**LANDS BUREAU**

**SERVICE CHARTER**

**INTRODUCTION**

This Service Charter constitutes a Service Delivery Agreement between the Bureau and the Citizens of Lagos State in order to bring the People closer to Government. It will remove the burden of complicated Land Administration system. In some years to come, the Land Administration and Management process will be effective and dynamic to ease land titling procedures and provide Excellent Services to the teeming Citizenry of the State.

**VISION**

Be the platform for *Efficient and Effective Land Resources Management that promotes equitable access to Land, Enabling Environment for Land Delivery, Land Information and Positively Contribute to Sustainable Socio-Economic Development of Lagos State.*

**MISSION**

To Ensure Optimal Utilization of Land Resources for Sustainable Development of the State.

To entrench a Culture of Excellence that will ensure prompt and efficient Service Delivery in Lands Bureau.

**CORE VALUES**

Professionalism, Discipline and Integrity (PDI)

**MANDATE**

Our mandate is to ensure optimal utilization of Land Resources to the attainment of the Vision and Mission of the Bureau. Our goal is to continuously improve our performance by adding value to the lives of all our Stakeholders, while setting the pace for best practices in Land Administration in the Country and even beyond.

**PURPOSE OF THE CHARTER**

This purpose of the charter was issued after successfully reviewing the Bureau’s mandate and performance objectives to Customer’s rights and obligations. Also, clear, consistent information and statements about Customers and Stakeholders obligations is also considered important so that service can be delivered effectively and efficiently. It redefines the Bureau’s strategic direction towards accelerating the attainment of our shared aspirations. It is a milestone in our commitment to improving Service Delivery.

**OUR CLIENTS**

* Public servants in Ministries, Departments and Agencies(MDAs)(Internal Customers)
* Individuals
* Private Developers
* Agricultural Co-operatives
* Farm Settlements
* Corporate Entities and Organizations
* Contractors
* Communities
* Royalties
* Legal Entities
* Estate Surveyors/ Valuers/Architects/Town Planners etc.
* Financial Institutions

**OUR SERVICE STANDARD**

We provide Excellent Services on Land Title documentation through various Directorates/Units in the Bureau. We open our Offices between 10a.m. - 4p.m. Monday through Friday (except on public holidays) to render effective and efficient Service Delivery to our Customers.

We will continuously update our Human Resources capacity through training and re-training. We shall also take advantage of technological advances in Information Technology to upgrade our services and enhance Service Delivery.

**RIGHTS OF CUSTOMERS**

The Service Charter document is an embodiment of Customer’s Rights and Obligations. You are entitled to your right at all times under the jurisdiction of Lands Bureau.

Expectations, on the other hand are standards we will do our best to achieve in the Bureau. Exceptional circumstances may sometimes prevent us from meeting these standards.

**PERSONAL CONSIDERATION AND RESPECT**

Customers can expect Staff to wear their identity card indicating their name and designation within the Department. You can also expect members of Staff who deal with you to exhibit positive attitude in Service Delivery. They will attend to your needs professionally with courtesy and respect.

You have the right to:

* Receive Excellent Service on the basis of your needs irrespective of your gender, tribe, religion, lifestyle, special needs or any other factor
* Report, complain and appeal
* Privacy and confidentiality
* Information
* Be treated with respect and courtesy
* Expect a demand notice depending on the location of your property within the Local Government of the State
* Receive efficient service within a clean, conducive and friendly environment

You can expect us to make it easy for everyone to use our services, including the elderly and people with special needs. We have provided access ramp at our main Front Office.

**PROVIDING INFORMATION**

You have the right to:

* Be fully and clearly informed on the services available at each Directorate.
* Be given a clear explanation on the processes involved in your title documentation.
* Have all your submitted documents properly arranged in a file with name and departmental file numbers
* Be given opportunity to enquire and follow-up on your required service.

**CUSTOMER’S OBLIGATIONS**

We constantly seek to improve the quality of our services. There are a number of things you can do to help us provide and improve our services. Customers assessing our Services have the primary responsibilities to remember to:

* Provide accurate and genuine information such as name, address, phone numbers, age, email address etc.
* Bring all the necessary documents required for title documentation and registration e.g. Land Information, Survey, Deed of Assignment, Passport photographs etc.
* Give detailed information about your property (ies).
* Report changes or any litigation on the property (ies).
* Ask questions if and where necessary
* Follow-up/track your file to know the next line of action
* Respect government policies on land matters, Staff, rules and regulations to enable us give you the best service(s) available.
* Pay the assessment/demand notice charges within the stipulated time e.g. Pay within 60 days when a letter of allocation is issued to you on State government schemes. **Failure to adhere to this will lead to forfeiture of allocation.**
* Keep appointments and when unable to do so, notify the Officer in charge for rescheduling of appointment.
* Take responsibility for your actions, if you fail to meet obligations.

