

**NIGERIA SOCIAL INSURANCE TRUST FUND
SERVICE CHARTER**



NSITF SERVICE CHARTER

DOCUMENT CONTROL

Reference: NSITF Service

Issue No: 2

Issue Date.....

Document History- Change Record

Issue Date	Issue No.	Obsolete/Current/Achieved	Reason/Notes
19/04/2018	Issue 1	Obsolete	Reviewed and Edited
26/04/2024	Issue 2	Current	Reviewed and Edited

Reviewers and Approvals

This document has been reviewed and approved by the undersigned.

Name	Position	Signature on Approval	Date	Issue
Mr. Faleye Oluwaseun Mayomi	Managing Director/CEO		22/11/2024	2

Distribution List

The document has been distributed to all members of staff and stakeholders.

TABLE OF CONTENT

<i>Foreward</i>	4
<i>Introduction</i>	5
<i>Purpose of This Service Charter</i>	5
<i>Our Vision Statement</i>	5
<i>Our Mission Statement</i>	6
<i>Core Values</i>	6
<i>Our Mandate</i>	6
<i>What We Do</i>	7
<i>Special Needs Provision</i>	7
<i>List of Service Departments</i>	7
<i>Details of Customers</i>	8
<i>Our Service Standards</i>	8
<i>Our Commitment To Service Excellence</i>	12
<i>Stakeholders Participation</i>	12
<i>How We Engage Our Stakeholders</i>	13
<i>Management and Staff Obligations</i>	13
<i>Customer's Obligation</i>	14
<i>Feedback On The Quality Of Service</i>	14
<i>Grievance Redress Mechanism (GRM)</i>	14
<i>How To Complain</i>	15
<i>Our Website</i>	15
<i>Our Complaints Standards</i>	15
<i>Escalating Your Complaints If Still Not Satisfied</i>	15
<i>Redress Available To Customer If The Fund Is Found Wrong</i>	16
<i>Existing Limitation</i>	16
<i>Review of The Charter</i>	16
<i>Where To Locate NSITF</i>	16

FOREWARD

The NSITF Charter is more than just a document, it is a testament to our promise to provide efficient and effective services to all those we serve.

At NSITF, our mission is rooted in the pursuit of being proactive in providing social security to Nigerian workers both in the private and public sectors from challenges arising from workplace accidents through adequate and timely compensation for employees who suffer injuries/diseases at workplace or in the course of their employment. In addition, we also provide rehabilitation for employees injured in the course of work as well as payment of loss of productivity (LOP) to the employers.

This charter is the 2nd edition of the NSITF Charter since the Funds SERVICOM unit was inaugurated in February 2014 by the National Coordinator SERVICIOM.

This publication is an information handbook on NSITF to guide our stakeholders on the services we render and provide guidelines on accessing our locations. Through this Charter, we disseminate information on our services, who our stakeholders are, frontline departments, grievances redress mechanism, what our stakeholders should expect from us when not satisfied with our services as well as our obligations to special needs and physically challenged customers.

The Nigeria Social Insurance Trust Fund welcomes feedback from our stakeholders to further enhance service delivery, which will be an integral part of our success going forward.

We will continue to focus on our vision, which is to be the leading social security institution in Africa, setting the agenda for change, social policy, economic empowerment and poverty alleviation in Nigeria, and we look forward to delivering that by giving the highest quality of service.

Mr Oluwaseun Mayomi Faleye

Managing Director/Chief Executive

Nigeria Social Insurance Trust Fund (NSITF)

INTRODUCTION

The Nigeria Social Insurance Trust Fund (NSITF) was established in July 1994 with the promulgation of Decree No 73 of 1993 as a successor to the National Provident Fund with the mandate of providing limited social security through a Pension benefit Scheme for the Organized Private Sector that covered contingencies of old age, invalidity, survivor and emigration (for contributing members relocating permanently outside Nigeria).

The Pension Reform Act 2004, precluded NSITF from handling pension matters, the Act however mandated it to provide Social Security Insurance Services other than pension to all contributing citizens, thus; NSITF was reinvigorated pursuant to the Employees' Compensation Act (2010) which established the Employees Compensation Scheme (ECS) to replace the Workmen's Compensation Act (WCA) in line with global best practices and trends.

