental FMCGs - Telecommunication Companies - Real Estate Companies - Technology Companies - Car Manufacturers - Companies - Luxury Brands - Public and Private institutions - Local Businesses Etc	- Submits application with relevant documentation (see www.faan.gov.ng for list of documents) - Pay prerequisite non-refundable processing fee and Premium License - Applicant abides by the provisions of the License Agreement for the project	Above-The-Line (ATL): (10 – 40 working days) Below-The-Line (BTL): (3 – 20 working days)	See www.faan.gov.ng for the current rate

DIRECTORATE OF CORPORATE SERVICES

OBJECTIVES

The Directorate of Corporate Services was created to serve as a support structure, responsible for coordinating all procurement and planning activities within the organization, and to provide an effective strategy capable of optimizing productivity while improving service delivery.

LIST OF DEPARTMENTS

- 1) Procurement
- 2) Planning
- 3) Information, Communication and Technology
- 4) Research
- 5) Statistics

SERVICE PROVISION OF THE PROCUREMENT DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATIONS	SERVICE STANDARD		Performance
				TIMELINE	COST	
1	Develop Procurement Plan.	FAAN	- Submit need assessment - Adherence to Procurement Plan	90 Days before the preceding year	Nil	100%
2	Conduct Market survey and price intelligence.	FAAN	- Provide logistics - Adherence to price standardization	90 Days	Nil	100%
3	Prepare advert contents for works, goods, and services.	FAAN	Make necessary input	90 Days before the preceding year	Nil	100%
4	Develop and Placement of adverts.	- FAAN MGT - BPP - FMA & AD	- Make input - Adherence to advert guidelines - Provide approval	90 Days before the preceding year	Nil	100%
5	Bid Opening	- FAAN relevant departments - Contractors - Independent observers	- Respond to advert - Attend bid opening	24 Hours.	Nil	100%
6	Evaluate bid documents	- FAAN Management - FMA & AD - BPP	Approve advert	10 Working days	Nil	100%

7	Develop Request for Proposal	Contractors	- Submit financial bid - Adherence to specified guidelines	10 Working days	Not less than N10,000 and not more than N20,000	100%
8	Issue contract document e.g local purchase order, Job order & contract agreement	Contractors	Adherence to all contract timelines.	30 Days	5% Retention Fee of the approved contract sum	100%

	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		Performance Target
				TIMELINE	COST	
1	Provision of ICT equipment/services	- All FAAN department - Airport	Submit letter of request for required equipment/service	5 working	Nil	70%
2	Install/ Repair Baggage /passenger x-ray screening machines and scanners.	All airports	Make request	- Installation: 3 Working days - Repair: 5 working days	Nil.	50%
3	Install/ Repair of: - Telecoms systems which include cable telephones and PABX system. - Public address system and amber - Cables and Televisions - CCTV	- All FAAN department - Airports	Submit written request	- Installation: 3 Working days - Repair: 5 working days	Nil	80%

SERVICE PROVISION OF PLANNING DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER'S OBLIGATION	SERVICE STANDARD		Performance Target
				TIMELINE	COST	
1	Prepare organizational Plan (Strategic Plan, Work Plan)	FAAN	Request for inputs/reports	Annually		100%
2	Provide Library Services	Library Unit	Compliance with Library rules - borrow and return books	Daily		100%
3	Coordinate Aviation Data	Planning/ Statistics Unit	Request for input/ submission of input by the Airports, Directorates & Departments	Daily, Monthly, Quarterly & Annually		100%

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4	Monitor & Evaluate the Airports Capital Projects at the instance of PR&S Department of Federal Ministry of Aviation and Aerospace Development (FMA&AD)	All Planning Staff	Submit evaluation report	Quarterly	100%
5	Coordinate the Central Delivery Coordinating Unit (CDCU) for FAAN	Relevant departments (Procurement, Electrical, Mechanical, Projects, Budget, ICT, Public Affairs, HR, Operations, Planning)	Submission of reporting templates	Quarterly	100%
6	Develop, produce and publish the Authority's Yearly Report & other reports	Planning Staff	Release of information and data	Annually	100%
7	Develop the sustainable development goals (SDGs) for FAAN	Planning Staff	Reporting template of the SDG	Annually	100%
8	Managing Director's directive for Planning Department to attend all Management and Inter-Directorate meetings	Planning Staff	Submission of Report	Daily, Weekly, Monthly, Quarterly & Annually	100%

SERVICE PROVISION OF STATISTICS DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	Performance		
				SERVICE STANDARD	COST	Target
1	Carry out Research	- FAAN Management - All Airports - Airport neighbouring environment - Passengers - Cargo Agents - FAAN Staff	Make request	- Long Term: 30 Days - Medium Term : 10 Working days - Short Term: 5 Working days	- Estimate code /DTA - Cost of Research	100%
2	Develop processes for service improvement	- FAAN Management - All Airports - Airport neighbouring environment - Passengers - Cargo Agents - FAAN Staff	Nil	- Long Term: 12 Months - Medium Term : 6 Months - Short Term: 3 Months	As applied according to project cost	100%

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S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER'S OBLIGATION	SERVICE STANDARD TIMELINE	COST	Performance target
1	Data Collection	- MD/CE - DCS - MINISTRY - NBS	Collect and collate data related to passenger aircraft, cargo, and mail movements from all airports	Monthly		100%
2	Data Analysis	- MD/CE - DCS - MINISTRY	Conduct an in-depth analysis of collected data to generate insights and trends, that inform strategic planning, policy formulation, and operational improvement.	Monthly		100%
3	Coordinate Aviation Data Analysis	DCS	Input submitted by airports, directorates, and departments	Quarterly		100%
4	Statistical Reporting	DCS	Prepare and disseminate regular reports, summaries, and statistical bulletins to stakeholders within FAAN, and external partners, highlighting key findings and trends.	- Monthly - Quarterly - Annually		100%
5	Research and forecasting	DCS	Conduct research studies and forecasting exercises to anticipate future trends in aviation traffic, demand for services, and other relevant variables.	Quarterly		100%
6	Data Harmonization	- MD/CE - DCS - MINISTRY	Participate in data harmonization efforts with other agencies to ensure uniform data across the industry.	Bi-annually		100%
7	Provide data for the annual report	- MD/CE - DCS - MINISTRY - NBS	Release of information and data	Annually		100%



DIRECTORATE OF ENGINEERING SERVICES

INTRODUCTION

The Directorate of Engineering Services consists of four (4) departments headed by General Managers who report to the Director for efficient operation and delivery of services. The departments are:

- Mechanical/Transport
- Civil & Building
- Electrical
- Land, Water & Survey

GOAL

To ensure that all airport facilities meet up with approved International Civil Aviation Organization's (ICAO) standard and FAAN's requirements.

OBJECTIVES

The main objective of the Directorate is to carry out designs, constructions, maintenance and supervision of facilities as well as to ensure safety of FAAN infrastructure at all airports.

