



# ICPC SERVICE CHARTER



## Foreword

The ICPC Service Charter represents the commitment of the Commission to delivering excellence in every sphere of work and interactions with Nigerians, ensuring professionalism, integrity and efficiency. It outlines basic standards expected of the Commission, and also gives contacts for grievance redress.

The strategies for implementing these services are contained in the ICPC Strategic Action Plan 2024 – 2028. The Strategic Action Plan is further anchored upon the CARE (Culture, Accountability, Responsibility & Efficiency) Policy Thrust of the current management of the Commission which seeks to systematically address weaknesses for improvement while leveraging existing strengths.

I endorse this Charter as a testament of our dedication to a culture of continuous improvement and the highest level of service.

**Dr. Musa Adamu Aliyu, SAN**

*Chairman, ICPC*

*November 2024*

# Introduction

## Establishment

The enabling legislation establishing the Independent Corrupt Practices and Other Related Offences Commission (hereinafter 'the ICPC' or 'the Commission'), was enacted in the year 2000. The Act is the Corrupt Practices and Other Related Offences Act, 2000. The first Board of the Commission was inaugurated on September 29, 2000 by the then President, Olusegun Obasanjo, GCFR.

Established as the foremost agency to spearhead the fight against corruption, its mandate was set out in section 6(a) - (f) of the Act viz: (i) enforcement; (ii) prevention; (iii) education, enlightenment and mobilization.

## Vision Statement

A Nigeria free from all forms of corruption

## Mission Statement

To rid Nigeria of corruption through lawful enforcement and preventive measures.

## Core Values - PIDET

Professionalism, Integrity, Dedication & Tenacity, Excellence, Teamwork

## Departments of the Commission

1. Operations Department
2. Legal Services Department
3. Special Services Department
4. Proceeds of Crime Department
5. Systems Study and Review Department
6. Public Enlightenment and Education Department
7. Planning Research and Review Department
8. Finance & Accounts Department
9. Administration and Human Resources Department
10. Anti-Corruption Academy of Nigeria

## Units of the Commission

1. Internal Audit Unit
2. Procurement Unit
3. Reforms/SERVICOM Unit
4. Protocol Unit
5. Information & Communications Technology (ICT) Unit
6. External Cooperation Unit
7. Internal Security Support Unit
8. Clinic

## SERVICOM in ICPC

SERVICOM stands for Service Compact with Nigeria and all Nigerians. It is an agreement between the Federal Government and citizens to provide quality service.

The ICPC SERVICOM Unit was established in April 2005 in line with the Federal Government circular Ref. No. SGF.19/S.48/C.2/283 of 10th March 2005 directing all MDAs to establish SERVICOM Units. The Unit is to monitor service delivery in the Commission and ensure that members of the public are served only the best services. The Unit is a stand-alone unit known as the Reforms/SERVICOM Unit and is headed by a Nodal Officer.

In addition to the ICPC SERVICOM Unit, the Commission also has ICPC SERVICOM Committee made up of frontliners – the Charter Desk Officer and Complaints/ Redress Desk Officer – as well as representatives from all departments, units and state offices of the Commission.

## Services Rendered

This Charter outlines services provided by different segments of the Commission, timelines for delivery of these services (where possible) and provides mechanism for resolving complaints about the failure of such delivery. The Commission in recognition and pursuit of its 'independent' status, undertakes to perform its functions as stipulated under the Act without conceding to any influence and/or interference from any person, authority or power (3(14)).