The Employees' Compensation Scheme as empowered by Section 2 of the Employees' Compensation Act of 2010 is a social security service provided by the Federal Government of Nigeria to protect Nigerian workers both in the private and public sectors from difficulties arising from workplace accident by providing adequate and timely compensation for employees who suffer injuries/diseases in the course of their employment. In addition, it provides rehabilitation for injured employees in workplaces as well as payment of loss of productivity to the employer.

PURPOSE OF THIS SERVICE CHARTER

This Charter indicates the Fund's commitment to service delivery and how it intends to serve the Nigerian Citizen. The Charter provides information on available services and the standards of service that members of the public should expect when dealing with NSITF. It also explains how to contact officers of the fund and how feedback (including Complaints) on the quality of our services of the Fund can be communicated.

This Charter was developed in consultation with all stakeholders and will be used to monitor and measure our performance against set standards. The results of our performance will be analyzed, published and used to improve the quality of our services as well as form the basis for periodic review of the Service Charter.

OUR VISION STATEMENT

" To be the leading social security institution in Africa, setting the agenda for change, social policy; economic empowerment and poverty alleviation in Nigeria"

OUR MISSION STATEMENT

“To be proactive in providing social security protection and safety nets for all Nigerians against deprivations and income insecurity in accordance with national and international laws, conventions and world best practices”

CORE VALUES

- 1. Social Responsibility and Advocacy*
- 2. Professional Management and Good Corporate Governance*
- 3. Transparency and Accountability*
- 4. Human Capital Development*
- 5. Security of Investible Funds*

OUR MANDATE

NSITF has been empowered:

- To provide for an open and fair system of guaranteed and adequate compensation for all employees or their dependents for any death, injury, disease or disability arising out of or in the course of employment;*
- To provide rehabilitation to employees with work disability as provided in the ECA 2010;*
- To establish and maintain a solvent compensation fund managed in the interest of employees and employers;*
- To provide for fair and adequate assessments for employers;*
- To provide an appeal procedure that is simple, fair and accessible, with minimal delays; and*
- To combine efforts and resources of relevant stakeholders for the prevention of workplace disabilities, including the enforcement of occupational safety and health standards.*

WHAT WE DO

The implementation of the new ECA 2010 has placed on NSITF the obligations of

- *Registering the employer by supplying necessary ECS Forms and registration numbers.*
- *Collecting contributions through the designated Banks and crediting into its account, all moneys payable into the Fund under the Act.*
- *Carrying out assessment of the employers to determine their liability to the Fund.*
- *Inspecting employer records at regular intervals to ascertain degree of compliance with the Act.*
- *Making all payments of the various compensation or benefits to any person entitled to such compensation or benefits and making all disbursements required to be made out of the Fund*
- *Investing any money standing to the credit of the Fund only in accordance with the advice of the independent investment committee.*
- *Collaborating with other relevant international, local bodies and stakeholders in promoting standards of Occupational Safety and Health-(OSH)*

SPECIAL NEEDS PROVISION

NSITF has specific provisions for people with special needs such as:

- *Ramps*
- *Elevators*

LIST OF SERVICE DEPARTMENTS

1. *Compliance Department*
2. *Claims and Compensation Department*
3. *Health, Safety and Environment Department*
4. *Informal Sector Department*

DETAILS OF CUSTOMERS

1. *Employers of labor in private and public sector. All Nigerian workers excluding members of the Nigeria Armed Forces*
2. *Employers and employees Union*
3. *Employers of labor and workers in the informal sector.*
4. *The General Public*

OUR SERVICE STANDARDS

S/N	KEY SERVICES	DEPARTMENT	PROCESS	TIMEFRAME	COST & CHARGE
1.	<i>Attending to Clients / enquiries: Written correspondence</i>	<i>All Departments</i>	<i>Acknowledge of mails and enquiries</i>	<i>Within 48 hours</i>	<i>N/A</i>
2.	<i>Compensation for workplace related injuries and occupational diseases / death</i>	<i>Claims & Compensation</i>	<ul style="list-style-type: none"> • <i>Compensation for Permanent, Partial or Total disability</i> • <i>Compensation to the dependent of the deceased worker</i> 	<i>14 working days</i>	<i>N/A</i>
3.	<i>Medical Expense Refund & Loss of Productivity (LOP)</i>	<i>Claims & Compensation</i>	<i>Re-imbusement of Approved Medical expenses to employer and daily allowance for sustenance Loss of productive time compensation to employer</i>	<i>14 working days</i>	<i>N/A</i>

