

**NATIONAL INLAND WATERWAYS AUTHORITY
(NIWA)**



SERVICE LEVEL AGREEMENT

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NATIONAL INLAND WATERWAYS AUTHORITY



June, 2026

Purpose

The purpose of this Service Level Agreement (SLA) is to document commitments between the national Inland Waterways Authority as the service provider and its service takers in line with BFA 2022. The SLA is an important tool in the efforts to promote transparency and efficiency in public service delivery in Nigeria.

Section 6 of the Act provides guidance for the minimum requirements of an SLA as follows:

An MDA shall have a service level agreement that provides for:

- I. Documentation requirements
- II. Timelines for processing applications
- III. Applicable fees
- IV. A summary of procedure of application
- V. Redress mechanisms and;
- VI. Such other requirement, as the MDA may consider necessary

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦			Procedure	Contact Number/Email
					Description	Mechanical	Manual		
1	Dredging		Submission to 21 NIWA: Area Offices Warri Kwara Jalingo Sokoto Porttharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	5 Working Days	Application	25,000.00	5,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority’s permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	08035163576/muktar.yusuf@niwa.gov
					Processing fee	150,000.00	7,500.00		
					Inspection fee	150,000.00	7,500.00		
					Monitoring fee for three months	150,000.00	7,500.00		
					Monitoring fee up-to six months	400,000.00	--		
					Monitoring fee beyond six months	450,000.00	---		
					Access fee	6,600.00 per day			
					a. Hopper dredger	5,000.00 per day			
					b. Dredger above 26’’	4,000.00 per day			
					c. Dredger 24’’ – 26’’	3,333.00 per day			
					d. Dredger 16’’ – 22’’	1,666.00 per day			
					e. Dredger 10’’ – 14’’	3,333.00 per day			
					f. Transporter	333.00 per day			
					g. canoe/ dinghy				
					Tipper/ Manual Dredging		150.00.per trip		
					a.4 Tons carrier		200.00 per trip		
					b.6 Tons carrier		300.00 per trip		
					c.8 Tons carrier		500.00 per trip		
					d.10 Tons carrier				
					Land area for spoil disposal m² /month	50.00/m² /month	10.00/m²/mth		
					Environmental Impact Assessment (EIA) Charge	400,000.00			

Other conditions:

An Environmental Impact Assessment and Survey is a prerequisite for all location of activity and shall be repeated at the end of every 18 months

Sand winning shall be spread over the borrow pit to a depth not exceeding 5m at any spot

Restrictive and channel buoys must be in place to guide other navigating vessels. Such buoys and signage's shall be supervised by the Authority.

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦			Procedure	Contact Number/Email
					Description	Mechanical	Manual		
2	RECLAMATION		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	5 Working Days	Application	25,000.00	5,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing Fee	150,000.00	7,500.00		
					Inspection Fee	150,000.00	7,500.00		
					Monitoring Fee less than 50.000m ³	150,000.00	7,500.00		
					Monitoring Fee less than 100.000m ³	400,000.00	--		
					Monitoring Fee above 100.000m ³	450,000.00	---		
					Quantity dredged Fee m ³	500	100		
					Pre survey Fee (optional)	500,000.00	--		
					Post survey Fee	500,000.00	--		
					Land Area for spoil disposal m ²	50.00 /m ² /month	10.00 /m ² /month		
					Environmental Impact assessment (EIA) Charge	400,000.00	--		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦			Procedure	Contact Number/Email	
					Description	Mechanical	Manual			
3	CANALIZATION/ DREDGING OF SLOTS		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Port Harcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamare Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	5 Working Days	Application	25,000.00	5,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-	
					Processing fee	150,000.00	7,500.00			
					Inspection fee	150,000.00	7,500.00			
					Monitoring fee for three months	150,000.00	7,500.00			
					Monitoring fee up-to six months	400,000.00	--			
					Monitoring fee beyond six months	450,000.00	---			
					Access fee	6,600.00 per day				
					a. Hopper dredger	5,000.00 per day				
					b. Dredger above 26''	4,000.00 per day				
					c. Dredger 24'' – 26''	3,333.00 per day				
					d. Dredger 16'' – 22''	1,666.00 per day				
					e. Dredger 10'' – 14''	3,333.00 per day				
					f. Transporter	333.00 per day				
					g. canoe/ dinghy					
					Tipper/ Manual Dredging					150.00.per trip
					a.4 Tons carrier					200.00 per trip
					b.6 Tons carrier		300.00 per trip			
					c.8 Tons carrier		500.00 per trip			
					d.10 Tons carrier					
					Land area for spoil disposal m ² /month	50.00/m ² /month	10.00/m ² /month			
					Environmental Impact Assessment (EIA) Charge	400,000.00				

