



**DEBT MANAGEMENT OFFICE  
NIGERIA**

# **CLIENT SERVICE CHARTER**

**OUR COMMITMENT TO STAKEHOLDERS**

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## SERVICOM MESSAGE BY THE DIRECTOR-GENERAL



In line with the DMO's current Strategic Plan (2013-2017), the Office has set for itself the enviable goal of being one of the leading Public Debt Management institutions in the world, in terms of best practice and contribution to national development.

In our quest to realize this lofty goal, the DMO is poised at ensuring that Nigeria's debt is managed as an asset for growth, development and poverty reduction, thereby contributing meaningfully to the economic transformation of the country.

We are committed to the pursuit of excellence, in the management of Nigeria's debt, and this is encapsulated in our core values and service pact with our stakeholders –**Excellence; Commitment; Integrity; Teamwork and Efficiency (EXCITE)**.

This, in a nutshell, implies that we shall strive to meet or even surpass the expectations of our stakeholders with quality service, delivered effectively and transparently.

**ABRAHAM NWANKWO**

Director-General  
May, 2013

## ABOUT OUR CHARTER

This Charter states our commitment to stakeholders and:

- Defines our role;
- Outlines our commitment to serve our stakeholders;
- Highlights our expectations of our stakeholders;
- Provides information on how our stakeholders can contact us;
- Gives information on our feedback mechanism;
- Fits into our Strategic Objectives;
- Constitutes an integral part of the way we conduct our business; and,
- Defines our relationship with all stakeholders.

## WHO WE ARE

The Debt Management Office (DMO) is a public agency created by an Act of the National Assembly, *The Debt Management (Establishment, etc) Act, 2003*, for the purpose of:

- Maintaining a reliable database of all loans taken or guaranteed by the Federal or State Governments or any of their agencies;
- Preparing and submitting to the Federal Government a forecast of loan service obligations for each financial year;
- Preparing and implementing a plan for the efficient management of Nigeria's external and domestic debt obligations at sustainable levels compatible with desired economic activities for growth and development and participate in negotiations aimed at realizing these objectives;
- Verifying and servicing external debts guaranteed or directly taken by the Federal Government;
- On an agency basis, servicing the external debts taken by State Governments and any of their agencies, where such debts are guaranteed by the Federal Government;
- Setting guidelines for managing the Federal Government's financial risks and currency exposure with respect to all loans;
- Advising the Federal Government on the re-structuring and re-financing of all debt obligations;
- Advising the Minister on the terms and conditions on which monies, whether in the currency of Nigeria or in any other currency, are to be borrowed;
- Submitting to the Federal Government for consideration in the annual budget, a forecast of borrowing capacity in local and foreign currencies;
- Preparing a schedule of any other Federal Government obligations such as trade debts and other contingent liabilities, both explicit and implicit and provide advice on policies and procedures for their management;

- Establishing and maintaining relationships with international and local financial institutions, creditors and institutional investors in Government debts;
- Collecting, collating and disseminating information, data and forecasts on debt management with the approval of the Board;
- Carrying out such other functions which may be delegated to it by the Minister or by Act of the National Assembly; and
- Performing such other functions which in the opinion of the Office are required for the effective implementation of its functions under the Act.

The DMO Act also provides that the Office shall:

- Administer the debt conversion programme of the Federal Government;
- Perform the functions of the Minister with regard to the development fund rules; and,
- Supervise the operation of the development fund under the Finance (Control and Management) Act, as amended.

## VISION






To be one of the leading Public Debt Management institutions in the world, in terms of best practice and contribution to national development.

## MISSION

To manage Nigeria's debt as an asset for growth, development and poverty reduction, while relying on a well motivated professional workforce and state-of-the-art technology.