S/N	Nature of Service	Customer	Customer Obligation	Service Standard		Performance Target
				Timeline	Cost	
SERVICE PROVISION OF MECHANICAL/TRANSPORT DEPARTMENT						
1.	Carries out site inspection/feasibility studies	All FAAN Departments	Submit written request	3 Working days	Nil	100%
2.	Designing of mechanical projects (major/medium)	All FAAN Departments	Submit written request	• Major: 21 working days • Medium: 7 working days	Nil	100%
3.	Vets mechanical projects	• Concessionaires • All FAAN Departments	Compliance with Bill of Engineering Measurement and Evaluation (BEME)	5 working days	Nil	100%
4.	Prepare tender documents	• Contractors • FAAN	Compliance with BEME	7 working days	Nil	100%
5.	Installation of alternative power supply to the Authority's area of operations (Airports/strips)	All airports under FAAN purview	• Sub written request • Emergency call	• 24 Hours	Nil	100%
6.	Upgrading of equipment and facilities to meet international best practices	All airports under FAAN purview	Total Adherence	• 90 days	Nil	100%

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SERVICE PROVISION OF ELECTRICAL ENGINEERING DEPARTMENT.						
7.	Carry out site inspection/feasibility studies	• Concessionaires • Contractors • FAAN	Submit written request	24 Hours	Nil	100%
8.	Provide and maintain power supply for Airport operations	All airports under FAAN purview	• Submit Written request • Compliance with BME	24 Hours	Nil	100%
9.	Carry out Preliminary designs for electrical projects (major/medium)	All airports under FAAN purview	Submit Written request	28 working days	Nil	100%
10.	Provision of Power supply at Terminal buildings, Apron, Access road and street lights etc.	All airports under FAAN purview	• Submit Written request • Compliance with BME	24 Hours	Nil	100%
11.	Vet electrical projects with respect to private development at the Airports.	All airports under FAAN purview	Total Compliance with BME	7 working days	Nil	100%
12.	Install and maintain Airfield Ground Lighting (AGL) system	All airports under FAAN purview	• Submit written request • Compliance with International Civil Aviation Organisation (ICAO) safety rules	24 Hours	Nil	100%
13.	Prepare documents with technical specifications of electrical equipment and facilities	All airports under FAAN purview	Adherence to Bill of Engineering and Evaluation Measurement (BEME) document	7 working days	Nil	100%
14.	Installation of Electrical Equipment And Facilities	All airports under FAAN purview	• Total Compliance with n ICAO) standards	• 14 working days	Nil	100%

SERVICE PROVISION FOR LAND, WATER AND SURVEY DEPARTMENT						
15.	Design of Engineering Projects	• All airports under FAAN purview • Staff quarters	Compliance to project design		Nil	100%
16.	Develop Engineering Projects	• All airports under FAAN purview • Staff quarters	Compliance to project design specification	• Provide timeline	Nil	100%
17.	Prepare survey plans for all airport lands and other lands outside the airports	• All airports under FAAN purview • Staff quarters	Compliance to survey plans	• Provide timeline	Nil	100%
18.	Establish Airport Boundaries	• All airports under FAAN purview	Compliance to set boundaries	• Provide timeline	Nil	100%
19.	Develop and review airports' master plans	• All airports under FAAN purview	Compliance with ICAO standards	2 months	Nil	100%
20.	Develop and review land-use layout plans	• All airports under FAAN purview	Compliance with ICAO standards	Provide timeline	Nil	100%
21.	Supply potable water at airports	All airports under FAAN purview	Compliance to SOP	24 Hours	Nil	100%

SERVICE PROVISION OF CIVIL & BUILDING DEPARTMENT (CIVIL AND PAVEMENT MAINTENANCE UNIT)						
22.	Carry out preliminary designing of Civil projects (Major/Minor)	All airports under FAAN purview	• Submit written request	1 Month	Nil	100%
23.	Produce structural drawings	All airports under FAAN purview	• Submit written request	21 Working days	Nil	100%
24.	Vetting of Concessionaires drawings at Airsite	Concessionaires	Submission of required documents	15 Working days	Nil	100%
25.	Awards contract in runway projects	• Consultants • Contractors	Submission of required documents	1 Month	Nil	100%
SERVICE PROVISION OF CIVIL & BUILDING DEPARTMENT (ARCHITECTURAL AND BUILDING UNIT)						
26.	Carry out preliminary designing of Building projects	All airports under FAAN purview	Submit written request & attach required documents	7 working days	Nil	100%
27.	Produce new / as-built Architectural drawings	All airports under FAAN purview	Submit written request & attach required documents	5 working days	Nil	100%
28.	Produce Bill of Quantities	All airports under FAAN purview	Submit written request & attach required documents	3 Working days	Nil	100%
29.	Vetting of Concessionaires drawings	• All airports under FAAN purview	Submit written request & attach required documents	3 Working days	Nil	100%
SERVICE PROVISION OF CIVIL & BUILDING DEPARTMENT (ESTATE MAINTENANCE AND VALUATION UNIT)						
30.	Award of assets valuation	• Consultants	Compliance with procurement Act	4 Months	Nil	100%
31.	Payment of compensation	• General Public	Submission of appropriate land documents	1 Month	Nil	100%
32.	Produce (as built) architectural drawings where necessary	• FAAN Headquarters • Staff quarters	Submit written request	10 Working days	Nil	100%
33.	Process renovation works on contract basis	• Contractors	Compliance with procurement Act	6 Weeks	Nil	100%
34.	Carries out site inspection/feasibility studies	All FAAN Departments	Submit written request	3 Working days	Nil	100%
35.	Designing of mechanical projects (major/medium)	All FAAN Departments	Submit written request	• Major: 21 working days • Medium: 7 working days	Nil	100%
36.	Vets mechanical projects	• Concessionaires • All FAAN Departments	Compliance with Bill of Engineering Measurement and Evaluation (BEME)	5 working days	Nil	100%
37.	Prepare tender documents	• Contractors • FAAN	Compliance with BEME	7 working days	Nil	100%
38.	Installation of alternative power supply to the Authority's area of operations (Airports/strips)	All airports under FAAN purview	• Sub written request • Emergency call	• 24 Hours	Nil	100%
39.	Upgrading of equipment and facilities to meet international best practices	All airports under FAAN purview	Total Adherence	• 90 days	Nil	100%



DIRECTORATE OF HUMAN RESOURCES & ADMINISTRATION

INTRODUCTION

Human Resources & Administration Directorate is the live wire of the Organization and is saddled with responsibility of recruitment and placement of staff, career development and progression, creating enabling environment for workers to perform, managing exit and post exit related issues.

GOALS

with a track record of delivering prompt services.

OBJECTIVES

To provide and develop effective and efficient human capital that is technologically driven for the benefits of the employer, employees and Stakeholders in line with global best practices.