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Costs ₦		
4	DIVERSION OF WATER / BLOCKAGE OF CHANNEL	A completed application form, with letter of intent from the applicant to be submitted, including: Method and design of diversion, volume of water to be discharged, duration of diversion, environmental Impact Assessment, type of equipment to be used, safety procedure employed, two copies of the drawing of the diversion to be attached; A comprehensive Environmental Impact Assessment must be submitted after every 18 months operation	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	5 Working Days	Application form	25,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing fee	150,000.00		
					Inspection fee	150,000.00		
					Monitoring fee (renewable)	450,000.00		
					Volume diverted (per litre)	0.5		
					i. Cutting of slots/ artificial waterways	0.1		
					ii. Agricultural purpose	0.05		
					iii. Local use			

S/ N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Mechanical		
5	SAND SEARCH		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	5 Working Days	Application form	25,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing fee	150,000.00		
					Inspection fee	150,000.00		
					Sand Search per borehole	100,000.00		
Other conditions: Minimum separation distance between boreholes shall be 25meters								

S/ N	Services	Document Required	Application Process	Time in Working Days	Costs ₦			Community	Commercial	Procedure	Contact Number/Email
					Description	Pleasure	Domestic				
6	USE OF RIGHT – OF – WAY	A completed form and a letter of intent from the applicant to be accompanied by prescribed processing fee and other relevant documents: Classifications A. Pleasure covers boats and yacht clubs B. Domestic Residential purposes C. Community Service which provide mass transportation for the riverside population and agricultural purposes D. Commercial General cargo, integrated/ industrial purposes, Marine and Engineering services,	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	12 Working Days	Application form	10,000.00	20,000.00	15,000.00	25,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	
					Processing fee	10,000.00	30,000.00	20,000.00	150,000.00		
					Inspection fee	30,000.00	15,000.00	30,000.00	150,000.00		
					Monitoring fee per annum	75,000.00	75,000.00	75,000.00	375,000.00		
					Shore length per meter per annum	*, **, ***	*, **, ***	*, **, ***	*, **, ***		
						3,000.00	2,000.00	1,000.00			
						*, **, ***	*, **, ***	*, **, ***	*, **, ***		
						200/m ² **100/m ² ***50/m ²					
				5 Working Days	Regularization of occupation of Structure within ROW /m2/annum	*, **, ***	*, **, ***	*, **, ***	*, **, ***		
						400,000.00					
				5 Working Days	Structure on water Ways, (Dry Dock, Jetties, Pier, Floating Rigs, Platforms, Flow Stations, Telecom, Mast and other Related structures)	400,000.00	100,000.00	200,000.00	1,000,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Mechanical		
7	HYDRO ELECTRIC POWER DAMS AND POWER GENERATING STATIONS/PLANTS ON WATERWAYS AND ITS RIGHT OF WAY.		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	19 Working Days	Application form	300,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing fee	5,000,000.00		
					Inspection Per annum	5,000,000.00		
					Monitoring fee per annum	25,000.00		
					Dam Structure and related facilities on Navigable waterways and its Right –of- Way	10,000/m²		
					Fees per annum			