**COMPLAINTS**

You have the right to complain about any aspect of our service that you are not satisfied with and for such to be investigated; we will keep you informed on the outcome within a stipulated time which will be dependent on the complexity of the complaint.

**EXISTING LIMITATIONS**

Please, understand that it is not always possible for us to keep all appointments at all times, although, we will do our utmost best. We often have to deal with exigencies, while some processes will unexpectedly require lengthy procedures; we will however keep you informed in such instances.

 **STAKEHOLDERS PARTICIPATION**

We continuously strive to provide Services that meet your needs and we welcome any comments and suggestions for service improvement. If you would like to make suggestions or comments on our services and standards, you may:

* Drop your feedback in the Complaints/Comments/Compliments feedback box at the Front- Office
* Use the e-Governance Portal - ***citizensgate.lagosstate.gov. ng***
* Call our dedicated phone lines: ***081-7777-5128***

 ***081-7777-5129***

* Write to the Permanent Secretary, Lands Bureau on this address:

***The Permanent Secretary,***

 ***Lands Bureau,***

 ***Block 13 &14,***

 ***The Secretariat, Alausa, Ikeja***

* Email us on : i. ***osutton@lagosstate.gov.ng***

ii. ***eakanji@lagosstate.gov.ng***

**MONITORING AND REPORTING**

Service Delivery Unit Staff will continually monitor compliance and report on Services in all Service Windows through:

* placement of feedback/complaint boxes at the Front Office
* Quality Control
* Effective supervision by Departmental Heads
* Survey questionnaires

**SPECIAL NEEDS PROVISION**

We have designed our services to meet the needs of all our customers; staffs have been trained to provide Services to Customers with special needs. Wheel chair Ramp is available at the entrance of the Office building and directional signages are placed at strategic positions for easy accessibility.

**OUR SERVICE DELIVERY STANDARD**

We provide Services through these following Directorates:

* **LAND USE AND ALLOCATION COMMITTEE DIRECTORATE**

 The Land Use and Allocation Committee came into existence with the creation of Decree No. 6 published in the Federal Republic of Nigeria Official Gazette No. 14. Vol. 65, Government Notice No. 272 of 29th March, 1978. It is constituted by His Excellency, the Governor, pursuant to Section 2(2) of the Land Use Act. The Committee head is the Executive Secretary, who treats and coordinates all matters that borders on Land Use Allocation Committee. *For more detailed information on our LUAC Services, please log on our website-* [*http://landsbureau.lagosstate.gov.ng/2017/05/16/land-use-and-allocation-committee/*](http://landsbureau.lagosstate.gov.ng/2017/05/16/land-use-and-allocation-committee/)

* **LAND SERVICES DIRECTORATE**

 Land Services is the core professional Directorate of the Bureau and it is saddled with the technical aspect of Land Administration in the State. *For more detailed information on our Land Services, please log on our website -* [*http://landsbureau.lagosstate.gov.ng/2017/05/16/directorate-of-land-services/*](http://landsbureau.lagosstate.gov.ng/2017/05/16/directorate-of-land-services/)

**LAND REGULARISATION DIRECTORATE**

Regularisation of Title to land is the process of granting Title to those who have erroneously purchased uncommitted Government acquisition. *For more detailed information on our Land Regularisation Services, please log on our website--* [*http://landsbureau.lagosstate.gov.ng/2017/05/16/directorate-of-land-regularisation/*](http://landsbureau.lagosstate.gov.ng/2017/05/16/directorate-of-land-regularisation/)

* **DIRECTORATE OF LAND REGISTRY**

The Land Registry Directorate is a very sensitive part of the Bureau that is saddled with the responsibility of keeping an up-to-date record of all Land transactions in the State. *For more detailed information on our LUAC Services, please log on our website-* [*http://landsbureau.lagosstate.gov.ng/2017/05/16/directorate-of-land-registry-2/*](http://landsbureau.lagosstate.gov.ng/2017/05/16/directorate-of-land-registry-2/)

Support Directorates:

* **ACCOUNTS DIRECTORATE**

The Accounts Directorate ensures safe keeping of all funds and proper recording of all Accounting Records of the Bureau to enhance effective and efficient Service Delivery. For *more detailed information* all mode of payments enquiries, please log on our website “[*http://landsbureau.lagosstate.gov.ng/2017/05/16/directorate-of-accounts/*](http://landsbureau.lagosstate.gov.ng/2017/05/16/directorate-of-accounts/)*”* .*k on Account Directorate.*

**ADMINISTRATION & HUMAN RESOURCES DIRECTORATE**

This Directorate provides all Human Resources support services for Lands Bureau. For more detailed information on Administration and Human Resources Services, *please log on our website-* [*www.landsbureau.lagosstate.gov.ng*](http://www.landsbureau.lagosstate.gov.ng/)