S/N	KEY SERVICES	DEPARTMENT	PROCESS	TIMEFRAME	COST & CHARGE
4.	<i>Follow up Counselling Services / Rehabilitation of injured employee (mental / physical)</i>	<i>Claims & Compensation</i>	<ul style="list-style-type: none"> • <i>Psycho- social Counselling</i> • <i>Re-training</i> • <i>Return to work programmes</i> 	<i>Process starts 30 days after medical discharge</i>	<i>N/A</i>
5.	<i>Registration of employers</i>	<i>Compliance</i>	<i>Documentation and collation of Pre-specified documents for All employers / employees in the public or private sector for social insurance</i>	<i>Within 24 hours</i>	<i>N/A</i>
6.	<i>Yearly Compliance certificate</i>	<i>Compliance</i>	<i>Employers who pay contributions for one year: issued on request by Employers</i>	<i>Within 48 hours upon receipt in HQ</i>	<i>New Registration: ₦20,000</i> <i>Request for Compliance Certificate: ₦30,000</i>
7.	<i>Accident Investigation and Reporting</i>	<i>Health, Safety & Environment</i>	<i>Receipt of Accident /Incident Notification, Visiting the Accident scene for investigation, Conduct eye witness Interviews and other investigation processes, Evaluation of Evidence and Conclusion, Writing Report and Recommendation.</i>	<i>Maximum of 48 hours</i>	<i>N/A</i>

S/N	KEY SERVICES	DEPARTMENT	PROCESS	TIMEFRAME	COST & CHARGE
			<i>Follow up.</i>		
8.	<i>Occupational Safety and Health (OSH) Awareness and Enlightenment</i>	<i>Health, Safety & Environment</i>	<i>Identification of (OSH) Organizational needs, Preparation of Training Materials and Logistics, Authorization from Management, Notification to Employer, Visitation by HSE team, Training, Evaluation and Report Writing.</i>	<i>Maximum of 72 hours</i>	<i>N/A</i>
9.	<i>Occupational Safety and Health Audit and Inspection (Initial Status Review Audit)</i>	<i>Health, Safety & Environment</i>	<i>Notification of employer for visit, OSH team visit to workplaces for inspection, Analysis of findings and reporting, Follow-up (Surveillance Inspection).</i>	<i>Maximum of 72 hours</i>	<i>N/A</i>
10.	<i>Rehabilitation (Return-to-Work)</i>	<i>Health, Safety & Environment</i>	<i>Receipt of dossier of injured employee, Mobilization of injured/impaird employee, examination / assessment. Socket fixing and gait training, polishing and finishing, Follow-up/check-up for six (6) months after fitting, Collaboration</i>	<i>Maximum of 90 days</i>	<i>N/A</i>

S/N	KEY SERVICES	DEPARTMENT	PROCESS	TIMEFRAME	COST & CHARGE
			<i>with Rehabilitation centers for a more effective return-to-work process.</i>		
11.	<i>Medical Board of Inquiry Activity</i>	<i>Health, Safety & Environment</i>	<i>After healthcare vetting process, claims with components of stress, including mental stress or hearing impairments are forwarded to HSE for the Medical Board of Inquiry (MBI). An investigation recommendations and report, prepared.</i>	<i>Maximum of 60 days</i>	<i>N/A</i>
12.	<i>Sensitization of Stakeholders</i>	<i>Informal Sector</i>	<i>Sensitization and Enlightenment sessions with Associations and other key Stakeholders</i>	<i>As required</i>	
13.	<i>Registration of vulnerable workers of Informal economy</i>	<i>Informal Sector</i>	<i>Documentation and collation of Pre-specified documents for all Employers and Employees within the informal Economy</i>	<i>Within 24 hours</i>	<i>N/A</i>
14.	<i>Complaint handling</i>	<i>SERVICOM</i>	<i>Resolution of complaints and feedback on all written and verbal complaint received through, emails, telephone calls and</i>	<i>Within 10 working days</i>	<i>N/A</i>

S/N	KEY SERVICES	DEPARTMENT	PROCESS	TIMEFRAME	COST & CHARGE
			<i>customer survey forms</i>		
15.	<i>Stakeholders Engagement</i>	<i>SERVICOM</i>	<i>Quarterly stakeholders / customer forum for information sharing & communication with relevant stakeholders</i>	<i>Quarterly</i>	<i>N/A</i>

OUR COMMITMENT TO SERVICE EXCELLENCE

NSITF is committed to providing consistent and professional customer service in all areas by promoting quality and easily accessible services as well as equal opportunity for all stakeholders.

