



**NATIONAL BUREAU OF STATISTICS**

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# SERVICE CHARTER



**2026 - 2028**

# FOREWARD



In line with the Federal Government's Service Compact with all Nigerians (SERVICOM) initiative, which requires all Ministries, Departments and Agencies (MDAs) to develop Service Charter, the National Bureau of Statistics (NBS) has produced this Charter to strengthen service delivery, transparency and accountability within the Bureau and across Nigeria's wider statistical system.

The development of this Service Charter aligns with the Bureau's strategic objectives and reflects our commitment to providing timely, reliable, and high-quality statistical information to support evidence-based decision-making, effective governance, and national development.

This Charter outlines the services provided by the Bureau, the standards we are committed to upholding, and the mechanisms in place to ensure effective and efficient service delivery. It also defines the Bureau's roles and responsibilities with respect to its stakeholders and establishes clear channels for feedback.

The National Bureau of Statistics remains committed to improving access to statistical information through various dissemination platforms and to ensuring that our services are responsive to the needs of government, the private sector, researchers, and the public.

We encourage all users and stakeholders to use this Charter as a guide for engaging with the Bureau and providing feedback that supports continuous improvement in our service delivery.

**Prince Adeyemi Adeniran**

Statistician-General of the Federation/CEO

2026

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To fulfill the Federal Government's mandate for enhanced service delivery, SERVICOM (Service Compact with All Nigerians) was established in 2004 as a Presidential Initiative. Designed to foster efficiency, transparency, and accountability across all Ministries, Departments, and Agencies (MDAs), SERVICOM serves as a social contract between the government and its citizens. By mandating each government agency to publish a Service Charter, the initiative ensures a commitment to service excellence, ultimately aiming to maximize public satisfaction and guarantee quality service for all users.

The National Bureau of Statistics (NBS) as the apex statistical agency in Nigeria, and the official custodian of National Statistics, developed its service charter in 2024 and revised in 2026 to cover a two year period 2026 - 2028. This Service Charter communicates the Bureau's commitment to delivering quality services, clarifies the services being offered and outlines the standard stakeholders can expect. It also serves as a frame for accountability and continuous improvement in service delivery.



## VISION STATEMENT



To become one of the foremost and modern knowledge-based National Statistical Offices in Africa and indeed the world.

## MISSION STATEMENT



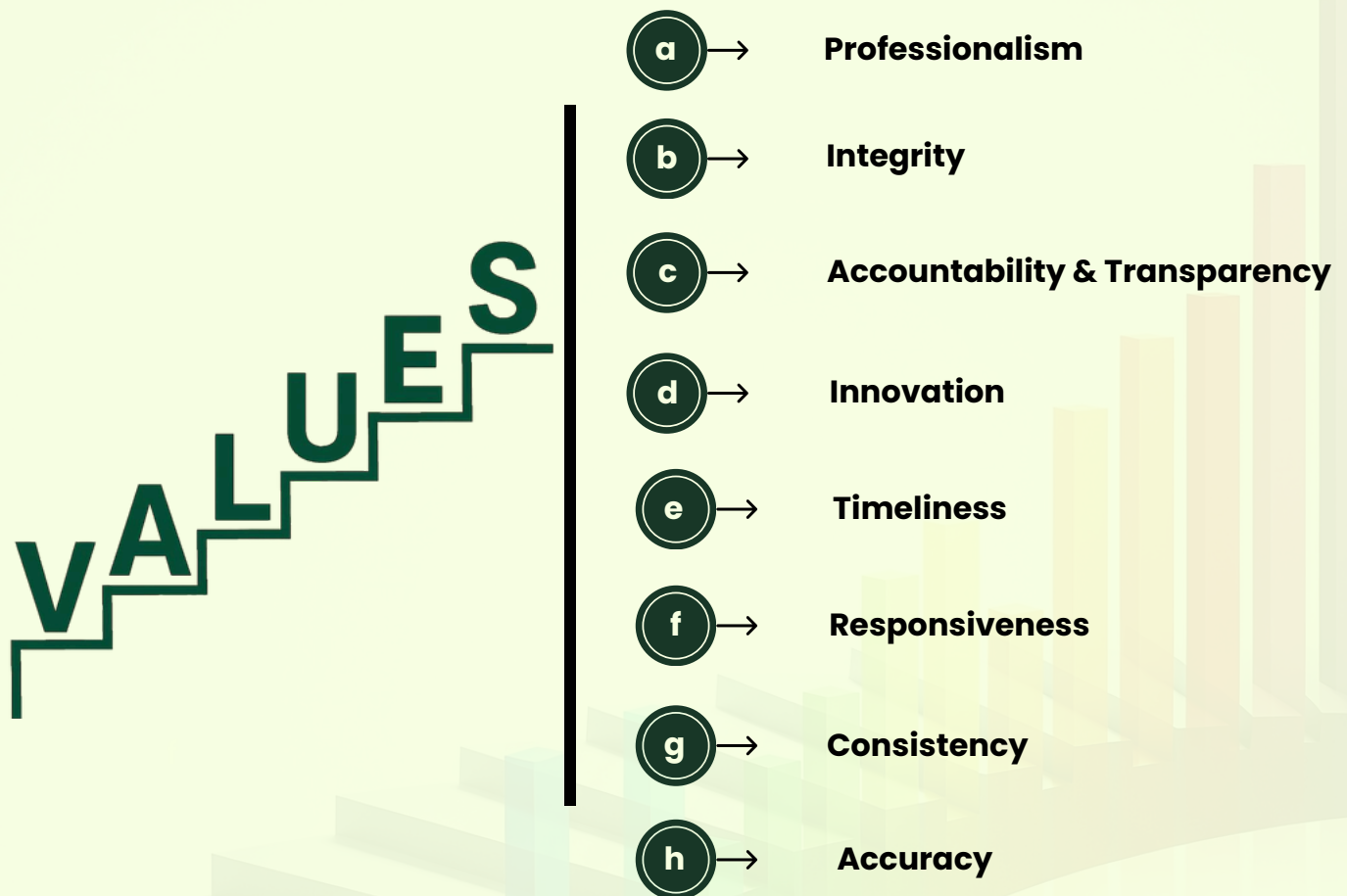
To generate, on a continuous and sustainable basis, socio-economic statistics on all facets of development in Nigeria.