LIST OF DEPARTMENTS

- Human Resources
- Administration
- Welfare Management Services
- Training and Human Resource Development
- Aviation Medical
- Stores

S/N	SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		Performance Target
				TIMELINE	COST	

S/N	SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		Performance Target
				TIMELINE	COST	
SERVICE PROVISION OF HUMAN RESOURCES RECORD AND REGISTRY (R/R)						
1.	Documentation of new employees	Newly recruited FAAN Staff	Submission of: • Academic credential • CV	24 Hours	Nil	100%

2.	Issuance of the active Personnel File/Archive	All HRA Departments	On Request	24 Hours	Nil	100%
3.	Update of Staff Personnel Files	All FAAN staff	- On request - Provision of relevant information	48 Hours	Nil	100%
4.	Processing of Confirmation of Appointment	Newly recruited FAAN Staff	On request	48 Hours	Nil	100%
SERVICE PROVISION OF DATA MANAGEMENT						
5.	Update Personnel File Electronically	All HRA Departments	- On Request - Provision of relevant information	As the need arises	Nil	100%
6.	Generating/Reconciliation of staff salary input with Account Department	All FAAN staff	Total compliance	5 Workings	Nil	100%
7.	Updating and Production of monthly Nominal roll	All FAAN staff	Total compliance	24 Hours	Nil	100%
SERVICE PROVISION OF PERFORMANCE MANAGEMENT						
1.	Conduct promotion exercise	All FAAN staff	- Submission APER Form - Write promotion exams	24 Hours	Nil	100%
2.	Upgrading & Conversion of eligible staff.	All FAAN staff	- On request - Submission of acquired academic qualification	48 Hours	Nil	100%
3.	Advancement of eligible staff	- Lawyers - Engineers.	Nil	48 Hours	Nil	100%
4.	Verification Of Statement Of Results/Certificates	All FAAN staff	Submission of certification	48 Hours	Nil	100%
SERVICE PROVISION OF PENSIONS UNIT						
5.	Registration of new employees with approved Pension Fund Administrators (PFAs)	Newly recruited FAAN Staff	Submission of: - Appoint letter - NIN	24 Hours	Nil	100%
6.	Issuance of Clearance Certificate	All existing FAAN Staff	Submission of clearance certificates from relevant departments &	48 Hours	Nil	100%

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			banks - Notice of three months before retirement - One-month basic pay in lieu			
SERVICE PROVISION OF INDUSTRIAL RELATIONS						
2.	Resolve Inter/Intra Employee Conflicts	- All FAAN Staff - Stakeholders	- Lay complain - Attend resolution meeting	5 working days	Nil	100%
3.	Response to Petitions/Appeals	- All FAAN Staff - Stakeholders	- Write Petitions/Appeals - Attend resolution meeting	48 Hours	Nil	100%
RECRUITMENT, TRANSFER & POSTING						
4.	Recruitment	General public	- Academic credential - CV	As the need arises	Nil	100%
5.	Offer/Renewal of Contract Appointment	- A non Nigerian whose specialized service is seriously required - A Nigerian citizen but above 50 years whose service is required - A non Nigerian married to a Nigerian but yet to be granted citizenship	- Academic credential - CV	As the need arises	Nil	100%
2.	Posting/Transfer/Deployment of Staff on Management Approval	- Posting on request - Management posting	All FAAN staff	As the need arises	Nil	100%
3.	Creating Staff Number for newly Employed and Contract Staff on Navision	Newly recruited Staff & contract staff	All FAAN staff	As the need arises	Nil	100%
4.	Processing of Regularization of hire hands in outstations on Management Approval	Newly recruited	Submission of: - Academic credential - CV	24 Hours	Nil	100%

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1.	Processing Transfer of service and Secondment Requests for Management final Approval	All FAAN staff	On request	24 Hours	Nil	100%
2.	Change of Department of request	All FAAN staff	Application letter	24 Hours	Nil	100%
SERVICE PROVISION OF WELFARE & MANAGEMENT SERVICES DEPARTMENT						
1.	Process Application for all categories of leave	All FAAN staff	Leave Application form	24 Hours	Nil	100%
2.	Process Application for burial Assistance and insurance benefits	All FAAN staff	- Death certificate - Two passport photo of NOK with Account number	5 working days	Nil	100%
3.	Raise salaries and allowance variations	All FAAN staff	- Newly recruited staff - Promotion allowances - Transfer allowances	48 Hours	Nil	100%
4.	Compute cost implication for staff deployed to State/Private Airports	- AVSEC - Operations - ARFFS staff only	State Government concerned	Annually		100%
5.	Conduct Annual Best Staff Awards/Long service awards	All FAAN staff	Nominees from Directorate & out station	Annually	Nil	100%
1.	Provide Employee welfare and other Incentives	All FAAN staff	- Staff Canteen - Staff club - Medical - Financial support	Daily basis	Nil	100%
2.	Organize inter Directorate Games & Partake in Federal Civil Service Games/award nights	All legible FAAN staff	Must be fit for the sport events	Annually	Nil	100%
3.	Facilitate Loan from Management and Bank for staff	All FAAN staff	Application letter from individual staff	12 Hours	Nil	100%
4.	Oversight functions on all staff school across the airports	All FAAN staff school		Annually	Nil	100%
5.	Award of scholarship for staff children	All FAAN staff Children	Committee members	Annually	Nil	100%
6.	Staff wellbeing awareness	All FAAN staff		Annually	Nil	100%
7.	General Management services functions	- Oversight - Management				100%

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8.	2023 Best Staff Award	Recipient	Responsibility	Annually	Nil	100%
9.	Occupational Safety and Health	All FAAN staff	compliance	Annually	Nil	100%
10.	FAAN Mgt Staff Retreat.	All FAAN staff	participation	Annually	Nil	100%
SERVICE PROVISION FOR TRAINING AND HUMAN RESOURCES DEVELOPMENT DEPARTMENT						
1.	Coordinate Training for Staff and Stakeholders	All FAAN staff	Collaboration and involvement	Annually	Nil	100%
2.	Coordinate Training Needs Analysis (TNA) for the Authority	All FAAN staff	Collaboration and involvement	Annually	Nil	100%
3.	Carrying out Nominations/Appraisal Courses	All FAAN staff	Compliance	Annually	Nil	100%
4.	Implement Training Programme	All FAAN staff	Collaboration and commitments	Annually	Nil	100%
5.	Evaluate Training Programme	All FAAN staff	Collaboration and involvement	Annually	Nil	100%
6.	Prepare Quarterly Training Report	Documentation	Responsibility	Annually	Nil	100%
7.	Facility Management and Rentals	- Maintenance - Operations	Accountability	Annually	Nil	100%
8.	Staff Development Process Study Approval (Full & Part Time) Acknowledge receipt of Academic Transcripts Certificate and Statement of Results	All FAAN staff	- Participation - Engagement	Annually	Nil	100%
9.	Requisition and retrieval of staff data from Human Resources Department	- Management - Stakeholders	- Transparency - Integrity	Annually	Nil	100%
10.	Carrying out brief writing/minutes on Study related matters	Documentation	- Responsibility - Commitment	Annually	Nil	100%
1.	Counsel staff on study related matters	All FAAN staff	- Commitment - Participation	Annually	Nil	100%
2.	Process Bond and Agreement for staff on Full Time Study	All FAAN staff	- Compliance - Responsibility	Annually	Nil	
3.	Process Education Grant for the acquisition of ND NCE HND B.Sc PGD Masters Ph.D	All FAAN staff	- Application - Eligibility	Annually	Nil	100%