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Cost		
8	ADVERTISING WITHIN RIGHT - OF - WAY		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	5 Working Days	Application Fee	25,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing fee	150,000.00		
					Inspection Per annum	150,000.00		
					Monitoring fee per annum	75,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Mechanical		
9	PIPELINE LAYING/CROSSING	Definition: Installation of pipelines and other conveyances across Waterways and/or within the Right-of-way of the Waterways. Submission to the Office: A completed Application form and letter of intent with prescribed application fee for each location of the activity, two (2) copies of pre- and post-survey drawing showing the pipeline main line and bypass across and along the rivers, two (2) copies of drawing showing Water level Top of pipe and cover on the riverbed not less than 3.5m, map/Charts of the route drawn at a scale not less than 1:10,000 that show either directly or with the aid of a legend, the location of the pipeline, the size of the pipe to be installed, Co-ordinate of control beacons (x,y,z) on either side of the river bank, information on gauge and zero reference of such gauge (if any), chart datum reduction and chart datum value to have the water level/pipe over figure, design drawing for crossing bank, protection plan, navigation Aid/Buoys Marking at cross points, method of Installation and Fixing Expected life Span, and Environment Impact Assessment	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	19 Working Days	Application form	50,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing fee	150,000.00		
					Inspection fee	150,000.00		
					Monitoring fee per site per annum	750,000.00		
					Length of Pipeline per annum	2,500.00		
					Annual Occupational fee per location	5,000,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Mechanical		
10	UTILITY LINES	Definition: Installation of pipelines and other conveyances across Waterways and/or within the Right-of-way of the Waterways. Submission to the Office: A completed Application form and letter of intent with prescribed application fee for each location of the activity, Two (2) copies of pre- and post-survey drawing showing the pipeline main line and bypass across and along the rivers, Two (2) copies of drawing showing Water level Top of pipe and cover on the riverbed not less than 3.5m, map/Charts of the route drawn at a scale not less than 1:10,000 that show either directly or with the aid of a legend, The location of the pipeline, the size of the pipe to be installed, co-ordinate of control beacons (x,y,z) on either side of the river bank Information on gauge and zero reference of such gauge (if any), Chart datum reduction and chart datum value to have the water level/pipe over figure, design drawing for crossing bank, protection plan, navigation Aid/Buoys Marking at cross points, method of Installation and Fixing Expected life Span Environment Impact Assessment	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	19 Working Days	Application form	50,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing fee	150,000.00		
					Inspection fee	150,000.00		
					Monitoring fee per site per annum	750,000.00		
					Length of Pipeline per annum	2,500.00		
					Annual Occupational fee per location	5,000,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Cost		
11	BRIDGES	Submission to the Office: A complete application form and letter of intent from the applicant, Two (2) copies of the bathymetric survey of the bridge area, minimum of 500m upstream and of the waterways, Designs and working Drawings. Other Conditions: a. Clearance depends on the width of the waterways. b. Proper shore protection work of 100m on both ends/sides of the bridge is mandatory. c. Designations for upstream and downstream traffic under the bridge etc. d. Adequate reflective lighting at the soffit and both sides of the bridge. e. Environmental Impact Assessment. NOTE: Permit/Licenses for crossing of utility lines through bridge ducts, trenching or by any other means shall attract NIWA's approval.	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Porttharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	12 Working Days	Applicable form	25,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing fee	150,000.00		
					Inspection fee	750,000.00		
					Monitoring fee	1,125,000.00		
					Approval fee per meter length	2,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Cost		
12	SURVEY, UNDERWATER ENGINEERING WORKS AND REMOVAL OF WRECKS	DEFINITION: Perform hydrographic surveys, seismic survey, drilling and underwater engineering works and wreck removal. Submission to the Office: Completed application form with letter of intent stating: -Method of Survey/Works. -Duration of Survey/Works. -Commencement Date. -Work Programme.	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	12 Working Days	Applicable fee	25,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing fee	150,000.00		
					Inspection fee per annum	450,000.00		
					Monitoring fee per annum	750,000.00		
Additional Charges for underwater Engineering works and wreck removal to be determined after necessary surveys and investigation.								
An approval to clear a wreck from waterways at applicant /firm cost will attract the sharing of the value of the salvage with Authority in the ration of 2:1.								
Salvaged wrecks remain the property of the Authority until the owner pays the charges.								
The Authority shall have the right to remove, possess and dispose any wrecks directly obstructing the Declared Right of Way								