In accordance with the Statistics Act, 2007, the Bureau is mandated to carry out the following functions:

- a. Co-ordinate the National Statistical System (NSS);
- b. Advise the Federal, State and Local Government on all matters related to statistical development;
- c. Develop and promote the use of statistical standards and appropriate methodologies in the system;
- d. Collect, compile, analyse, interpret, publish and disseminate statistical information alone or in collaboration with other agencies, both governmental and non-governmental agencies;
- e. Develop and maintain a comprehensive national data bank by encouraging unit of line ministries and agencies develop their sectorial data bank and forward to the Bureau;
- f. Provide a focal point of contact with international agencies on statistical matters; and
- g. Carry out all other functions relating to statistics as the Federal Government only assign to the Bureau.

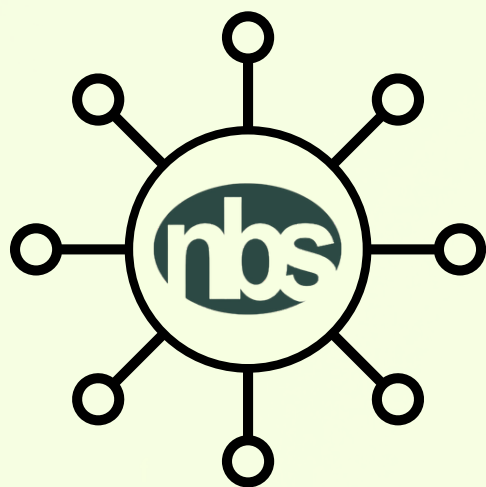
The operations of the Bureau are guided by the United Nations' Fundamental Principles of Official Statistics and the African Union Charter on Statistics. Accordingly, the Bureau is guided by the following core values:



# PURPOSE OF THE NBS SERVICE CHARTER



The National Bureau of Statistics (NBS) aims to foster a culture of excellence and professionalism in the provision of statistical information and services by implementing this Service Charter. The Charter is designed to:



a. Improve the quality and relevance of data generated in Nigeria



b. Strengthen stakeholders' confidence in official statistics



c. Ensure the accuracy, credibility, and transparency of statistical outputs



d. Clearly outline the Bureau's roles and responsibilities in the collection, processing, analysis, and dissemination of data



e. Promote ethical practices, including data confidentiality



f. Enhance accessibility of statistical reports to support informed decision making and policy formulation



g. Provide channels for stakeholders to give feedback, lodge complaints, and seek redress on services received



The National Bureau of Statistics engages with the following stakeholders:

## **Intra-Customer**

- a. Staff of the National Bureau of Statistics
- b. Ad-hoc Staff

## **Inter-Governmental and Domestic Stakeholders**

- a. Federal, State, and Local Governments
- b. National Assembly and Policy Makers
- c. Ministries, Departments, and Agencies (MDAs)
- d. Research and Academic Institutions
- e. Private Sector and Non-Governmental Organisations (NGOs)
- f. Media Organisations
- g. Civil Society Organisations (CSO)
- h. Professional Bodies and Consultants
- i. Citizens and the General Public