4.	Process resumption from study leave and reinstatement of salary	All FAAN staff	- Notification - Compliance	Annually	Nil	100%
5.	Process Staff Annual Performance Evaluation Report (APER)	All FAAN staff	- Feedback - Participation - Accountability	Annually	Nil	100%
6.	Manpower Audit in all Airports and Headquarters	All FAAN staff	- Data submission - Compliance - Accuracy	Annually	Nil	100%
7.	Carrying out awareness programme for staff on extant study policy and other related matters	All FAAN staff	- Engagement - Participation - Compliance	Annually	Nil	100%
8.	Supervision of Promotion Examination	- Oversight - Management	- Participation - Compliance	Annually	Nil	100%
9.	Accept and process all matters on NYSC, Industrial Attaches and SIWES Members in FAAN	- Oversight - Management	- Compliance - Accountability - Responsibility	Annually	Nil	100%
1.	Orientation Programme for all NYSC, IT and SIWES	- Oversight - Management - Head of department	- Compliance - Accountability - Responsibility	Annually	Nil	100%
2.	Inspect and counsel all NYSC Industrial Attaches and SIWES Members in FAAN	- Oversight - Management - Head of department	- Compliance - Accountability - Responsibility	Annually	Nil	100%
SERVICE PROVISION OF AVIATION MEDICAL DEPARTMENTS						
1.	Provision drugs and other medical consumables in the clinic	- All FAAN staff - Airport community	- Cooperation - Compliance - Adherence	24 Hours	Nil	100%
2.	Attend to the health/medical needs of all staff	- All FAAN staff - Airport community	- Disclosure - Compliance - Cooperation	24 Hours	Nil	100%
3.	Promotion of health enlightenment talks, seminars bulletins, and health checks for staff.	- All FAAN staff - Airport community - Stakeholders	- Compliance - Cooperation	24 Hours	Nil	100%

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4.	Provide all staff with comprehensive medical services internally and externally.	- All FAAN staff - Airport community	- Cooperation - Compliance	24 Hours	Nil	100%
5.	Periodic comprehensive medical assessment and treatment of identified disease condition	- All FAAN staff - Airport community - Stakeholders	- Adherence - Cooperation - Follow up	24 Hours	Nil	100%
1.	Advice and management of occupational and environmental health hazard	- All FAAN staff - Airport community\ - Stakeholders	- Compliance - Cooperation	24 Hours	Nil	100%
2.	Provision of medical cover for all Airports users, in emergency situations	- All FAAN staff - Airport community\ - Stakeholders	- Timely notification - Cooperation - Compliance - Adherence	24 Hours	Nil	100%
3.	Up to date preparedness for disaster management e.g. aircraft or communicable	- All FAAN staff - Airport community - Stakeholders	- Readiness - Compliance - Coordination	24 Hours	Nil	100%
4.	Pre-employment health assessment for all newly recruited staff of FAAN NAMA and AIB	All newly recruited FAAN staff	- Disclosure - Compliance - Participation	24 Hours	Nil	100%
5.	Provision of health services	- All FAAN staff - Airport community - Stakeholders	- Utilization - Compliance - feedback	24 Hours	Nil	100%
6.	Provided medical services for commercial purposed	- All FAAN staff - General public	Engagement compliance	24 Hours	Nil	100%
1.	Ambulance Services	- All FAAN staff - Airport community - Stakeholders - General public	- Timely notification - Compliance - Accurate information	24 Hours	Nil	100%
2.	Evaluation of Medically compromised passenger for fitness to fly	- Pregnant woman - Passengers with health condition	- Assessment - Documentation - Communication - Compliance	24 Hours	Nil	100%

SERVICE PROVISION OF ADMINISTRATION DEPARTMENT						
	Issue government/FAAN circulars to all Directorate	• All FAAN staff	• Compliance • Cooperation • Accountability • Responsibility	24 Hours	Nil	100%
	Draft administrative policy and procedure for FAAN	• Stakeholders		24 Hours	Nil	100%
	Coordinate effective delivery of official mails & documents with courier services	• Department	• Compliance • Cooperation • Accountability • Responsibility	24 Hours	Nil	100%
	Allocate and coordinate office and staff quarter accommodation	• All FAAN staff	• Compliance • Cooperation • Accountability • Responsibility	24 Hours	Nil	100%
	Management of staff club and canteen	• Stakeholders • Management	• Compliance • Cooperation • Accountability • Responsibility	24 Hours	Nil	100%
	Allocate official vehicle check and recommend pool cars for repairs	• FAAN • Management	• Compliance • Cooperation • Accountability • Responsibility	24 Hours	Nil	100%
	Supervise Office cleaning	• Management	• Cooperation • Accountability • Responsibility	24 Hours	Nil	100%
	Process the procurement of official and security plate numbers.	• Management	• Cooperation • Accountability • Responsibility	24 Hours	nil	100%

SERVICE PROVISION OF STORES DEPARTMENT						
1	Receipt, Issue, Management and Accountability of stock	• Management	• Compliance • Cooperation • Accountability • Responsibility	24 Hours	Nil	100%
2	Maintaining Proper Service Delivery (No Delay in Store Requests)	• Management	• Compliance • Cooperation • Accountability • Responsibility	24 Hours	Nil	100%
3	Management of Stock Items	• Management	• Compliance • Accountability • Responsibility	24 Hours	Nil	100%

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4	Manage PMS/AGO and replenishment of generators	• Management	• Compliance • Accountability • Responsibility	24 Hours	Nil	100%
5	Annual Stock/quarterly Evaluation	• Management	• Compliance • Cooperation • Accountability • Responsibility	24 Hours	Nil	100%
6	Collate Obsolete Items	• Management	• Compliance • Cooperation • Accountability • Responsibility	24 Hours	Nil	100%

SERVICE PROVISION OF STORES DEPARTMENT						
	1. Receipt, Issue, Management and Accountability of stock	• Management	• Compliance • Accountability • Responsibility	24 Hours	Nil	100%
	2. Maintaining Proper Service Delivery (No Delay in Store Requests)	• Management	• Responsibility • Accountability	24hours	Nil	100%
	3. Management of Stock Items	• Management	• Responsibility • Accountability	24hours	Nil	100%
	4. Manage PMS/AGO and replenishment of generators	• Management	• Responsibility • Accountability	24 Hours	Nil	100%
	5. Annual Stock/quarterly Evaluation	• Management	• Responsibility • Accountability	24Hours	Nil	100%
	6. Collate Obsolete Items	• Management	• Responsibility • Accountability	24Hours	Nil	100%



THE DIRECTORATE OF CARGO DEVELOPMENT AND SERVICES

INTRODUCTION

The Directorate is charged with the responsibility of Revenue generation and collection from all Cargo Operations at the major Airports managed by Federal Airports Authority of Nigeria (FAAN) with emphasis on Cargo Export initiative of the Federal Government.