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Cost		
13	HYDROLOGICAL INFORMATION	Submission to the Office: A letter of intent from the applicant indicating: a. Type of data required (raw, processed, hydrological year book etc) b. Purpose of collecting the data.	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Application form	5,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Raw gauge data (per station per year)	7,500.00		
					Processed gauge data (per station per year)	15,000.00		
					Discharge data(per location per year)	35,000.00		
					Hydrological year book (per volume)	75,000.00		
					Fresh Discharges Measurement per Station	450,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Cost		
14	CHARTS AND MAPS	Submission to the Office: Application letter stating the purpose, the length and area required.	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Charts	1,000 per kilometer on the ground	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Electronic Charts	Attracts available charges when available		
					Maps	20,000 per sheet		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description (LOA of Boat)	Rate Per day		
15	WHARFAGE AND BERTHING	Submission to the Office: A letter of request stating: a. Name of Boats/Registration b. Number Type Size Duration of Stay Reason for Stay. Any other useful information	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	10-20 metre	₦20,000.00 per day	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					21-30"	₦25,000.00 per day		
					31-40"	₦35,000.00 per day		
					Above 41	₦50,000.00 per day		

S/No	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description (Size of item)	Storage Rate per Day		
16	WAREHOUSE	Submission to the Office: A completed application form and letter of intent stating: Name of Company/Applicant. type and quantity of goods to be stored, type and quality of goods to be stored, duration of storage, evidence of certification of relevant regulatory Government Agencies e.g Standard Organization of Nigeria (SON), Nigerian Custom Services (NCS) NAFDAC etc. Any other relevant information (including evidence of ownership).	Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Less than 3m height	225.00/M2/day	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Between 3-6m height	150.00/m2/day		
					Between 6-9m height	90.00/m2/day		
					Above 9m	50.00/m2/day		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Cost		
17	EXAMINATION FEES FOR PROFICIENCY		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Applicant form and Examination fee	(N15,000.00)	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description (Type of Craftt)	Registration Fee		
18	REGISTRATION OF CRAFTS & VESSELS		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	3 day	Dredger/Houseboats/Tug Boat	375,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 2. Log into www.eris.com 3. Create and account 4. Pay application fee 5. Upload necessary document 6. Payment for survey/operational/operators permit 7. Issuance of certificate 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Barges and any other Craft	150,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description (Type of Craft)	Registration Fee		
19	Vessels more than 500T		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	3 day	Dredger/Houseboats/Tug Boat	750,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Barges and any other Craft	300,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦	Procedure		Contact Number/Email
					Description	Mechanical		
20	VESSELS RE-CERTIFICATION FEES		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Dredger/Houseboats/Tug Boat	375,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Barges and any other Craft	150,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Cost		
21	UTILITY RATES WITHIN DOCKYARD/RIVER PORTS.		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Fresh Water	(₦3.00/Litre).	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Electricity	(N15,000.00/day).		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Mechanical		
22	RIVER GUIDE/PILOTAGE		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	River Guide	(₦25,000.00/Night Guide).	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-

S/No	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Rate		
23	PASSAGE AND TOLLS.		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Passage	\$300/day or equivalent.	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	
				<u>Tolls:</u>	Appropriate Tolls shall be collected on the Authority's Facilities such as groynes, barrages, locks etc along the waterways.			

