

Service Charter of Lands Bureau

Introduction

The Land Use and Allocation committee came into existence on 29th March 1978 by virtue of Decree No. 6 otherwise known as the **LAND USE DECREE** now known as the **LAND USE ACT** as published in the **Federal gazette No. 14 vol 65**. This law has been the driving force behind all land transactions and administration for both states and citizenry; it forms the crucible of all land legislation as a whole. This service charter is government attempt to ensure that land administration and management in Lagos state today agrees with the yearnings and aspirations of the people.

The administration mandated itself, through stated policy statements; to make land administration a strategic resource block for the realization of the beneficial social and economic prosperity promises it the people of Lagos State. As an expression of that determination, the government established a “Think Tank” on land administration reforms with clear mandate to look at land administration in its entirety and make recommendation for its overhaul. The committee consisted of the best in land administration and other estate management related matters. Therefore no one was surprised, at the far reaching policy changes that was recommended for implementation. The most important features of their recommendations included:

- The complete review of the way service delivery were conducted in the Agency that is in charge of land administration;
- The entrenchment of the policies on land reforms to ensure consistency in application and standardization;
- The overhaul of material including plant and equipment used for land service delivery;
- The deployment of a very professional personnel to achieve optimum performance;
- The minimization of abuses especially those relating to corrupt practices, indolence and red-tape.

A major aspect of the state land reform which has pushed the success of land administration is the attitude of the administration of the Land Use Act. The administration expanded its frontiers beyond the aspirations of its crafters and it has contributed immensely to the socio-economic development of the state. Today, nobody is in doubt of the giant leap that land administration has taken since the commencement of the implementation of the recommendation of the “Think Tank”.

In tune with the recommendations, the administration embarked on a fundamental reform of the operations of the Lands Bureau. The starting point and subsequent reforms is the articulation of a customer service charter to make customers of the lands bureau partners in the reform of this vital sector.

PURPOSE

This Service Charter is a guide which provides useful and comprehensive information on services provided by the Ministry of Lands. It aims at providing a high level of services to members of the public as well as safeguarding the rights of the citizens in obtaining relevant services from the Ministry. It also aims at providing a better working relationship between the public officers and the members of the public.

This charter covers services provided by the Ministry of Lands it highlights our vision and mission statements, our core values and principles as a people oriented organization; under this charter we:

- set the standards and targets for our services;
- list information on our various services to the public;
- inform the public where and how information on our services can be obtained; and
- provide information on addressees/telephone numbers of sections to be contacted.

VISION

Fast-tracking Land Administration to harness the state government's revenue potentials and provide easy access To land for economic and social benefits

MISSION

The mission is to ensure an optimal utilization of Land resources for sustainable development of the state.

Our Core Values

- Commitment to quality and timely service delivery
- Integrity, honesty, accountability and transparency
- Pro-activeness and innovativeness
- Professionalism
- Promotion and protection of public interest
- Impartiality and fairness
- Team spirit and team work

Our Core Functions

- Land Policy formulation and implementation

- Administration and Management of Government Land
- Registration of titles deeds
- Land valuation
- Resolution of land and boundary disputes
- Supervision and facilitation of Land Control agencies
- Ascertainment and protection of land rights
- Land surveying and production of maps
- Maintenance and inspection of state boundaries
- Preparation of local physical development plans

Customer/Client Expectations

Our customers expect efficient and effective provision of services as follows:

- Prompt and courteous service
- Professional and accessible service for all
- Provision of clear and concise information
- Confidentiality of customer's information
- Prompt response to inquiries
- Quality services
- Transparency and integrity
- Fairness in service delivery
- Zero tolerance to corruption
- Sensitize customers on Ministry's services

Ministry's Expectations

The Ministry expects its Customers/Clients to:-

- Be courteous and respectful
- Provide constructive engagement
- Be honest and truthful
- Avoid unethical practices
- Observe and respect procedures, rules and regulations
- Provide and update contact address
- Provide feedback on the quality of our services
- Verify the status of land before any transaction

CUSTOMERS

1. Individuals and private developers.
2. Public Servants in Ministries, Departments and Agencies.

3. Agricultural Co-operatives, Farm settlements, corporate bodies, Organizations, Contractors.

Standards of Service

If you telephone us we, will:

- Answer your call within the fifth ring.
- Greet you pleasantly.
- Identify the Department and give our name.
- Connect you to the right person the first time.

If you write to us we, will:

- Respond to correspondence within ten days of receipt and if we cannot answer within the time, a letter of acknowledgement will be sent to let you know when you can expect a reply.

If you come to any of our service windows, we will:

- Receive you in a comfortable and clean environment
- Be cautious and respectful
- Attend to within five minutes of your arrival
- Introduce ourselves by stating our names and designation
- Offer accurate and helpful information

When you submit any application, we will:

- Review your application to make sure all the necessary information is included.
- Contact you if additional information is needed immediately.
- Make sure that your information compares with our land register
- Give you the registered documents with the Registrar's signature on it within 10 days of submission.