The Directorate has Four (4) Departments to carry out its functions:

- Cargo Development Department: This Department is responsible for strategically enhancing and optimizing the cargo operations within the organization. Its primary focus is to seek development opportunities growth, efficiency, and innovation in the air cargo business
- Cargo Operations Department: This Department oversees the efficient handling and transportation of general and bulk cargo. Its primary focus is to optimize operational processes, ensure compliance and enhance overall efficiency.
- Specialized Cargo Services Department (Pharma etc) is responsible for managing and optimizing the transportation of specialized cargo, including pharmaceuticals, perishable goods and other temperature-controlled cargo. Its primary focus is to ensure operational efficiency in logistics, compliance with international standards and continuous improvement
- Cargo Partnership and Registration Department: The Department would establish and manage collaborations with other business Stakeholder to enhance services and expand Cargo network.

GOAL

Our primary goal is to enhance the sustainability of Airport operation through improved Cargo Revenue generation and collection.

OBJECTIVES

- To develop strategies and implement processes that will enhance all Cargo operations in the Airports and facilitate improved cargo export.
- Improve trade facilitation through customer service delivery.
- To provide a focused team to drive the Agro Perishable Cargo initiative of the federal government.

To build a strong, knowledgeable and highly motivated cargo team

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SERVICE PROVISION FOR CARGO DEVELOPMENT DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMERS OBLIGATION	SERVICE STANDARD	
				TIMELINE	COST
1.	Provide information on investment opportunities to expand cargo business	- Investors - General public	Request for information	5 working days	Nil
2.	Reconciliation of accounts	Cargo Agent	Submission of : - Manifest - Airway Bill - Invoice - Payment Receipt	2 working days	

SERVICE PROVISION FOR CARGO OPERATIONS DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER S OBLIGATION	SERVICE STANDAR D	
				TIMELINE	COST
1.	Provide adequate storage space to meet the cargo Agent's needs	Cargo Agent	Submit application	Consult with other directorate s involve in providing this service	
2.	Conduct audit of cargo Agent's operation	Cargo Agent	Submit Airway Bill	24 Hours	

SERVICE PROVISION FOR SPECIALISED CARGO DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER S OBLIGATION	SERVICE STANDAR D	
				TIMELINE	COST
1.	Advocate and sensitize on Agro perishable produce for export	- General Public - Investors	Attendance	24 Hours	

SERVICE PROVISION FOR CARGO PARTNERSHIP AND REGISTRATION DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMERS OBLIGATION	SERVICE STANDARD	
				TIMELINE	COST
1.	Registration of personals in all Cargo Terminals at FAAN Airports	- Airlines staff - Investors - Handlers - Cargo Agent	Submit relevant documents	24 Hours	

DIRECTORATE OF LEGAL SERVICES

1.0 OVERVIEW OF THE DIRECTORATE OF LEGAL SERVICES

GOAL

To provide cutting-edge, creative, and result-oriented legal services to the Authority and to serve as a primary resource and partner in all aspects of the Authority's business, growth and development.

OBJECTIVES

In line with the Vision and Mission Statement of the Authority, the main objective of the Directorate is to provide world-class Legal Services to the Authority in the most efficient and effective manner by evolving and transforming the functions of the Directorate to make a greater impact.

DEPARTMENTS

- Board Secretarial Services
- Legal Services

UNITS

- Corporate Services
- Regulatory & Compliance

2.0 FUNCTIONS OF THE DIRECTORATE OF LEGAL SERVICES

2.1 BOARD SECRETARIAL SERVICES: Convene, coordinate, and conduct meetings of the Board of Directors, Committees of the Board, Executive Management, and other Management Meetings as may be directed by the MD/CE. (pre and post-meeting activities), among others.

2.2 LEGAL SERVICES: Manage the Authority's Litigation portfolio and ensure legal representation in Courts, Nigeria Police Force, Anti-Graft Agencies, Labour and Employment matters, Judicial and Administrative Panels of enquiry, etc.

2.3 CORPORATE SERVICES: Draft, prepare and review wide range of Agreements involving the Authority and third parties, such as Leases, Tenancy, Concessions, Supplies, Works, Performance Bonds, Bank Guarantees, etc.

2.4 REGULATORY & COMPLIANCE: Ensure that the Authority conducts its business processes in compliance with laws and

regulations, international standards, and accepted business practices, among others.

3.0 SERVICE PROVISION OF THE BOARD SECRETARIAL SERVICES DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS		Performance Target
				TIMELINE	COST	
1.	Issue letters of offer and other documents to facilitate the implementation of all approvals for allocation of space, concessions, etc.	• Tenants • Concessionaires • Potential Investors	• Complete documentation • Acceptance of offer letter • Makes necessary financial commitments • Compliance to Agreement.	21 working days	See www.faan.gov.ng for the current rate	100%
2.	Convene and conduct meetings	• MD/CE • Board members	• Written request to convene a meeting. • Submission of documents to be discussed.	24 hours	N/A	100%
3.	Provide copies of original statutory documents to requesting departments	• MD/CE • All Directorates	• Formal request	24 hours	N/A	100%

SERVICE PROVISION OF THE LEGAL SERVICES DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS		Performance Target
				TIMELINE	COST	
1.	Issue letter of enlistment to external solicitors	• Legal Practitioners	• Submit request letter for enlistment with company profile addressed to the MD/CE	7 working days	N/A	100%
2.	Dispute Resolution	• Airport users • Concessionaires • Tenants • Contractors • Staff	Submission of: • Complaint letters/Pre-action Notice with details of wrong done and other relevant particulars.	10 working days	N/A	100%
3.	Legal representation at the Police, courts and anti-graft agencies	• All staff	• Written notice	Response within 2 working days	N/A	100%

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5.0 SERVICE PROVISION OF THE CORPORATE SERVICES UNIT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS		
				TIMELINE	COST	
1.	Draft Contract between the Authority and third parties.	- Tenants - Concessionaires - MDA's - Service Providers - Contractors	- Submission of statutory and other relevant documents. - Review and acceptance of draft agreement. - Agreement execution	30 working days	N/A	100%
2.	Processing of Study Bonds	All staff	- Forwards MD/CE's approval. - Details of Guarantor and last pay slip. - Execution of Study Bond.	8 working days	N/A	100%