S/N	Services	Document Required	Application Process	Time in Working Days	Costs N		Procedure	Contact Number/Email
					Description (Tonnage)	Annual Fee		
24	PERMIT FEES FOR RIVER CRAFTS PER ANNUM		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Dingy Canoe	1,500.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Work Boat/Outboard Engine	7,500.00		
					Pleasure Boat	15,000.00		
					5T-10T	22,500.00		
					Oct-25	37,500.00		
					25-40	60,000.00		
					40-60	90,000.00		
					60-120	120,000.00		
					120-200	225,000.00		
					200-400	300,000.00		
					400-1000	450,000.00		
					Above 1000	750,000.00		
					Aerolot and Helicopters	2,500,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description (Tonnage)	Fee		
25	OPERATIONAL CERTIFICATES FOR RIVER CRAFT		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Canoe/Dinghy	1,500.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority’s permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					5T-41T	30,000.00		
					41T-80T	60,000.00		
					81T-120T	120,000.00		
					121T-200T	150,000.00		
					201T-400T	225,000.00		
					401T-1000T	375,000.00		
					Above 1000T	750,000.00		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description (SLIPWAY FACILITIES FLAT BOTTOM KEEL SHAPED CRAFT)	Rate		
26	SLIPWAY AND DOCKYARD SERVICES		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1- 3 Working Days	Craft of 11-15m long:		1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall	-do-
					Slipping & Launching Charge.	150,000.00		
					Slipway/Cradle dues.	20,000.00/day		
					Craft of 16-20m long:			
					Slipping & Launching Charge.	225,000.00		
					Slipway/Cradle Dues	30,000.00/day		
					Craft of 21-30m long:			
					Slipping & Launching Charge.	300,000.00		
					Slipway/Cradle Dues	40,000.00/day		
					Craft of 31-40m long:			
					Slipping & Launching Charge.	400,000.00		
					Slipway/Cradle Dues	50,000.00/day		
					Craft of 41-above long:			
					Slipping & Launching Charge	500,000.00		
					Slipway Cradle Dues	60,000.00/day		
					V-SHAPED KEEL BOTTOM CRAFT.			
					Craft of 11-15m long:			
					Slipping & Launching Charge	150,000.00		
					Slipway Cradle Dues	32,500.00/day		
					Craft of 461-20mlong:			
					Slipping & Launching Charge	250,000.00		
					Slipway Cradle Dues	45,000.00/day		
					Craft of 21-30mlong:			
					Slipping & Launching Charge	400,000.00		

				Slipway Cradle Dues	75,000.00/day	have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	
				Craft of 31-40m long:			
				Slipping & Launching Charge	6,000,000.00		
				Slipway Cradle Dues	150,000.00/day		
				Craft of 41-50mlong:			
				Slipping & Launching Charge	750,000.00		
				Slipway Cradle Dues	150,000.00/day		
				CRANE CHARGES FOR MOBIL & STATIONARY CRANE:			
				80-100Metric Tons	35,000.00/hour		
				50-80Metric Tons	30,000.00/hour		
				30-50 Metric Tons	25,000.00/hour		
				20-30 Metric Tons	20,000.00/hour		
				15-20 Metric Tons	15,000.00/hour		
				5-10 Metric Tons	10,000.00/hour		
				PLANTS & MACHINERY CHARGES			
				Heavy Duty Machines in General			
				(example, Turning Lathe, Plant, Shaping, Swing Machines and Welding Machines, Pumping Machines etc).	30,000.00 per day		
				Light Duty in General (example Pneumatic machine, Portable Air Compressors, Hand tools).	10,000.00 per day		
				LABOUR CHARGES			
				This is payable by the customer for the services rendered by the Authority/staff involved in total works on the job presented by the customer. It is equivalent to actual pay of staff plus overtime	Actual cost for labor plus		
					50% Establishment charge		
				MATERIAL CHARGE			
				This is payable by the customer for material used in the actual performance of the job.	Actual cost for labour plus 50% Establishment charge		
				HIRE OF CRAFT			
				All Motor Passenger Service (M/F Lokoja, M/F New Bussa, M/F Warri Kwara, M/F Onisha and other sister craft)	100,000.00/day		
				All Motor Vehicular Ferries (M/F Yelwa, M/F Apapa, M/F Calabar, M/F Baro and other sister crafts).	100,000.00/day		

				All Water Buses (W/B Maroko, W/B Jamata, W/B Jebba and other sister buses).	80,000.00/day		
				Tug Boats (MT Kainji Dam, Tiga Dam and other sister crafts)	70,000.00/day		
				Buoyage vessels (B/V Bejibo, B/V Numan and other Bouyage vessels).	100,000.00/day		
				Survey Vessels (S/V Woodcock, S/V Woodpecker etc)	100,000.00/day		
				Patrol/Survey/Harbour Launches,	40,000.00/day		
				OUTBOARD ENGINES			
				25HP	15,000.00/day		
				40HP	30,000.00/day		
				55HP	35,000.00/day		
				75HP	40,000.00/day		
				85-100HP	50,000.00/day		
				115-155HP	60,000.00/day		
				Above 155HP	80,000.00/day		
				BOATS			
				Dinghies	7,500/day		
				Self-propelled Barge	120,000.0/day		
				AUTHORITY FACILITIES			
				Hire of Jetty	₦6,000,000.00/Annum		