## Services

- **Administer** the Commission, its personnel, materials and affairs in a professional, dispassionate and fair manner for the common good of the nation and its citizens.
- **Provide** staff development and other training programmes for all personnel of the Commission in a fair and strategic manner and for this purpose identify and fully exploit opportunity for technical assistance, donor offerings and other support in addition to government funding.
- **Receive** all reports of corrupt practices (petitions) as defined in Section 6(a) of the Act.
- **Dispatch** acknowledgement of petitions within 14 days of receipt at the Petition Registry.
- **Dispatch** acknowledgement to all other communications that were not acknowledged at the point of receipt (via the stamping of duplicate/attached acknowledgement copies) within 14 days.
- **Render** legal, financial as well as other opinions professionally and expeditiously.
- **Investigate** the petitions where necessary in a timely and in as discrete a manner as possible (6(a)).
- **Charge** indicted offenders where necessary to court and pursue the prosecution of the matters as diligently as is humanly possible (6(a)).
- **Conduct** study of general and financial systems and procedures of public bodies, expose and recover looted funds; recommend the reform of those that are prone to corruption; and superintend the implementation of the recommended/directed reformative measures (6(b)).
- **Conduct** research on best practices for eliminating/minimising corruption; collecting, collating, analysing and disseminating data on corruption, anti-corruption activities; and its impact in Nigeria.
- **Issue** regular advisories to public officers and offices (CEOs of MDAs directly or through the HCSF, SGF, FEC and other regulatory bodies) on best practices and other measures for eliminating/reducing corruption in the conduct of their public responsibilities (6(c) – (d)).
- **Monitor**, identify and evaluate corruption and related activities/issues in the country's budget execution; personnel recruitment and promotions; election, other public and private sector processes through Corruption Risk Assessment (CRA); budget implementation monitoring, other general and specific monitoring activities.

- **Drive** the establishment and monitoring of mobilisation platforms for engaging the public against corruption and the corrupt, including Anti-Corruption and Transparency Unit (ACTU), Civil Society Organisations (CSOs), Faith Based Organisations (FBOs), Non-Governmental Organisations (NGOs), Community Based Organisations (CBOs), Town Hall Meetings, Workshops, Seminars, Retreats and other media.
- **Conduct** public education and enlightenment of members of the public on and against corruption with a view to empowering them with knowledge of corruption and all its manifestations globally and locally (6(e)).
- **Identify** and design programmes; information, education and communication materials (IEC) for outreach and sensitisation activities of the public.
- **Drive** the creation and infusion of relevant codes of ethics into the professional practices of different professions and professional regulatory bodies in the public and private sectors, Business Management Organisations (BMOs) and Professional Associations (PAs).
- **Initiate** and carry out activities towards enlisting and fostering the support of members of the public for the campaign against corruption (6(f)).
- **Carry out** periodic evaluation of the impact of various strategies deployed by the Commission in the campaign against corruption.
- **Proffer** legal opinions on petitions and related matters as may be requested or directed.
- **Respond** to mails and requests for information as may relate to the activities of the Commission including data on corruption, petitions and other activities within a timely period.
- **Coordinate** inter-agency relations as may be necessary for the effective prosecution of the war against corruption.
- **Ensure** the secrecy of petitions as provided under the Act and the protection of whistleblowers, witnesses and other stakeholders that assist the prevention, exposure, investigation and prosecution of corruption and the corrupt.
- **Act** with integrity, professionalism and in accordance with the Code of Ethics of the Commission and international best practices in the investigation, interim seizure, interim and final forfeiture, management and disposal of assets recovered or reported cases of corruption filed with the Commission.

- **Treat** all suspects, arrested persons and other stakeholders (petitioners, witnesses, whistleblowers) with respect, dignity, decency and in accordance with the laws of the land and international best practices.
- **Conduct** procurement and disposal of goods and services for the Commission in accordance with due process, extant laws and regulations.
- **Ensure** timely payment for all transactions including both internal and external stakeholders such as staff salaries, staff claims, contractors' claims for supplies and services within 14 days where practicable.
- **Forward** job completion documentation to Administration Department within 24 hours.

## Performance Targets

The Commission undertakes to render its services in line with the following targets:

- Acknowledge petitions delivered in person by endorsing acknowledgement copies **immediately** on delivery/receipt.
- Acknowledge receipt; convey scheduled action or other information to petitioners within **14 days** of receipt by the Petition Registry.
- Respond to all other communications within **14 days**.
- Issue job completion documentation within **24 hours** upon satisfactory completion.
- Effect and complete payment procedures by the Commission within **14 days**, except in special circumstances.
- Resolve all service delivery complaints within **7 days** and communicate to customer by post, email and/or telephone call within **24 hours** of resolution.