6.0 SERVICE PROVISION OF THE REGULATORY AND COMPLIANCE UNIT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	DELIVERY STANDARDS		Performance Target
				TIMELINE	COST	
1.	Enforce compliance of breach of terms and conditions of Agreement between the Authority and its customers.	- Tenants - Concessionaires - MDA's - Service Providers - Contractors	Detailed Complaint letter.	10 working days	N/A	100%
2.	Develop regulatory policies	- Staff - Tenants - Concessionaires - MDA's - Service Providers	Total compliance with developed policies.	168 working days		100%
3.	Conduct compliance audits	- Staff - Tenants - Concessionaires - MDA's - Service Providers	Total compliance with developed policies.	28 working days		100%
4.	Conduct sensitization on Develop regulatory policies	- Staff - Tenants - Concessionaires - MDA's - Service Providers	Total compliance with developed policies.	10 working days		100%
5.	Respond to Freedom of Information (FOI) requests submitted by individuals or organisations.	- NGO's - MDA's - General public	Written request for information	Response within 5 working days	N/A	100%
6.	Sensitization of staff on FOI	All staff	- Compliance - Attendance at awareness trainings	10 working days	N/A	100%

DIRECTORATE OF SPECIAL DUTIES

Introduction: The Directorate of Special Duties was created to complement the activities of other directorates at the FEDERAL AIRPORTS AUTHORITY OF NIGERIA.

Objectives: The Directorate was created to serve several purposes, including but not limited to the following:

- To handle critical tasks and projects targeted at actualizing the Ministerial reforms on EFFICIENCY AND EXCELLENCE in FAAN, aligned with the strategic objectives and priorities of FAAN to contribute directly to its overarching goals and mission.
- To respond quickly to emerging challenges, changing priorities, or unique circumstances, necessary for the growth and development of FAAN.
- To provide the flexibility needed to address evolving needs and circumstances within FAAN.
- To enhance organizational effectiveness, agility, and resilience by providing dedicated resources and expertise to address specialized tasks, challenges, and opportunities.
- To equip and enhance FAAN's leadership to enable it to address unique challenges, capitalize on opportunities, and fulfil its mission and objectives effectively.
- To carry out other functions and tasks assigned by the MD/CE of FAAN for strategic purposes.

The Directorate is made up of two (2) Departments and one (1) Unit namely:

- **The ASQ Department:** a specialized department that has monitoring (oversight) and compliance functions. It was recently created as a department under the **SPECIAL DUTIES DIRECTORATE** to ensure that the quality of services and infrastructure at all airports owned and managed by FAAN is optimal. It also ensures that adequate and quick interventions are deployed to mitigate sub-optimality and guarantee compliance with applicable global standards. The Department has three core units, namely –

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ASQ Monitoring & Evaluation Unit

ASQ Compliance Unit.

- **The Special Duties Department:** handles critical tasks and projects targeted at strategic objectives and priorities of FAAN in order to contribute directly to its overarching goals and mission. It is also responsible for overseeing critical functions that are essential for FAAN's operational success. The department typically handles tasks that are multi-dimensional, spanning operations, safety, regulatory compliance, quality assurance, environmental management, training and development, emergency response planning, special projects, and many more. The department has four core units, namely:

Special Project Unit (SPU)

Adhoc Project Unit (APU)

Service Delivery & Special Project Monitoring Unit (SDSPMU)

- **The OSS/PEBEC Unit:** has the mandate to currently carry out the following functions, has multifaceted structure in that it is both internal and external. It is comprising of four (4) sub units namely:

Enquiries and call centre unit

Administration and compliance unit

The PEBEC Unit

Information and Database Unit.

The ONE STOP SHOP/ PEBEC OFFICE

The one stop shop, which has the mandate to currently carry out the following functions, has multifaceted structure in that it is both internal and external.

MANDATE OF ONE STOP SHOP (OSS/PEBEC)

1. Promote compliance to Ease of Doing Business in FAAN (EODB).
2. Monitor and Evaluate compliance to the Executive Order 001 (E01) of 2017 and Business facilitation act (BFA) in airports.
3. Champion PEBEC initiatives.
4. Eliminate unnecessary bureaucratic bottlenecks for Ease of

Doing Business.

5. Receive and facilitate enquiries from potential investors.
6. Facilitate the processing of applications for services in FAAN by liaising with Directorate of Commercial and Business Development.

SERVICES OF ONE STOP SHOP/PEBEC

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	Service Standards		Performance Target
				TIMELINE	COST	
1	Sensitize staff on Executive order 001 for Ease of Doing Business.	- All departments - Investors - Concessionaires, - Passengers - Stakeholders	- Participate in the training or feedback session - Share expectations and requirements - Report complaints & concerns - Engage in open communication	3 Working days	Nil	100%
2	Conduct Ease of Doing Business (EoDB) survey in FAAN/Airports.	- investors - Customer	- Participate in the survey - Provide suggestions for improvement	Provide timeline/Quarterly	Nil	100%
3	Carry out Mystery Shopping in airports with the aim of identifying impediments to Ease of Doing Business.	- Investors - Customers	Copliance	Provide timeline /Monthly	Nil	100%
4	Review & publish process flow on FAAN website for Ease of Doing Business in accordance with current organizational realities.	- All departments, - Investors - customers	- Report inconsistencies or difficulties - Suggest process improvements - Review & comment on published process flow - Verify accuracy of information - Recommend clarity and simplicity - Advocate for regular update	Provide timeline /Annually		100%
5	Create awareness on Business Facilitation Act and ensure compliance and enforcement across MDAs within the airport.	- All FAAN departments, - investors - contractors	- Participate in awareness programs & workshops - Engage with the Ease of Doing Business Team - Suggest improvements to Business facilitation processes - Support policy reforms - Utilize business facilitation platforms	Provide timeline/Fortnightly		100%
6	Respond to enquiries from potential investors via email, phones, and letters.	- Potential investors - Customers	- Provide accurate and comprehensive information - Ensure clarity & transparency in communication - Provide additional information & support as needed	24/7		100%



31. DIRECTORATE OF AIRPORT OPERATIONS

The Directorate oversees Airport Operations, ensuring compliance with International Aviation Standards. It consists of five departments:

- Airport Operations: Manages passenger movement and safety
- Airfield Operations: Oversees airside activities
- Aerodrome Rescue & Fire Fighting Service (ARFFS): Provides emergency response
- Environmental Services: Focuses on environmental management
- Regional Airport Services: Evaluate aerodrome activities, monitor implementation etc.