S/No	Services	Document Required	Application Process	Time in Working Days	Costs N		Procedure	Contact Number/Email
					Description	Cost		
27	EQUIPMENT AND PROPERTY LEASING		Submission to 22 NIWA: Area Offices Warri Kwara Jalingo Sokoto Portharcourt Minna Eket Makurdi Onisha Port Oguta Yola Yelwa Igbokoda Abeokuta Abuja Hadeja Jamari Lokoja Area Office Kaduna Onitsha Lagos Maiduguri Yenegoa	1 day	Global Posting System (GPS) receivers complete with accessories	N45,000.00 per day	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Echo sounder	N40,000.00 per day		
					Total Station	N30,000.00 per day		
					Leveling instrument	N15,000.00 per day		
					Theodolite	N15,000.00 per day		
					Complete discharge measurement equipment	N1,000,000.00 per day		
					Software application	N15,000.00 per set of data per day		
					Digitizing/Plotting/Printing of map	N10,000.00 per sheet		

S/N	Services	Document Required	Application Process	Time in Working Days	Costs ₦		Procedure	Contact Number/Email
					Description	Cost		
28	DESIGN AND CONSTRUCTION OF INLAND CRAFTS	Submission to the Office: Construction Drawings/Designs, Details/Particulars of the Craft		7 Working Days	Application form	25,000.00	1. Application for approval /permit for all activities regulated by the National Inland Waterways Authority Act Cap 47 of the Laws of the Federation of Nigeria 2004 shall be addressed to the Managing Director, attention the Area Manager under whose jurisdiction the proposed activities are taking place. 1.1 An application form shall be collected on payment of specified fees for the activity. 1.2 A processing fee shall accompany the completed form with a formal letter of intent from the company or client and all other relevant documents. 1.3 All application shall be submitted at least 30 Working Days to the commencement of the work. 2.0 Inspection On submission of application, arrangement shall be made for the inspection of the site of the activity by relevant officers of the Authority. 2.1 Cost of Inspection Inspection shall be paid preceding the site inspection. 3.0 Billing / Permit Processing Upon approval of an application, a bill shall be raised for settlement prior to the issuance of the Authority's permit. 4.0 Monitoring/Supervision Officers of the Authority shall have free access to the site of any activity at all times to ensure compliance. 5.0 Renewal Application for renewal shall be made to extend or roll over a permit/ license upon payment of prescribed fees. 6.0 Validation of Permit Any breach of the terms and conditions of permit could lead to its termination. 7.0 Penalty As prescribed by the Act establishing the Authority and other appropriate regulations/ Laws.	-do-
					Processing fee	75,000.00		
					Approval fee per craft	375,000.00		

Others: The construction must be certified by an International Surveyor to meet International Standard. Inspection and monitoring cost to be borne by the applicant.

DEFAULT APPROVAL (DEEMED CONSENT)

1. Upon submission of a complete application, payment of fees, and issuance of an official acknowledgment via the NIWA ERIS Portal or designated registry, NIWA shall review and respond within the specific number of business days outlined in Schedule A ("SLS Standard").
2. If NIWA fails to issue a formal approval, request for modification, or written rejection within the stipulated SLS Standard window, the application shall be deemed **Approved by Default**.
3. For Category 1 and 2 services, default approval activates automatically on the business day following the expiration of the window. For Category 3, 4, and 5 services, the Applicant shall be issue a 48-hour "Notice of Intent to Commence." If no objection is received within those 48 hours, the approval is legally active.
4. NIWA shall be legally obligated to issue the physical certificate, permit, or clearance within two (2) business days of a Default Approval activation. No fines or operational penalties shall apply to the Applicant during a Default Approval period.