We will ensure that our policies are non-discriminatory to all, including irrespective of gender, age, religion, socio economic status or disability; including making provision for special needs. We will strive to deliver our services in a timely and specialized manner by:

- Providing various avenues through which to contact us e.g. via our website, dedicated customer service email and our social media handles.*
- Providing staff with skills and knowledge to confidently execute their duties;*
- Providing customers with accurate and reliable information*
- Providing documentation in plain and simple language*
- Having general information and advice available online.*

Offices open for business between 8am and 4pm on weekdays.

- Organizing quarterly stakeholders' meetings to listen to you to enable us improve our services to serve you better.*

STAKEHOLDERS PARTICIPATION

Our stakeholders are an integral part of our success, we interact with our stakeholders to identify gap in our services; we take steps to address these gaps and improve on our services to meet

our customers' needs. Our stakeholders include:

- 1. Nigeria Employers Consultative Association (NECA)*
- 2. Nigeria Labor Congress (NLC)*
- 3. Trade Union Congress (TUC)*
- 4. Central Bank of Nigeria (CBN)*
- 5. Federal Ministry of Labor and Employment*

HOW WE ENGAGE OUR STAKEHOLDERS

- Quarterly stakeholders' engagement*
- Quarterly stakeholder's satisfaction survey*

MANAGEMENT AND STAFF OBLIGATIONS

You have the right to;

- Courtesy and respect from staff and associates of the Fund/*
- Prompt, efficient and helpful service in your official dealing with the Fund*
- Services from our offices between 8am to 4pm on every working day.*
- Functional website with information on the Funds operations*
- Fair and non-discriminatory treatment*
- Confidentiality in dealing with your records and information*
- Receive a written communication from us on the status of your claims*
- Receive acknowledgement on your correspondences to the Fund.*
- Complain when not satisfied with our services*
- To receive formal notification before our inspection team visits your premises*
- To be served right*

CUSTOMER'S OBLIGATION

We expect you as a customer to;

- *Treat us with courtesy and respect*
- *Make a minimum monthly contribution of 1 % of your total monthly payroll*
- *Conduct a health and safety risk assessment of your work place*
- *Provide a safe work environment for your workers*
- *Train your workers on proper handling of work tools*
- *Submit all necessary documents and provide accurate and reliable information to help us process your application on time*
- *Pay contributions promptly within specified timeframe i.e. monthly, quarterly or yearly*
- *Report any workplace accident within 21 days of the incident to the nearest NSITF office*
- *Notify us within 30 days, when you commence or recommence a business or you cease to be an employer and provide a statement of your total payroll*
- *Provide a record of amount of all earnings paid to its employees in the preceding year not later than the last day of February of the next year and the estimate of the current year.*
- *Allow NSITF Supervision team assess to relevant records*
- *Report any misdemeanor by NSITF Staff.*

FEEDBACK ON THE QUALITY OF SERVICE

We welcome feedback as a means of listening to our customers and actively seeking ways to always improve our services. Feedback includes comments, suggestions or complaints on the quality of our services. We will ensure that mechanisms are always in place to collect feedback through our various contacts, visitors to our offices can make use of our comment cards or website

The SERVICOM Unit will also conduct quarterly customer satisfaction surveys as part of service improvement.

GRIEVANCE REDRESS MECHANISM (GRM)

We recognize that there will be occasions where our services do not meet up with expectations therefore we encourage our customers to make a complaint. We define a complaint as any expression of dissatisfaction with the quality of services i.e. failure to meet up with our service standards as promised as well as poor staff attitude.