## CORE VALUES

### EXCITE

-  **Ex** - **EXCELLENCE:** We deliver what we promise and add value
-  **C** - **COMMITMENT:** We are willing to work hard and give our energy and time to work
-  **I** - **INTEGRITY:** We will display transparent honesty in all our working relationships with our colleagues, internal and external stakeholders
-  **T** - **TEAMWORK:** We will strive to work well together as a team, respecting one another
-  **E** - **EFFICIENCY:** We will use our time, human resources, technology to perform our tasks, producing more with given resources.

## WHO WE SERVE

Our clients and stakeholders spread across four broad categories as follows:

### **INTRA-AGENCY CLIENTS AND STAKEHOLDERS**

- Clients within the DMO:- DMO's Supervisory Board and DMO members of staff.

### **INTER-AGENCY CLIENTS AND STAKEHOLDERS**

- All Public Sector institutions that DMO has either statutory or working relationships:- the National Assembly; Federal Ministry of Finance; Office of the Accountant General of the Federation; Budget Office of the Federation; Central Bank of Nigeria; Securities and Exchange Commission; other Federal Ministries and Agencies; National Planning Commission.

### **OTHER PUBLIC AND PRIVATE SECTOR STAKEHOLDERS**

- Sub-national entities; Organized Private Sector; Business and Professional Associations; and the Nigerian Stock Exchange.

### **MULTILATERAL INSTITUTIONS AND DEVELOPMENT PARTNERS**

- Multilateral Financial Institutions(ADB, World Bank, IMF etc); Bilateral Donor Agencies; Rating Agencies; other External and Domestic official creditors.



## SERVICES WE RENDER

### EXTERNAL DEBT MANAGEMENT

- Public Debt Recording and Reporting
- Debt Settlements and Externalization
- External Debt Negotiation

### DOMESTIC DEBT MANAGEMENT

- FGN Securities Issuance
- Domestic Debt Market Development
- Management of On-Lent loans to MDAs
- FGN Contingent Liability Management

### SUB-NATIONAL DEBT MANAGEMENT

- Capacity building for Sub-national Debt Managers
- Public Debt Management Capacity Building
- Coordination of donor intervention in sub-national debt management

### DEBT POLICY, STRATEGY AND RISK MANAGEMENT

- Debt Policy and Strategy Formulation
- Public Debt Risk Management
- Research and Documentation

