



**NATIONAL AGENCY FOR FOOD AND DRUG  
ADMINISTRATION AND CONRTOOL**

**NAFDAC**



**SERVICOM CHARTER**

## **INTRODUCTION**

The National Agency for Food and Drug Administration and Control (NAFDAC), established by Decree No. 15 of 1993 as amended by Decree No. 19 of 1999 and now cited as NAFDAC Act Cap N1 Laws of the Federation of Nigeria (LFN) 2004 is a parastatal of the Federal Ministry of Health, with the mandate to regulate and control the manufacture, importation, exportation, distribution, advertisement, sale and use of Food, Drugs, Cosmetics, Medical devices, Packaged Water, Chemicals and Detergents (known as regulated products). As part of its mandate NAFDAC is to eradicate fake food, medicines and other regulated products.

The Structure of the Agency has the Chief Executive who reports to the Governing Council comprising of appointed members and other heads of related regulatory bodies. The Agency has thirteen (13) Directorates that are, headed by Directors, a Director Special Duties and ten (10) units under the Director-General's office.

## **MISSION STATEMENT**

To safeguard public health by ensuring that only safe and right quality food, medicines, cosmetics, medical devices, chemicals, detergents and packaged water are manufactured, imported, exported, advertised, distributed, sold and used in Nigeria.

## **VISION STATEMENT**

To be an internationally recognized authority of food, medicines and other regulated products.

## **SERVICE PROVISION AND DELIVERY**

The name of the Agency reflects its functions very adequately. By provisions of the enabling Decree No. 15 of 1993 (as amended), the Agency is

mandated to provide the following in a courteous, prompt and friendly manner to all its customers:

- i. Regulate and control the importation, exportation, manufacture, advertisement, distribution, sale and use of food, drugs, cosmetics, medical devices, packaged water, chemicals and detergents (Regulated Products).
- ii. Conduct appropriate tests and ensure compliance with standard specifications within 2 to 4 weeks.
- iii. Undertake appropriate investigation into the production premises and raw materials.
- iv. Undertake the registration of foods, drugs, cosmetics, medical devices, packaged water, chemicals and detergents within 90 days.
- v. Issue guidelines and monitor the advertisement of food, drugs, cosmetics, medical devices, packaged water, chemicals and detergents.
- vi. Prevent the dumping of substandard and unwholesome regulated products into Nigeria.
- vii. Combat the phenomenon of product faking and counterfeiting, a phenomenon that has assumed international dimension and significance.
- viii. Carry out such activities as are necessary or expedient for the performance of its functions.

In its bid to ensure quality service delivery to all its customers NAFDAC is committed to monitoring its performance against set service standards. It will take note and react to customer 'feedback, regular consultations with stakeholders and the conduct of customer satisfaction surveys. The result of these performances monitoring are Published in our quarterly magazine and also aired On local television stations for the benefit of our Customers.

- Manufacturers of drugs, food and other regulated products
- Importers of drugs, food and other regulated products
- Exporters of drugs, food and other regulated products
- Distributors of drugs, food and other regulated products
- Marketers/sellers of drugs, food and other regulated products
- Consumers of drugs, food and other regulated products
- Embassies, Development Partners and NGOs.
- NAFDAC Staff,including retired staff.
- General public.
- Government.

### **CUSTOMER EXPECTATIONS**

- Prompt, courteous and dignified service delivery
- Polite,trained and well informed staff.
- Adequate information and effective communication.
- Affordable cost of services
- Identifiable staff.
- Identifiable complaint procedures and
- Conducive waiting areas, etc.

### **CUSTOMER'S OBLIGATIONS:**

- Observance of NAFDAC's laid down rule and regulations.
- Use of facilities with car Payment of prescribed fees.
- No cash payment, but only bank draft
- Ensure that all payments are receipted
- Provision of adequate information to Staff
- Consideration for the needs of other customers. |
- Deal only with authorized personnel.
- Provision of useful feedback/constructive Suggestions.

- All manufacturers, importers, and exporters of regulated products to register them with NAFDAC before offering them to the general public.

### **REDRESSING GRIEVANCES/COMPLAINTS**

NAFDAC pledges to provide quality and timely services to its clients in an honest and transparent manner. Developing and sustaining the expectations and goodwill of customers and the Nigerian public remain the cardinal goal of the Agency.

However, in the case of service failure, our esteemed stakeholders/clients and the general public should immediately register their grievances/complaints to our SERVICOM Focal Officers as follows:

#### **Mrs Ugochi Christie Favour**

Telephone Nos: 09097630506 ,09097630507

e-mail: [reforms@nafdac.gov.ng](mailto:reforms@nafdac.gov.ng)

#### **The Director General (NAFDAC),**

Professor Christiana Adeyeye will also be glad to receive complaints that will improve our service delivery. She can be contacted on

Telephone Nos: +234(0) 1 4609750, 0700-1-NAFDAC(0700-1-623322)

EMAIL: [nafdac@nafdac.gov.ng](mailto:nafdac@nafdac.gov.ng)

NAFDAC assures our esteemed clients that all grievances/ complaints will be given the best attention and promptly treated. Complaints are acknowledged within 2 days of receipt and complainants appropriately informed within (2) weeks of receipt of their written complaints.