HOW TO COMPLAIN

First Level of GRM:

Status: *Customer Care Officer*

E-mail: *customercare@nsitf.gov.ng*

Floor: *All NSITF Offices Nationwide.*

Second Level of GRM:

Status: *Nodal Officer*

Phone: *08180647414*

E-mail: *gbiosah@nsitf.gov.ng*

Floor: *Ground Floor, NSITF Corporate Head Office.*

Third Level of GRM:

Status: *Managing Director*

Floor: *4th Floor, NSITF Corporate Head Office.*

OUR WEBSITE

- *You can contact us when and where it is convenient for you - through our social media links on our website **www.nsitf.gov.ng***
- *The website is easy to use*
- *You can access our information using any device, any time.*

OUR COMPLAINTS STANDARDS

- *When you make your complaints, we listen and record your complain*
- *We will clearly explain our intended action/steps to resolving the issue*
- *We will give feedback on progress or final resolution within 10 working days*

ESCALATING YOUR COMPLAINTS IF STILL NOT SATISFIED

- *If you are not satisfied with our services or if we fail to meet the time line specified for our services, you have the right to report to the Nodal Officer and or the Managing Director/CE*

- *If still not satisfied with our response you have the right to appeal as provided by Section 55 of the Employee Compensation Act 2010 which provides that an aggrieved person has the right to appeal against an action of the Fund. Consequently,*
 1. *An employer; or*
 2. *An employee; or*
 3. *A dependent; or*
 4. *A representative of a deceased employee*

Dissatisfied by any decision of the Board as to extent, nature or duration of any incapacity to work or as to any other decision in dispute may appeal against such a decision to the Board within 180 days from date of the decision.

In the event of disputes arising, Section 55(4) of the ECA 2010 provides that: appeals shall lie from any decision of the Nigeria Social Insurance Trust Fund Management Board to the National Industrial Court.

REDRESS AVAILABLE TO CUSTOMER IF THE FUND IS FOUND WRONG

1. *Tender of apologies*
2. *Provide the right service*

EXISTING LIMITATION

The Employees' Compensation Scheme is empowered by the Employees Compensation Act 2010, NSITF is still in the process of effectively covering the private, public and informal sector as provided by the Act. However, the following may hinder quality service delivery;

1. *Funding*
2. *Approvals from the Board.*

REVIEW OF THE CHARTER

This charter will be reviewed once every Three years to reflect new information and improvement in our services to serve you better.

WHERE TO LOCATE NSITF

CONTACT ADDRESS: NSITF has Thirteen Regional Offices and Sixty-Two branch offices

Head Quarters Address

*Plot 794 Muhammadu Buhari way,
Central Business District,
PMB 446, Garki, Abuja.*

LAGOS CORPRATE OFFICE

*No. 12, Mobolaji Bank Anthony Way,
Maryland, Ikeja.*

BRANCH OFFICES WITHIN LAGOS ISLAND REGION

Apapa Branch Office

33B Marine Road Apapa, Lagos.

Epe Branch Office

*5 Justice Rose Ukeje Street,
Off Abayomi Durosimi Etti Street,
Behind Ocean Crest School,
Oniru, Lagos State.*

Lagos Central Branch Office

*Marine View Plaza,
60 Marina, Lagos Island, Lagos.*

Lekki Branch Office

*5 Justice Rose Ukeje Street,
Off Abayomi Durosimi Etti Street,
Behind Ocean Crest School,
Oniru, Lagos.*

Victoria Island Branch Office

*Marine View Plaza,
60 Marina, Lagos Island, Lagos.*

MAINLAND REGIONAL OFFICE AND THE BRANCHES

Alausa Branch Office

*12 Mobolaji Bank Anthony Way,
Maryland Ikeja, Lagos.*

Badagry Branch Office

*Plot 7, Block 18D Amuwo Odofin, by Festac Link Road,
Behind Ocean Crest School, Oniru, Lagos.*

Ikeja Branch Office

*12 Mobolaji Bank Anthony Way,
Maryland Ikeja, Lagos.*

Mainland Branch Office

*12 Mobolaji Bank Anthony Way,
Maryland Ikeja, Lagos.*

Surulere Branch Office

*12 Mobolaji Bank Anthony Way,
Maryland Ikeja, Lagos.*

Satellite Branch Office

*Plot 7, Block 18D Amuwo Odofin, by Festac Link Road,
Behind Ocean Crest School, Oniru, Lagos.*