Goal: Position airports among the best globally

Objectives: Ensure compliance with international standards, prioritize passenger comfort and safety, and meet operating aircraft requirements

SERVICE PROVISION OF OPERATIONS DEPARTMENT

S/ N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		PERFORMANCE TARGET
				TIMELINE	COST	
1	Ensure compliance with ICAO SARPs in Day-to-Day Airport Operations / Activities	- All Airport Users - Staff inclusive	Total compliance to set Guidelines	Daily/ Quarterly inspection from Headquarters	NIL	NIL
2	Provide Information Notices, NOTAM , Signage & FIDS)	- Stakeholders - Airlines - Passengers	Adherence to all Notices , Announcements and Information passed	N/A	NIL	NIL this only comes up when the need arise
3	Review of Aerodrome Emergency Procedure (AEP)	Stakeholders	Total compliance	Bi-annually	The cost of AEP is captured in the Airports budget	This is to be done twice a year
4	Conducts Environmental assessment to ensure safety	Stakeholders	Total compliance	Provide	NIL	This is also based on request

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5	Collate Aircraft/ Passengers/ Cargo/ Mail & Dissemination	Stakeholders	- Regular Request for Information - Non alteration of Information	N/A	NIL	This is also based on request
6	Carry out General Passenger Facilitation (Landside, Car Parks, & Terminal Buildings)	- All Airport Users - Stakeholders	Adherence of Guidelines, Signage, Instructions and Announcements	24 Hours	NIL	N/A
7	Airport Service Quality (ASQ) survey of Customers' experience. (Lagos & Abuja Airports)	- All Airport Users - Stakeholders	Respond to surveys	Quarterly	Nil	Target is to win the best Airport among those FAAN Airports are paired with

SERVICE PROVISION OF AIRFIELD OPERATIONS DEPARTMENT

SERVICE PROVISION OF REGIONAL AIRPORT SERVICES DEPARTMENT

S/ N	SERVICE	CUSTOMERS	CUSTOMER OBLIGATION	DELIVERY STANDARDS		PERFORMANCE TARGET
				TIMELINE	COST	
1.	Apron control	Air-side Stakeholders: (Airlines, Fueling companies, Maintenance contractors, Air-side Drivers, All airfield staff)	Total Compliance to SARPs	24 Hours	Nil	100%
	Provide Marshaling services	Airlines	Total Compliance to SARPs	24 Hours	Nil	100%
4.	Carrying out Environmental assessment to ensure airfield safety	All airside personnel	Total Compliance to SOPs	24 Hours	Nil	100%
1	Support Airports to enhance and maintain airport service quality, standards and procedures in compliance with ICAO SARPs for aeronautical services.	Stakeholders Airlines Airport users	Total compliance to set obligations	Daily	NIL	100%
2	Airport performance monitoring and evaluation of service levels for all service providers [aeronautical and non-aeronautical services] at landside, terminal buildings and air-sides to improve business and services performance.	Airlines Stakeholders Concessionaires Airport users	Total compliance	Quarterly	NIL	100%

3	Co-ordinate Airports Facility, Audit, Inspections, Compliance checks and Gaps analysis.	Airlines Airport users Passengers (ASQ)	Total compliance	Monthly	NIL	100%
4	Actively participate in Infrastructure planning and design from concept to reality and ensure stakeholder requirements are met.	Stakeholders Concessionaires	Full participation	As the needs arises	NIL	100%
5	Provide strategies and future proof solutions based on operation and infrastructural requirements are met.	Airlines Passengers	Adoption of Reports for implementation	Bi-annually	NIL	100%
6	Conduct ORAT [Operational Readiness and Airport Transition] for expanded or new Airport facilities.	Stakeholders Airlines Handlers	Full participation	As the need arises	NIL	100%

SERVICE PROVISION OF AERODROME RESCUE AND FIRE FIGHTING SERVICE (ARFFS)

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		Performance Target
				TIMELINE	COST	
1	Response to emergencies	- Airline operators - Airport users	- Compliance with the SARPs - Report emergencies promptly - Provide accurate information during incidents. - Adhere to fire safety protocols - Report potential fire hazards.	- Airlines craft emergencies: Meet ICAO Annex 14 Vol. I, which requires a response time of 2-3 minutes with full firefighting and rescue capability. - Immediately report of other emergency is received, we deploy provided there is no aircraft emergency concurrently. Three months, subsequently review will be structural, operational changes going on in the airport, general review done every two years.	Nil	100%
2	Design Airport Emergency Plan	- Airport Management - Airline operators - Emergency response teams.	Provide feedback on design for improvement.		Nil	100%

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3	Develop /review Standard Operating Procedure (SOP) in terms of firefighting and emergency response	- ARFFS personnel - Stakeholders.	- Familiarize themselves with updated procedures - Adhere to them during operations.	Within two weeks, subsequent review is subject to changes in operation, equipment, structure etc.. i.e as the need arise.	Nil	100%
4	Sensitize/train airport communities on their responsibilities during aircraft emergencies.	- Airport staff - Stakeholders - Local residents.	- Attend training sessions - Follow emergency procedures.	5 Working days	Nil	100%
5	Conduct recovery of disabled aircraft on runways to ensure swift resumption of flight operations.	- Airline operators - Airline Users - Airport Management - Regulatory authorities.	- Provide accurate information regarding the aircraft's condition - Cooperate with recovery teams	- Achieve runway clearance within the ICAO recommended time frame of 90 minutes as per ICAO Annex 14, Vol. I. - Others subject to the situation and location	Provide Nil	100%
5	Provide multipurpose fire simulator training	- ARFFS personnel - Other emergency responder.	- Participate in scheduled simulator training - Apply learned skills in real scenarios	Offer simulator training sessions quarterly as per ICAO Doc 9137 guidelines with scenarios based on recent incidents.	Re-validation: 10 Working daysBasic:90 Days	100%

SERVICE PROVISION OF ENVIRONMENTAL SERVICES DEPARTMENT

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		PERFORMANCE TARGET (%)
				TIMELINE	COST	
1.	Environmental Maintenance	- Passengers - Staff - Airport concessionaires - Contractors	Compliance from all airport users, staff, and sister agencies on environmental policy.	24 hours daily	NIL	100

2.	Assessment of Environmental Impact Statements (EIS) and Post Impact Assessment (PIA).	- Proposed airport concessionaires - Airport concessionaires - FAAN - Other Stakeholders	Submission of detailed Environmental Impact Assessment (EIA) report.	10 working days to complete review	NIL	100
3.	General Cleaning Performance Assessment	- Cleaning Contractors - Stakeholders	- Excellent service delivery based on organizational standards - Excellent service delivery as stated in the contracts.	Monthly	NIL	75
4.	Assessment of Pest control and Fumigation	- FAAN - Sister Agencies - Contractors	Granting access to offices and homes to carry out fumigation exercise on scheduled days and time.	- Fumigation – Quarterly - De-contamination – Every 2 Months	NIL	75
5.	Bird/wildlife hazard management on or in the vicinity of the Nation's aerodromes.	- Staff - Airline operators - Airport users	- Adherence to policy on bird/wildlife hazard - Adherence to NOTAMs - Timely submission of incidence reports for review. - Participation in Local Bird-strike	Daily, Weekly, Monthly.	NIL	100



THE DIRECTORATE OF FINANCE AND ACCOUNTS

INTRODUCTION

The Directorate of Finance and Accounts is made up of Four (4) Departments, which are headed by General Managers. The General Managers report to the Director, Finance and Accounts (DFA) for efficient operation and delivery of services. The Departments are:

1. Finance;
2. Credit Control;
3. Accounts and;
4. Revenue.

GOAL

To be the best in compliance with Accounting Standards and Financial Regulations.