### HUMAN RESOURCE AND ADMINISTRATION

### PUBLIC AFFAIRS AND EXTERNAL STAKEHOLDER RELATIONS

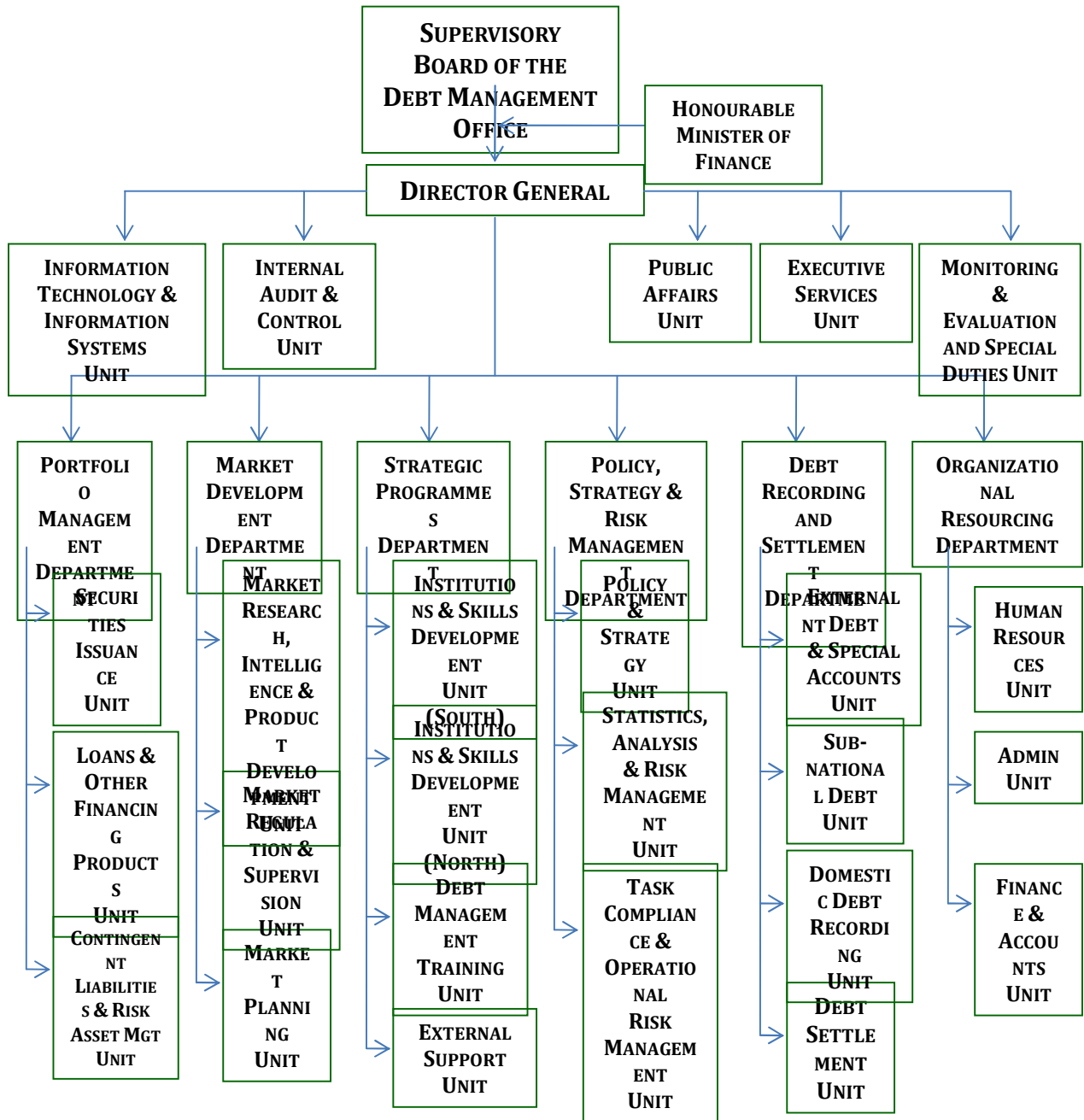
**BROAD OBJECTIVE**

To ensure efficient public debt management in terms of a comprehensive, well diversified and sustainable portfolio, supportive of Government and private sector needs.

**STRATEGIC OBJECTIVES**

1. To further develop capacity and strengthen sound debt management at the sub-national level towards achieving total public debt sustainability.
2. To sustain the maintenance of a comprehensive and reliable national and sub-national debt database with prompt and accurate debt servicing for effective debt management.
3. To develop innovative approaches for optimally accessing domestic and external finance.
4. To deepen and broaden the FGN securities market in order to sustain the development of other segments of the bond market and support Government's financing needs.
5. To develop and implement an effective system for contracting, recording and monitoring Contingent Liabilities, as well as, a process for managing the associated risks.
6. To institute systems and processes for proactively tracking, monitoring and evaluating debt management activities to ensure effective and quality compliance with international best practice.
7. To continuously enhance the skills and maintain a well motivated professional work force, as well as, deploy state-of-the-art technology, towards making Nigeria a major destination for out-sourced debt management skills and services.

# OUR ORGANIZATIONAL STRUCTURE



## SERVICE DELIVERY STANDARDS

We commit to:

- Treat you with respect, courtesy and professionalism;
- Continuously keep you informed of what we are doing;
- Publicly and widely disseminate information that will foster transparency and forthrightness in all our dealings;
- Ensure that you have easy access to us and our services;
- Be efficient in our use of resources;
- Be accountable for our actions and deeds as they relate to you;
- Ensure that our website is easy to use, well set out, up to date and meets your needs;
- Ensure that the quality of our services remains top-class, by incorporating relevant advances in Information and Communication Technology in our business processes;
- Constantly dialogue with you on matters affecting you relative to the services we deliver; and,
- Listen and give serious consideration to all suggested ways of improving our services.