Customer Rights

You have a right to:

- Be served right
- Accurate and helpful information
- Be listen to when you complain
- confidentiality
- Appeal a decision made by lands staff.

Customer Obligations

You can help us serve you better if you:

- Treat our staff courteously and fairly.
- Submit the correct information when we ask for it.
- Thoroughly complete all applications form.
- Pay the required fees when you submit your document.
- Make all fee payments by cash, check or money order between 8:30a.m-4:00p.m Monday to Friday. (Payments will not be accepted after 4:00p.m.)
- Give us feedback on our service.

Monitoring Our Performance / Stakeholder Participation

We welcome your opinions on the services we provide by asking you to complete our evaluation form, which is available at the receptionist desk.

We will assess our performance against the standards set out in this charter by:

- Having regular meetings within the department to evaluate our delivery of service and procedures and to come up with solutions for improvement.

The results of our assessments will be published in our annual report and used to improve our service charter during reviews

Different Directorates in the Land Bureau

1.

SERVICE	STANDARD
LAND REGULARISATION	Submission of application to DLR (by applicant/consultant) – 1day Charting of site area for regularization – 4 days Site inspection (by DLA Inspection Team) – 2 days Forwarding of inspection report to Asst. Chief Technical Officer (by inspection team) -3 days Inspection report verified by ACTO and sent to Director of Planning and Enforcement or Director of Land

	<p>Regularisation – 2 days</p> <p>If file is queried ACTO/PLO will investigate and report outcome to DLR.</p> <p>DLR approves recommendation an demand notice is raised by PLO for applicant to make payment – 3 days</p> <p>Upon evidence of payment, list of approved applications are published in newspapers, there is a non-processing period of 12 days in order to entertain any objection from the public.</p> <p>If there is an objection to application during publication such is referred to ACTO & PLO investigation.</p> <p>Non objected application during publication is issued with letter of allocation by ES LUAC upon recommendation by DLR – 3 days.</p> <p>Upon ES's signature, the applicant file containing C of O is forwarded via PS LANDS to the Honorable Commissioner to endorse the C of O – 5 days.</p> <p>Endorsed C of O is processed for stamp duty & registration by the PS LAND's office – 7 days</p> <p>Registered C of O is collected by applicant at the office of PS LANDS,</p> <p>Total number of days – 30 days</p>
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SERVICE	STANDARD
LAND SERVICES	<p>Application and the accompanying documents are received at the reception desk. Note incomplete applications would not be accepted – 1 day</p> <p>Application is uniquely referred for</p>

	<p>identification purpose.</p> <p>Investigation of the status of the land through charting – 4-7 days</p> <p>Assessment of property to determine applicable fees.</p> <p>Issuance of demand notices. 1-2 days</p> <p>Applicants forward treasury receipts of documents by the Honorable commissioner 4 - 7 days</p> <p>Stamping 2-3 days</p> <p>Registration of documents 2-3 days</p> <p>Collection of all registered documents, payments of fees enables office achieve 30 days target.</p>
<p>SERVICE</p>	<p>STANDARD</p>
<p>REGISTRAR OF TITLES</p>	<p>Payment confirmation by accounts department.</p> <p>Collect form A-13 from Registrar of titles – 1 day</p> <p>Submit completed form to Registrar of Title</p> <p>Issuance of registration number and application number - 1 day</p> <p>Notices are prepared for interested parties signatures</p> <p>Reply to notice is received and draft entries prepared</p> <p>Approval notice is communicated to applicant</p> <p>Notice is forwarded to registrar of title for approval of issuance of notice to applicant</p> <p>Approval of draft entries</p> <p>Typing and binding of title</p> <p>Final indexing of titles</p> <p>File is sent to Registrar of title for signature.</p> <p>Title is delivered to applicant</p>

	<p>Registration of title deeds</p> <p>Conduct of search to confirm whether or not land is under encumbrance</p> <p>Charting information, Perimeter Survey and other relevant information are handed over to the Surveyor-General for advice and charting.</p>
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LAND USE AND ALLOCATION COMMITTEE

- The directorate treats and co-ordinates all matters that border on the following
- Land allocation at various existing schemes in the state to the public
- Processing and issuance of Certificates of occupancy
- Management of all existing schemes in the state
- Settlement of all land disputes
- Administering ground rent and of demand notices
- Management of govt leases
- Process excision matters in conjunction with the technical committee on Excision
- Process regularization of Federal govt properties in conjunction with the office of the Senior Special Assistant to the Governor on Land matters.

WHAT ARE THE DOCUMENTS REQUIRED FOR THE PROCESSING OF A STATE CERTIFICATE OF OCCUPANCY?