OBJECTIVE

To give useful accounting and financial information that enable sound economic decisions in the Aviation world

S/N	SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD			PERFORMANCE TARGET
				Timeline	Cost		
		SERVICE PROVISION OF ACCOUNTS DEPARTMENT					
1.	Issuance of Tax Clearance Card	- All FAAN Staff	- Submit Tax Clearance Form	3 Months	Nil		100%
2.	Stock Verification	- All FAAN Airport Stations	- Nil	5 working day	Nil		100%
3.	Group Life Insurance	- FAAN Staff	- Nil	3 Months	As stated in the claim voucher		100%
4.	Processing for Vendor's payment	- Contractors	- Letter of acceptance - Letter of Award - Bill of Quality (BOQ) - Vendor Invoice - Payment Certificate - Ministerial Agreement (i.e. PTB, MTB) - Distribution List (for only supply)	3 working days	As stated in the management approval		100%

THE LOCAL SERVICE CHARTER

SERVICE PROVISION OF CREDIT CONTROL DEPARTMENT

5.	Debt Reconciliation and Recovery	- Airlines - Concessionaires - Handling companies - Private & State-owned Airports - Governments Agencies	- Provide reconciliation records - Comply with payment terms	3 working days	Nil	100%
6.	Sanctioning for default in payment of debts	- Airlines - Concessionaires - Handling companies - Private & State-owned Airports - Governments Agencies	- Make payment within the credit period - Safeguard valuables under sanctions	In line with FAAN Credit Policy	Nil	100%
7.	Processing debit and credit note for invoice or payment adjustment	- Airlines - Concessionaires - Handling companies - Private & State-owned Airports - Governments Agencies	Submit: - Application for credit or debit note - Evidence of payment (where applicable) - Copy of receipt and invoice in dispute	10 working days	Nil	100%
8.	Create Ledger for Customers	- Airlines - Concessionaires - Handling companies - Private & State-owned Airports - Governments Agencies	Submission of: - Invoice - Receipt	5 working days	Nil	100%
9.	Customer complaint (dispute resolution)	- Airlines - Concessionaires - Handling companies - Private & State-owned Airports - Governments Agencies	- Formal letter of complaint to Airport Manager & General Manager Commercial Services - Copy of invoice/bill under dispute	7 working days	Nil	100%
SERVICE PROVISION OF FINANCE DEPARTMENT						
10.	Prepare salaries, pension and other allowances	- All FAAN Staff	- Staff must be regular to work	- 5 working days	Nil	100%
11.	Staff Loans	- All FAAN Staff	- Staff must meet the requirements in the FAAN condition of service. - Make application	5 working days	Nil	100%
12.	Payment of Staff claims	- All FAAN Staff	- Obtain approval to embark on official duty	5 working days	Nil	100%
13.	Payment to Contractors	- Contractors	- Must obtain letter of Award - Job completion - Audit Clearance	24 hours	Nil	100%

14.	Revenue receipting	- Airlines - Concessionaires - Handling companies - Private & State-owned Airports - Governments Agencies	- Ministerial Agreement (i.e. PTB, MTB) - Obtain Invoice	24 hours	Nil	100%
15.	Statutory Obligation (Taxes, PFAs)	- Government Institution (i.e. Tax Authority & Pension Administrator)	- Statutory Obligation	7 working days	Nil	100%
SERVICE PROVISION OF REVENUE DEPARTMENT						
16.	Revenue task force on critical / Bad debt recovery	- Airlines - Concessionaires - Handling companies - Private & State-owned Airports - Governments Agencies	- Compliance - Payments on invoices raised	- 7 working days - 6 Months - 12 Months	Management approval cost	100%
17.	Consistency in revenue drive	- Airlines - Concessionaires - Handling companies - Private & State-owned Airports - Governments Agencies	- Strictly adherence to FAAN policies on revenue issues	- 30 working days	As per management regulation	100%

AVIATION ACRONYMS/ABREVIATIONS

TERMS	TRANSLATIONS
AEP	Aerodrome Emergency Procedure
AIB	Accident Investigation Bureau
AIS	Aeronautical Information Services
AME	Aircraft Maintenance Engineering
AMO	Aircraft Maintenance Organization
APS	Apron Services
AMS	Applied Meteorological Services
AMSS	Automatic Message Switching
ANRs	Air Navigation Regulations
ASI	Aviation Safety Inspector
ATA	Aviation Training Academy
ATC	Air Traffic Control
ATE	Aeronautical Telecommunications Engineering
ATM	Air Traffic Management
ATN	Aeronautical Telecommunication Network
ATNS	Air Traffic Navigation Service
ATS	Air Traffic Services
ATS/COM	Air Traffic Services/Communication
AVGAS	Aviation Gasoline
AVSEC	Aviation Security
BASA	Bilateral Air Services Agreement
B/WHs-	Bird and Wildlife Hazard control
CAA	Civil Aviation Authority
CBT	Computer Based Training
CFO	Central Forecast Office
CNS	Communication, Navigation Surveillance
ETS	Engineering and Technical Services
FAAN	Federal Airports Authority of Nigeria
FEC	Federal Executive Council
FIDS	Flight Information Display System.
FMA	Federal Ministry of Aviation
FMD	Flight Maintenance Department
GIS	Geographic Information System
GNSS	Global Navigation Satellite System
HR	Human Resources
ICAO	International Civil Aviation Organization
ICT	Information and Communication Technology

IGR	Internally Generated Revenue
ILS	Instrument Landing System
LAN	Local Area Network
LB	Locator Beacon
MDA	Ministries, Departments and Agencies
MGS	Millennium Development Goals
NAFIS	Navigational Aids Flight Inspection & Surveillance
NAMA	Nigerian Airspace Management Agency
NEMA	National Emergency Management Agency
NAVAIDS	Navigational Aids
NCAA	Nigerian Civil Aviation Authority
NCAT	Nigerian College of Aviation Technology
NCAR	National Centre for Atmospheric Research
NDB	Non-Directional Beacon
NDT	Non-Destruction Testing
NIMET	Nigerian Meteorological Agency
NOTAM	Notice to Airmen.
R&T	Research and Training
SAHCO Plc	Skyway Aviation Handling Company Plc
SARP	Standard and Recommended Practices
SES	Safety Electronic Services
WAN	Wide Area Network
MD/CE	Managing Director/Chief Executive
DHR/A	Director Human Resources and Administration
DAO	Director Airport Operations
DASS	Director Aviation Security Services
DES	Director Engineering Services
DFA	Director Finance and Accounts
LA	Legal Adviser
GM	General Manager
DGM	Deputy General Manager
AGM	Assistant General Manager
RAM	Regional Airport Manager
AM	Airport Manager
TM	Terminal Manager