## **International Stakeholders**

- a. Development Partners and International Organisations (including but not limited to multilateral and bilateral agencies)





The services provided by the Bureau can be categorised into the following:

- a. Provision of Social & Economic Statistics
- b. Coordination of the National Statistical System (NSS)
- c. Development of Methods and Standards for Official Statistics
- d. Provision of advisory services to Federal, State, and Local Governments on statistical development
- e. Rendering research assistance to the public
- f. Liaison with international agencies on statistical matters

All statistical outputs shall be monitored against the approved Data Release Calendar. Daily tracking shall be carried out via the Bureau's official website ([www.nigerianstat.gov.ng](http://www.nigerianstat.gov.ng)), and quarterly compliance reports shall be submitted to Management and SERVICOM.

# COMPLAINTS / GRIEVANCE REDRESS MECHANISM



The Bureau provides accessible and responsive channels for stakeholders to lodge complaints and seek redress where dissatisfied with services rendered.



## Channels for Complaint Lodgement

Customers and stakeholders may seek redress through this channel:

### The Nodal Officer

### The Reform Coordination and Service Delivery Department

National Bureau of Statistics

No. 1, Wole Olanipekun Street

Off Constitution Avenue, Central Business District,

Garki, Abuja.

Email address: **Complaints@nigerianstat.gov.ng**

Contact No.: **07074742290 or 07074742291**



## Acknowledgement of Complaints

All complaints shall be acknowledged within one (1) working day of receipt, and investigation will commence almost immediately.



## Investigation Process

The relevant department(s) shall promptly review complaints, engage all concerned parties, and ensure fair and objective handling of each case.



## Resolution Timeline

Complaints with minimal review shall be resolved within five (5) working days. While those with complex issues that require detail investigation, may take longer duration.



## Feedback to Complainant

Complainants shall be informed of the status and final outcome of their complaints within the resolution period.



## Confidentiality and Privacy

All complaints are handled with strict confidentiality and impartiality. Personal information is managed with the utmost privacy, ensuring full compliance with service delivery standards and applicable data protection regulations.

# OBLIGATIONS OF THE BUREAU TO CLIENTS ⋮ ⋮ ⋮



The National Bureau of Statistics (NBS) is committed to providing timely, reliable, and accessible statistical services to all clients and stakeholders. Accordingly, the Bureau shall:

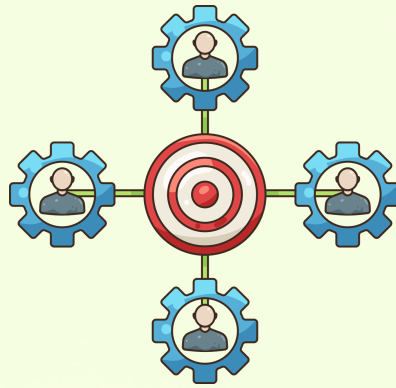
- a. Ensure that all surveys and statistical reports are released in accordance with the approved Data Release Calendar (e.g., monthly, quarterly, and annual publications such as CPI Inflation report, GDP report and other socio-economic reports).
- b. Make statistical data and reports readily available to users through:
  - The official NBS website ([www.nigerianstat.gov.ng](http://www.nigerianstat.gov.ng))
  - The NBS Data Shop (hard copy accessible where applicable)
- c. Provide timely, accurate, and reliable socio-economic statistics in formats that are user-friendly and meet stakeholder needs.
- d. Ensure that all data products and services are presented in clear, accessible, and easy-to-understand formats.
- e. Attend to requests for statistical data and services within reasonable and clearly defined timelines.



To enable NBS to deliver efficient and high-quality services, customers and stakeholders are expected to:

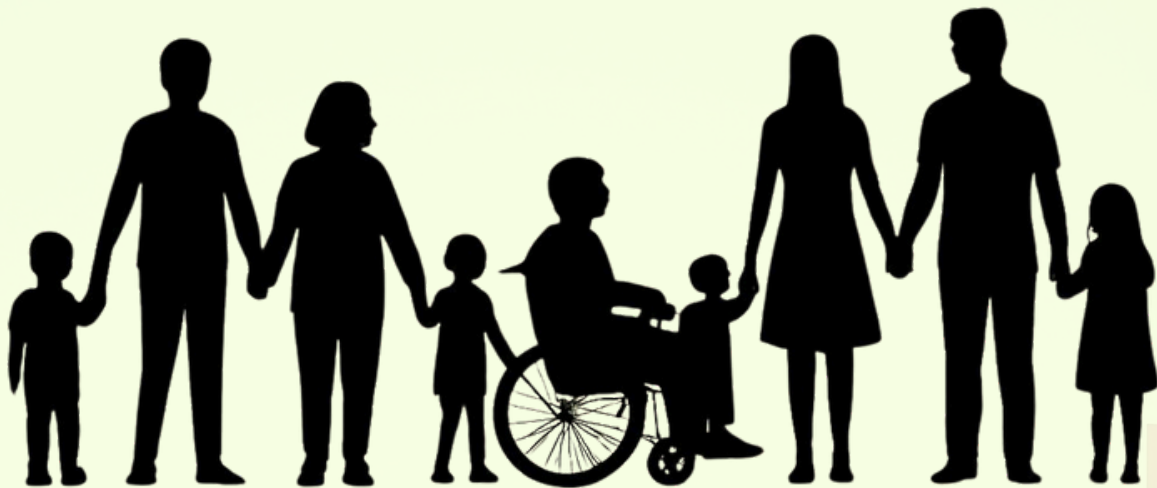
- a. Make formal applications when requesting statistical data, reports, or related services.
- b. Access services through designated platforms, including:
  - NBS website ([www.nigerianstat.gov.ng](http://www.nigerianstat.gov.ng))
  - NBS Data Shop (hard copy accessible where applicable)
  - Other official communication channels
- c. Ensure that all information supplied to the Bureau are correct, verified, and allow sufficient time to process requests effectively.
- d. Adhere to established processes, requirements, and timelines for accessing services.
- e. Engage with staff in a respectful and orderly manner, allowing due process in service delivery.
- f. Offer feedback, including complaints and suggestions, to support continuous service improvement.

**Note: Except where otherwise provided by an existing Law, all data & Statistical products published by the Bureau are available upon request free of charge.**



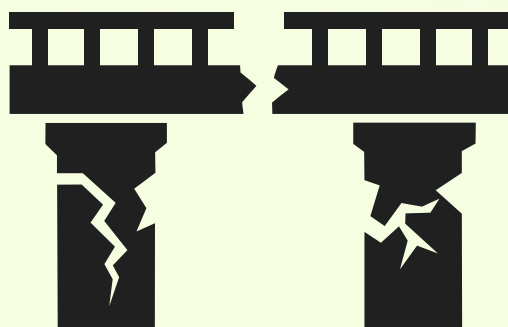
The National Bureau of Statistics (NBS) shall promote active stakeholder participation in its service delivery and statistical production processes through structured and collaborative engagement. Stakeholder participation shall include:

- a. Collaboration with Relevant Agencies and Partners
- b. Periodic Stakeholder Engagements
- c. Consultation in Statistical Activities
- d. Feedback Mechanisms



The National Bureau of Statistics is committed to ensuring that its services are accessible and inclusive for all clients, including people with special needs and vulnerable groups. The Bureau shall provide multiple service delivery channels, both physical and digital, to accommodate individuals with varying needs. Reasonable support shall be available to people with disabilities at service points, including assistance from designated staff where required. Information and statistical outputs shall be communicated in clear, simple, and user-friendly formats to ensure ease of understanding for all users. The Bureau shall also leverage its website and other digital platforms to enhance remote access to services. Accessibility provisions shall be reviewed periodically and improved in line with best practices and stakeholder feedback.

# EXISTING LIMITATIONS



The Bureau operates within constraints that may affect the timeliness of its service delivery. These issues mainly revolve around data inputs/supply from external stakeholders, such as Ministries, Departments, and Agencies (MDAs), as well as non-responses from households and businesses during field operations. Despite these limitations, the Bureau remains committed to continuous improvement and shall take all reasonable steps to minimize its impact and ensure the delivery of reliable and timely statistical services.



The Bureau's Service Charter will be reviewed and published on the official website at an interval of two years.

# COMPLAINT AND REDRESS OFFICER CONTACT



**3rd Floor, Wing A, Room 8**  
**National Bureau of Statistics**  
**No. 1, Wole Olanipekun Street**  
**Off Constitution Avenue, Central**  
**Business District,**  
**Garki, Abuja.**

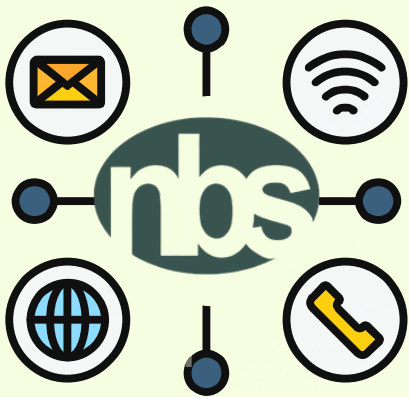


**[Complaints@nigerianstat.gov.ng](mailto:Complaints@nigerianstat.gov.ng)**



**07074742290 or 07074742291**

# OFFICIAL COMMUNICATION CHANNELS



[www.nigerianstat.gov.ng](http://www.nigerianstat.gov.ng)



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