SLA CATEGORIES AND RESPONSE WINDOWS (SCHEDULE A)

Category 1: Same-Day / Instant Services (SLS Standard: 1 Business Day)

- **Trigger:** Automatically deemed approved on Day 2.
- **Applicable Services:**
 - Hydrological Information
 - Charts and Maps
 - Wharfage and Berthing
 - Warehouse
 - Examination Fees for Proficiency
 - Vessel Re-Certification Fee
 - Utility Rates Within Dockyard/River Ports
 - River Guide/Pilotage
 - Passage and Tolls
 - Permit Fees for River Crafts Per Annum
 - Operational Certificates for River Craft
 - Slipway and Dockyard Services

Category 2: Standard Vessel Operations (SLS Standard: 3 to 4 Business Days)

- **Trigger:** Automatically deemed approved on the day following expiration.
- **Applicable Services:**
 - Registration of Crafts & Vessel (**3 Days**)

- Vessels More Than 500T (**3 Days**)
- Design and Construction of Inland Crafts (**4 Days**)

Category 3: Standard Marine Permits (SLS Standard: 5 Business Days)

- **Trigger:** Deemed approved on Day 6; requires a courtesy automated email notification to the Area Manager.
- **Applicable Services:**
 - Dredging Permit Processing
 - Reclamation
 - Canalization / Dredging of Slots
 - Diversion of Water / Blockage of Channel
 - Sand Search
 - Advertising Within Right-of-Way
 - Equipment and Property Leasing

Category 4: Major Engineering & Right-of-Way (SLS Standard: 12 Business Days)

- **Trigger:** Deemed approved on Day 13 after a mandatory 48-hour "Notice of Intent to Commence Work."
- **Applicable Services:**
 - Use of Right-of-Way
 - Bridges
 - Survey, Underwater Engineering Works and Removal of Wrecks

Category 5: Heavy Infrastructure & Utilities (SLS Standard: 19 Business Days)

- **Trigger:** Deemed approved on Day 20 after a mandatory 48-hour "Notice of Intent to Commence Work."
- **Applicable Services:**
 - Pipeline Laying / Crossing
 - Utility Lines
 - Hydro Electric Power Dams and Power Generating Stations / Plants on Waterways and its Right-of-Way

PORTAL & SYSTEM AUTOMATION RULE

To prevent manual interference from NIWA officials, your SLA should include this operational rule:

- **System Lock:** The NIWA ERIS Portal must feature an automated countdown timer mapped to each service's SLS Standard.
- **Auto-Approval:** If the clock hits zero without an official written query upload by a NIWA officer, the backend portal must automatically generate a digital "**SLA Compliant Provisional Permit**" to allow your team to legally begin field operations.

REFORM CHAMPION

1. Mr. Muazu Danazumi

National Inland Waterways Authority (NIWA)

Block C18, NIWA Headquarters, Adankolo New Layout.

Telephone: 08164380166

E- mail: d.muazu@niwa.gov.ng

PBEC Desk Office

Tel: 08035163576

E- mail: muktar.yusuf@niwa.gov.ng

Tel: 08030768264

E- mail: obalasiki.kamal@niwa.gov.ng

TIME FOR REDRESSING COMPLAINTS

Complaints are treated within 24 hours

COMPLAINTS AGAINST A SERVICE PROVIDER

WHO CAN COMPLAIN

In most cases your dealings with government offices should be routine and cause you no difficulties or inconveniences. However, mistakes and delays can occur or you may feel unhappy with how you have been dealt with. We want you to be provided with a high standard of services so if you come to NIWA and you are dissatisfied about the standard of service, actions or lack of actions by any Service Provider; you have the right to complain about poor service. We have a formal complaint procedure that you should follow.

HOW TO COMPLAIN

If you are unhappy with the treatment you have received, you are entitled to make a complaint, have it considered and receive a response. Whatever the nature of your dealings with any government office, if you have had a bad experience, the sooner you let them know, the sooner they can do something about it. Whether your complaint concerns an unreasonable delay, a mistake you feel could have been avoided, or how you have been dealt with, all Government Offices are keen to learn from errors and put things right as quickly as possible. Our complaints procedure is easy to use and we suggest you follow the steps outlined below.

1. Local Resolution: The first step is to lay your complaint with the Service Provider at the Service Window where you were aggrieved. Be sure to take the name of the service provider. Some complaints can be sorted out on the spot, but if this is not possible your complaint will be acknowledged.

- All Government offices have the aim to resolve the problem at stage 1.