Ikorodu Branch Office

*No 134 Lagos Road,
Opp Conoil, Jumofak Bus-stop Lagos.*

Agege Branch Office

*25 Wempco Road,
CITA HOUSE Off Lateef Jakande,
Ogba, Ikeja, Lagos.*

Otta Branch Office

*1st Floor, Fidson Building,
Km 38, Lagos Bus-stop, Otta, Ogun.*

ABUJA REGIONAL OFFICE

*No.1, Zambezi Crescent,
Maitama, Abuja.*

BRANCH OFFICES UNDER ABUJA REGION**FCT Branch Office**

*No.1, Zambezi Crescent,
Maitama, Abuja.*

Gwagwalada Branch Office

*No.9 City Mart, Boulevard,
Gwagwalada, Abuja.*

Kagini Branch Office

*Olive Plaza,
Liberty Hotel Road (Arab Road),
Kubwa, Abuja.*

Mararaba Branch Office

*No. 2, Quan Pan Street,
Off Abacha Road, Mararaba.*

Jahi Branch Office

*Plot 1184 Cadestral Zone,
BO8, Tolulope Arotile Crescent,
Jahi, Abuja.*

Lokoja Branch Office

*Mabees Court, Opposite Late Prince Audu's House,
GRA, Lokoja.*

Minna Branch Office

*Unity Bank Building,
Besides CBN, Paiko Road,
Minna, Niger.*

ASABA REGIONAL OFFICE

*No 10 DBS Road,
Asaba, Delta.*

BRANCH OFFICES WITHIN ASABA REGION

Asaba Branch Office

*No 10 DBS Road,
Asaba, Delta.*

Benin Branch Office

*No 5 Adesuwa Girls Grammar School Road
Off Sapale Road, Benin City, Edo.*

Yenogoa Branch Office

*No 32 Bay-Bridge Road
Yenezue-gene, Yenogoa, Bayelsa.*

Sapele Branch Office

*No 42, Lawrence Road,
Off Akintola Road, via Okpe Road,
Sapele, Delta.*

Warri Branch Office

*No 280 Warri-Sapele Road,
Effurun, Warri, Delta.*

BAUCHI REGIONAL OFFICE

*Plot 33779, David Jonah Jang way,
Rayfield, Jos Plateau.*

BRANCH OFFICES WITHIN BAUCHI REGION

Bauchi Branch Office

*Maiduguri Road, Near Gubi Dam Overhead Tank,
PMB 35, Bauchi.*

Gombe Branch Office

*No 3 Pantami Road,
Opposite Stadium, Gombe.*

Jalingo Branch Office

*Behind Presidential Lodge,
Jalingo.*

ENUGU REGIONAL OFFICE

*ECCIMA Building, Opposite All Saints Anglican Church,
Abakaliki Road, GRA, Enugu.*

BRANCH OFFICES WITHIN ENUGU REGION**Enugu Branch Office**

*ECCIMA Building, Opposite All Saints Anglican Church,
Abakaliki Road, GRA, Enugu.*

Awka Branch Office

*No 1 Flora Ilonze,
Phase 1, GRA, Behind Govt House,
Awka, Anambra.*

Nnewi Branch Office

*No 93 Igwe Orizu Road,
Otolu Nnewi, Anambra.*

Onitsha Branch Office

*No 11 Enugu Road,
Beside CPS Onitsha, Anambra.*

IBADAN REGIONAL OFFICE

*117 Moshood Abiola Way,
Ring Road Ibadan.*

BRANCH OFFICES WITHIN IBADAN REGION**Ibadan Branch Office**

*117 Moshood Abiola Way,
Ring Road Ibadan.*

Abeokuta Branch Office

*87 Obafemi Awolowo Way,
Beside Zenith Bank, PLC, Along Govt House,
Isale-Igbehin, Abeokuta.*