***N/B: For services which timelines cannot be provided with specific accuracy, notably those the performance of which relies on external stakeholders, such as completing investigation of petition, prosecution of cases, recovery of looted funds and benefits for petitioners/victims of corrupt activities, the Commission undertakes to pursue same and deliver service with utmost commitment and intensity as is reasonably expected.***



# Obligations of Customers, Staff, Management & Board

## Customers

- Cooperate with the Commission, its officers and agents at all times.
- Act in transactions with the Commission in honesty, diligence and utmost good faith at all times.
- Provide accurate information and documents (where necessary) to aid operations.
- Abide at all times by the rules governing the operations of the Commission, the public service and best practices.
- Not attempt to or offer directly or indirectly any inducement to any staff, or representatives or agents of the Commission with a view to influencing the performance of their duty.
- Report immediately and fully any demands on or attempt to demand or extort from them directly or indirectly by any staff or agent of the Commission of a bribe or other benefits for the purpose of performing their duty.
- Provide adequate, honest feedback on the Commission's operations through all channels available including the Commission's website, email address, toll-free telephone lines, customer service satisfaction feedback survey forms, intelligence channels, the Honourable Chairman, members of the Board and Management.

## Staff

- Welcome stakeholders, listen to them, render service promptly and courteously.
- Carry on official responsibilities/tasks in all sincerity and diligence and at all times with the overriding interest of the nation at heart.
- Not demand and/or accept tips, bribes, other inducements from stakeholders before or after performing their duty as officials of the Commission.
- Conduct themselves with sincerity, decorum and respect as public servants and at all times as ambassadors/image makers of the Commission.
- Protect at all times (where necessary) the property, interest and identity of the Commission, petitioners, witnesses, suspects, whistleblowers, friends and other stakeholders as part of the code of ethics of the Commission.

## Management

The Management of the Commission commits that it will:

- Be fair, equitable, objective and reliable at all times in running the affairs of the Commission.
- Not practise any form of discrimination against any stakeholder.
- Be polite, civil and helpful to all stakeholders at all times.
- Be proactive to anticipate stakeholders' interest and potential demands and create ways of dealing with them.
- Not abuse the privileges of their offices.
- Continue to work to provide easier media for the submission and pursuit of petitions so as to reduce the burden on the public when they exercise this public duty.
- Ensure the enforcement of professionalism and competence in the conduct of the Commission's mandate.
- Ensure the protection of the lives/interests of all staff and stakeholders by activating confidentiality and identity protection procedures in order to achieve such protection.
- Act at all times in the interest of the nation as a priority, the Commission and the citizenry at large.

## Board

The Board of the Commission is expected to:

- Formulate and superintend the implementation of all policies for the effective management of the affairs of the Commission and the prosecution of anti-corruption war in order to achieve the Commission's core mandate, vision and mission.
- Provide adequate capacity building policies, infrastructure and programmes for staff development to enable them rank among the best in the world.
- Exercise their power to attract for the Commission adequate local and international goodwill, resources, cooperation and other patronage to assist the Commission perform optimally.
- Make a concerted effort to provide a pleasant working environment for the personnel of the Commission to perform their duties excellently, realise their full potential and derive job satisfaction as a strategy for the optimum performance of the Commission.

## Special Needs Provision

The Commission desires that every Nigerian is carried along in its anti-corruption drive and for this purpose:

- provides interpreters for petitioners who are not literate in English language;
- ensures inclusiveness by organising events in rural communities using their local languages in addition to the English language;
- broadcasts television and radio jingles and produces communication materials, not only in English language but also in other local languages; and
- provides easy access for mobility to the physically challenged.

## Complaints/Grievance Redress Mechanism

### Telephone Calls:

1. ICPC Toll-Free Lines:  
MTN: 0803-123-0280 – 2  
Glo: 0705-699-0191 – 2  
0800-CALL-ICPC (0800-2255-4272)
2. Nodal Officer: 0805-827-1830
3. Complaints Desk Officer: 0803-708-5454

### Email:

[info@icpc.gov.ng](mailto:info@icpc.gov.ng)  
[servicom@icpc.gov.ng](mailto:servicom@icpc.gov.ng)

### Social Media:

Facebook, X (Twitter), Instagram, YouTube: @icpcnigeria

### Review of charter

This Charter shall be reviewed as the need arises.

### Customers

All individuals and organisations (within and outside Nigeria).

# ICPC Headquarters

Plot 802, Constitution Avenue, Zone A9, Central Area, Abuja  
PMB 535, Garki, Abuja, Nigeria.

## ICPC State Offices

### Adamawa State Office

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