## PERFORMANCE TARGETS

We commit to:

- Publish and circulate quarterly and annual reports of our activities;
- Respond to enquiries and requests for information on debt data and other public debt issues within a period of 5 days from the receipt of such requests.

## EXPECTATIONS FROM THOSE WE SERVE

We expect all our external stakeholders to:

- Treat us with respect and courtesy;
- Provide us with reliable and timely information about their needs; and,
- Give us prompt and constructive feedback.

We expect all members of staff of the DMO, our internal stakeholders to:

- Be punctual, prompt, diligent, courteous and transparent in the performance of their duties;
- Uphold the DMO Core Values; and,
- Be worthy ambassadors of the Office at all times.

## GRIEVANCE RESPONSE PROCEDURE

The DMO operates an 8-hour SERVICOM Desk and if you contact us by telephone, we will:

- Handle your calls between 9.00a.m and 5.00p.m. on each working day;
- Identify ourselves by name and /or our work area;
- Aim to resolve your enquiry during the call;
- Refer you to an appropriate source, if we are unable to assist you in the first instance; and,
- If the query is much more complex and demanding, we will respond to you as soon as possible but within three working days.

If you send us an e-mail, or drop a complaint in the suggestion box at the Front Desk we will:

- Respond to you within 10 working days of receipt; and,

- Respond within 15 working days of receipt, where the enquiry is much more complex.

Where an immediate response is not possible due to the nature of the inquiry, we will:

- Inform you of the time needed to provide a final response; and,
- Give you a name and a telephone number to call if you have further queries.

In relation to our dealings with Contractors, Consultants, Suppliers and the administration of contracts, we will ensure that:

- Every submission made follows the Due Process requirements of the Federal Government;
- We treat everybody fairly and equitably in our selection process; and,
- Payments are made in accordance with relevant schedules or contractual obligations.

## STAKEHOLDER PARTICIPATION

The Debt Management Office shall:

- Consult with its clients and stakeholders as the occasion demands; and,
- Solicit the active participation of its clients and stakeholders at events such as meetings, conferences, workshops, seminars, road shows and study tours as the occasion demands.

## FEEDBACK

To fulfill our commitment to quality service, we would appreciate your constant feedback to us. This is one way we can assess our performance in providing you with the services you need and make improvements where necessary.

We welcome your comments and suggestions regarding our performance including the quality, efficiency and timeliness of our services. Your suggestions on improvements or variations would be of great value to us.

You can use our online feedback form on our website at [www.dmo.gov.ng](http://www.dmo.gov.ng) or write to us through our mail box P.M.B. 532 Garki, Abuja, Nigeria.

We also encourage you to contact the Nodal Officer, DMO SERVICOM Committee, Debt Management Office, 1<sup>st</sup> Floor, NDIC Building, Plot 447/448 Constitution Avenue, Central Business District Abuja. Telephone: 234-9-8766787, E-mail: [servicom@dmo.gov.ng](mailto:servicom@dmo.gov.ng) or [enquiries@dmo.gov.ng](mailto:enquiries@dmo.gov.ng).

You may also contact the Director-General, Debt Management Office by Telephone: 234-9-8767121 or 8767122.

You could also contact: Mr. O. G. Adeyi, Ministerial Nodal Officer, Federal Ministry of Finance, SERVICOM Unit, Finance Headquarters, Abuja; Telephone 234-8055271722. As a last resort, you may contact – The Honourable Minister of Finance, Federal Ministry of Finance, Finance Headquarters, Abuja.

*May, 2013*