They are the following:

- Formal letter addressed to the Executive Secretary Land Use and Allocation Committee, Block 13, Room 4, Lands Bureau, Alausa Secretariat Ikeja, Lagos
- Standard allocation form with purchase receipt
- Four passport photographs with white background
- Evidence of payment of Income Tax
- Current development Levy (in the case of companies two directors income tax and payment of their development levy)
- Survey plan
- All payment receipts of land charges
- Vital information Form.

SERVICE	STANDARD
<p>LUAC</p>	<ul style="list-style-type: none"> • Applicant purchases and submits application pack to LUAC and collects acknowledgment slip – 1 day • Applicant collects letter of offer of allocation • Applicant pays for allocated land (within 90 days) • Surveyor General provides Scheme Officer with digitized survey (2days) • Applicant is issued a letter of confirmation with the plot and block number • Scheme officer processes application for C of O, signs off on the file and forwards the file to the ES LUAC. (5DAYS).S LUAC approves processing and signs letter of allocation. ES LUAC signs off on the file, sends file to the SSA to the governor on Lands. (2days) • SSA Lands vets file, sends the file/application with a covering memo to Permanent Secretary Lands (2 days) • If file has a query, message is relayed back by notification • PS Lands signs off on the memo and sends file to His Excellency (2 days) • His Excellency approves file and electronically signs the C of O (2 days) • Upon approval and signing of C of O by H.E. the file is sent to the Land Registry for processing (2 days) • Land Registry requests Commissioner for stamp duties to stamp C of O (1 day) • Land registry thereafter registers the C of O and request for the printing of the C of O(5 days) •

	Total number of days = 24 working days.
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DOCUMENTS REQUIRED FOR NON STATE LAND CERTIFICATE OF OCCUPANCY

- Formal letter addressed to the ES LUAC
- Completed Certificate of Occupancy Form with receipt
- Land Information Certificate with receipt
- Four original survey plan(2 cloth and 2 paper)
- 4 passport photographs with white background
- Sketch map of the site location.

SERVICE	STANDARD
ISSUANCE OF NON STATE LAND CERTIFICATE OF OCCUPANCY (PRIVATE C OF O)	<ul style="list-style-type: none"> • Submission of Application and Vital Information Form for Certificate of Occupancy by the applicant • Compilation of applicants names for publication, Title Search for previous registration and site inspection (21 days) • Certificate of Occupancy Engrossment by LUAC • Recommendation for the execution of C of O BY E.S. LUAC, SSA LANDS and PS LANDS • Execution of the C of O by His Excellency • Stamp duty • Registration of C of O • Collection of executed and registered C of O by the applicant

Electronic C of O

The unveiling of the transition from paper to electronic C of O I s by 5 stages and it is expected to come on stream by next year. It is a paperless process and it will bring to an end the issuance of C of O which has been since 1978 and it is designed to end all unwholesome practices.

EXCISION AND RESETTLEMENT OF TOWNS AND VILLAGES

After careful deliberation, the LASG has now deemed it fit to preserve some existing villages and settlements in a bid to give title to some land holding families. In the past year government has given excision to some families and many more are under advanced stages of the excision processes.

Our Official Staff

It has been an emergence of professional of different callings coming together with the sole aim of contributing ideas relevant to encouraging quality housing and development through creation of orderly physical environment, thus eradicating poverty through rehabilitation of slum settlement.

The professionals are products of Engineering, Administration, Surveying, Town Planning, Estate Planners, Land officers to mention a few.

Remarkable success has been recorded during this period as these professionals share their wealth of experience and bring to bear relevant ideas leading to proffering solutions to most of the states and Nigeria's economical and political problems.

Charter Review

We shall review our service charter every two years to give room for stakeholder input and to ensure that our services continue to meet the expectations of our customers

Customer Complaints

If you are dissatisfied with the level of services received and wish to complain, you may do so by writing to the SDU office. We will acknowledge your complaint within 3 working days.

If your complaint is about the way we handled your land affairs and requires detailed investigations and research we will notify you as to when you will receive a response.

The ministry has in place a help desk for officers who are responsible for treating complaints and referring customers to the appropriate personnel

If you are unsatisfied with our response you may contact the Permanent Secretary at the Ministry of Land.

How to contact us

For further enquiries please contact and note that all our public guides can be obtained free of charge from Block 13 & 14, office of the Permanent Secretary, Lands Bureau, Alausa Secretariat, Ikeja, Lagos.

Our office is open to the general public every weekday 8am -5pm daily

Key Officers

Executive Secretary (LUAC) - 08052624706

Director Land Services - 08057915360

Director Registrar of Titles - 08033373769

Director Land Regularisation - 08033830740

Telephone: 017647061

Website: www.landsbureau@lagosstate.gov.ng.