**PUBLIC PROCUREMENT UNIT**

Public Procurement is the process whereby Public Sector Organisations acquire goods, services and works from third parties. The process should be efficient, transparent, and competitive as much as feasible, in order to attain best value for public expenditure and inspire public confidence, considering the fact that the public are the major stakeholders of Government. *For more detailed information on Procurement Unit, please log on our website-* [*www.landsbureau.lagosstate.gov.ng*](http://www.landsbureau.lagosstate.gov.ng/)

**PUBLIC AFFAIRS UNIT**.

The Public Affairs serves as the image of Lands Bureau. It develops publicity strategies to project, promote and ensure effective protection of the Bureau’s public image and activities. It fosters good relationship between the Bureau and its internal and external publics in order to create a conducive atmosphere to enhance its operations. *For more detailed information on Public Affairs Unit services, please log on our website-* [*www.landsbureau.lagosstate.gov.ng*](http://www.landsbureau.lagosstate.gov.ng/)

**SURVEY UNIT**

The Survey Unit in Lands Bureau is the representative of the Office of the Surveyor-General and the amalgamation of the erstwhile Survey Units of the Directorate of Land Regularization, the Land Use and Allocation Committee (LUAC) and the Directorate of Land Registry. It is a pool office for Surveyors, strategically positioned to cater for all survey needs of the Bureau. *For more detailed information on Survey Unit Services, please log on our website-* [*www.landsbureau.lagosstate.gov.ng*](http://www.landsbureau.lagosstate.gov.ng/)

**INFORMATION COMMUNICATION TECHNOLOGY (ICT) UNIT**

This Unit provides Information Communication Technology support towards attaining Excellent Service Delivery for Lands Bureau. *For more detailed information on ICT Services, please log on our website-* [*www.landsbureau.lagosstate.gov.ng*](http://www.landsbureau.lagosstate.gov.ng/)

**PLANNING/STATISTICS UNIT**

The Planning Unit of the Lands Bureau is established under the supervision of the Permanent Secretary, Lands Bureau, by the Ministry of Economic Planning and Budget (MEPB) to prepare the Annual Budget as approved for all MDAs as well as its implementation, monitoring & control of expenditure to Lands Bureau. *For more detailed information on Planning/Statistics Unit Services, please log on our website-* [*www.landsbureau.lagosstate.gov.ng*](http://www.landsbureau.lagosstate.gov.ng/)

**INTERNAL AUDIT UNIT**

This Unit provides Support Service for Internal Audit Control of Lands Bureau activities for transparency and accountability**.** *For more detailed information on Internal Audit Unit Services, please log on our website-* [*www.landsbureau.lagosstate.gov.ng*](http://www.landsbureau.lagosstate.gov.ng/)

**LEGAL UNIT**

The Unit was established with a view to work with the vision of the new Administration to improve service delivery to the people of Lagos State and to reduce the liability of Government regarding the number of cases filed against the State in the Law Courts. *For more detailed information on Legal Unit Services, please log on our website-* [*www.landsbureau.lagosstate.gov.ng*](http://www.landsbureau.lagosstate.gov.ng/)

**OUR SERVICE PLEDGES**

The Lands Bureau provides various Services through Directorates and Units. Our Service Pledges and Standards are well maintained, participatory and people oriented. We promise:

* To deliver our Services in line with our stipulated time and we will explain whenever this is not possible.
* That you will be attended to in (5) five minutes when you come to our Front Office.
* To attend to your applications without biased.
* To avail you with all relevant information about our Services.
* That our Staff will attend to you in conscious, polite and friendly manner at all times.
* We promise to attend to your complaints until we arrive at a satisfactory resolve.

**COMPLAINTS AND GRIEVANCES REDRESS MECHANISM**

Should you have reason/reasons to complain about any aspect of our services, you can lodge a formal complaint to the Officers at the Front- Office or log on to our e-Governance Portal: **citizensgate.lagosstate.gov.ng**. We would investigate and provide a feedback explaining how your complaint is being redressed.

You can expect an acknowledgment to your complaint within 2 (two) working days. Exceptional circumstances may prevent us from giving you a satisfactory response within the stipulated period, however, the Service Delivery Unit will explain the reasons for delay in such instances and indicate when you can expect a full response.

Complaints are retrieved from service windows/feedback boxes placed at the Front- Office twice daily.

Complaints that cannot be resolved immediately would be escalated to the Service Delivery Unit for further redress resolution.

**REVIEW OF THE CHARTER**

This Charter is effective from May, 2017. We committed to reviewing our Service Charter annually to enable us incorporate the views and expectations of our customers and stakeholders.