Akure Branch Office

*4th floor, Tisco Building,
Alagbaka, Akure, Ondo.*

Ado-Ekiti Branch Office

*No 35 Adeyinka Adebayo way,
Beside Access Bank Road,
Ado-Ekiti, Ekiti State.*

Oshogbo Branch Office

*Maye House, No 90, Fagbewasa Street,
Gbongan Road, Osogbo.*

JOS REGIONAL OFFICE

*Plot 33779, David Jonah Jang way,
Rayfield, Jos, Plateau.*

BRANCH OFFICES WITHIN JOS REGION**Jos Branch Office**

*Plot 33779, David Jonah Jang way,
Rayfield, Jos, Plateau.*

Lafia Branch Office

*Opposite Former Custom House,
Tudun Kaura, Makurdi Road,
Lafia, Nasarawa.*

Makurdi Branch Office

*No 42 Jonah Jang Crescent,
High Level Makurdi, Benue.*

KADUNA REGIONAL OFFICE

*Murtala Muhammad Square,
Behind GT Bank Course,
Off Independence way, PMB 2188, Kaduna.*

BRANCH OFFICES WITHIN KADUNA REGION

Kaduna Branch Office

*Murtala Muhammad Square,
Behind GT Bank Course,
Off Independence way, Kaduna.*

Katsina Branch Office

*No 72 Hassan Usman Road
GRA Katsina, Katsina.*

Zaria Branch Office

*Kofar Doka Roundabout
Sabon Gari Zaria, Kaduna.*

KANO REGIONAL OFFICE

*No 1 Social Insurance Road,
Trade Fair Complex,
Off Zaria Road, Kano, Kano.*

BRANCH OFFICES WITHIN KANO REGION**Kano Branch Office**

*No 1 Social Insurance Road,
Trade Fair Complex, Off Zaria Road,
Kano, Kano.*

Dutse Branch Office

*Federal Secretariat Dutse,
Along Kiyawa Road,
Dutse, Jigawa.*

Sokoto Branch Office

*No 1 Kaduna Road,
Sokoto, Sokoto.*

Kebbi Branch Office

*No 1 Sultan Abubakar Road,
Opposite Brinin Kebbi Central Mosque,
Brinin Kebbi, Kebbi.*

Gusau Branch Office

*Malam Yahaya Gusau Federal Secretariat Complex,
Janyau Area, Off Gasau-Sokoto Bypass,
Gusau, Zamfara.*

MAIDUGURI REGIONAL OFFICE

*No 14 Shehu Laminu Way,
PMB 1253, Maiduguri, Borno.*

BRANCH OFFICES WITHIN MAIDUGURI REGION

Maiduguri Branch Office

*No 14 Shehu Laminu Way,
PMB 1253, Maiduguri, Borno.*

Yola Branch Office

*Behind Federal Secretariat Yola,
Jimeta Road, Yola Adamawa.*

Damaturu Branch Office

*Federal Secretariat Gashua Road,
Damaturu, Yobe.*

OWERRI REGIONAL OFFICE

*Former House of Freeda,
Beside Great Wood Hotel,
Port Harcourt Road, Owerri, Imo.*

BRANCH OFFICES WITHIN OWERRI REGION

Owerri Branch Office

*Former House of Freeda,
Beside Great Wood Hotel,
Port Harcourt Road, Owerri, Imo.*

Umuahia Branch Office

*No 32 Aba Road,
Umuahia, Abia.*

Aba Branch Office

No 152 Aba Owerri Road,
Aba, Abia.

Abakaliki Branch Office

No 3 Ezekuna Crescent,
Off Nsugbe Street,
Abakaliki Ebonyi.

PORT HARCOURT REGIONAL OFFICE

No 302 AbalPort Harcourt Express Way,
Rumuokwurushi, Port Harcourt, Rivers.

BRANCH OFFICES WITHIN PORT HARCOURT REGION**Port Harcourt Branch Office**

No 302 AbalPort Harcourt Express Way,
Rumuokwurushi, Port Harcourt, Rivers.

Trans Amadi Branch Office

No 87 Trans-Amadi Industrial Layout,
Port Harcourt, Rivers.

Onne Branch Office

Air/Sea Freight House, Km 1 Eleme-Onne Road,
Beside Yemsonat fuelling Station,
Eleme Junction, Port Harcourt.

Uyo Branch Office

No 14 Atiku Abubarka,
Uyo, Akwa Ibom State

Calabar Branch Office

Plot 109 New Ikang Road,
Opp Margret Ekpo International Airport,
Calabar, Cross Rivers State.

For a list of All Regional and Branch Offices please visit our website at
www.nsitf.gov.ng

08180647414, customercare@nsitf.gov.ng, info@nsitf.gov.ng