2. Register Your Complaint

- a. By physical presence at the particular service window (or the Customer Relations and Complaint Desk in the PBEC unit). Or by Telephone to -08164380166, 08035163576
- b. By contact with the departmental Officer of the service window in question,
- c. By writing, enveloped and handed to the service window officer in question or through NIWA info@niwa.gov.ng
- d. By contacting the Nodal Officer (PNO) block C Room 11, NIWA Headquarters, Lokoja

3. If you are still dissatisfied, complain to the Customer Relationship/Complaint officer at the PBEC Unit. Request to see the PBEC head applicable to the service window where you were aggrieved and ask for a time frame within which your complaint must be handled.

4. If your complaint has not been remedied within the time frame as stipulated in the charter or by the service provider, you may wish to take your complaint further to be investigated at a

higher level. If so, please ask to see the NODAL Officer and make the same requests as you did to the Customer relations (CCDO).

NOTE: This is best done formally by putting your complaint in writing.

EXPECTATIONS FROM CUSTOMERS

NIWA expects cooperation and patriotism from customers, which encompasses:

- Compliance with regulatory guidelines, permits/licenses etc (vide LFN CAP 47 of 1997);
- Revenue Repayment;
- Proper handling and use of navigation facilities;
- Compliance with all safety regulations
- Reports of acts of vandalism, piracy, terrorism etc;
- Staff expects best consideration from the Management;
- Management expects dedication to service from the staff;
- Federal/State Authorities expect best consideration.

Management Obligations

- i. Sponsoring the PBEC initiative in the Authority
- ii. Recognize and reward quality service delivery efforts and equally name and shame service failure.
- iii. Provide appropriate and adequate work tools.
- iv. Facilitate complaints reported within specified timing.
- v. Meet any act of violence with the full weight of the law.

Staff Obligations

- i. Every NIWA staff must be accessible, courteous, responsive, reliable and competent in all when dealing with customers.

STAKEHOLDERS' PARTICIPATION IN SERVICE PROVISION

NIWA stakeholders, made up of her internal and external customers meet quarterly to evaluate, analyse, draw up modalities and submit recommendations to NIWA Management on service improvement for the realization of her vision as well as protect stakeholders' interest.

- i. NIWA organizes quarterly sensitization programmes for stakeholders
- ii. Provision of Suggestion Boxes at strategic places at the Headquarters/Area offices for Customers' feedback.

- iii. Display of information banners.
- iv. Attendance by stakeholders at NIWA-organized Annual Dinner/Awards Events to reward service excellence

INDICATION OF STAKEHOLDER'S PARTICPATION IN SERVICE PROVISION/DELIVERY

NIWA operates at her headquarters in Lokoja, with Twenty-One (21) Area Offices, Inland Port Complex at Onitsha and liaison office at Abuja, through

constant complaints NIWA Charter is continually updated for service improvement, customer relation and complaints at her Headquarters and Area offices.

SPECIAL NEEDS PROVISION

NIWA has made great strides in making available provision to overcoming the inadequacies language barrier poses. As Nigeria is a multi-lingual country, provision has been made for the translation from English to the three major languages of Hausa, Igbo and Yoruba languages.

The authority has also provided facilities for wheelchair users, customer lounges for the physically challenged, pregnant women, the elderly and nursing mothers.

STATEMENT OF EXISTING LIMITATIONS

By virtue of its enabling law, the Authority is empowered to carry out numerous functions and responsibilities detailed in the said enabling Act. Only services regularly carried out are stated in this charter.

Inadequacy of funds is largely the cause of this limitation.

EXISTING LIMITATIONS

The identifiable limitations to effective and efficient Service delivery in NIWA include the following:

- i. Inadequate training for professional staff;
- ii. Inadequate working equipment;
- iii. Lack of funds to carry out the Authority's functions;
- iv. Poor working environment due to lack of a corporate headquarters building;
- v. Bureaucratic bottleneck;
- vi. Communication gap

REVIEW OF SERVICE LEVEL AGREEMENT (SLAs)

In line with the standard practice as contained in the guideline, the Authority's SLAs shall be reviewed once emerging developments is recorded in the Authority.

