

SERVICE CHARTER

REPRESENTATIVE AND OTHER LEGISLATIVE SERVICES

Introduction – The Lagos State House of Assembly is the Legislative Arm of the Lagos State Government saddled with the responsibilities of citizens’ representation and law making.

Purpose - This Charter provides information on the scope of responsibilities, services and commitment of this arm of government for the entire people of Lagos State whose 40 representatives constitute the House of Assembly.

Vision - To be the leading light and pathfinder for Nigerian and African Legislatures.

Mission - A State House of Assembly (SHOA) poised to make laws for good governance in Lagos State, representing the interest of our people while ensuring judicious use of the State resources for the maximum benefit of Lagosians in pursuit of excellence.

Customer and stakeholder groups

1. Citizens of Lagos State
2. Honourable members
3. Government’s Ministries, Departments and Agencies
4. The 20 Local Governments of the State
5. 37 Local Council Development Authority
6. High Commissions and Diplomatic Corps
7. Staff

Service	Standards
Appropriation Bill	Whenever the Appropriation Bill is forwarded to the House by the executive the House will: <ul style="list-style-type: none"> ➤ Ensure that the estimates are scrutinised and resources are efficiently allocated. ➤ Where necessary, redistribute the appropriation in such a way that key areas of most important needs are given priority. ➤ Ensure that each Administrative Division of the State receives fair share of Government presence in terms of

	<p>projects.(i.e. infrastructural development)</p> <ul style="list-style-type: none"> ➤ Ensure that the projects of Government are tailored to the peoples’ needs through the involvement of the citizens in the appropriation process. ➤ Ensure that money allocated/budgeted for are judiciously utilised as appropriated through the process of oversight embarked upon by the relevant committees of the House ➤ Ensure that Appropriation Bill is passed before the year of implementation.
Law Making	<ul style="list-style-type: none"> ➤ The laws that would be passed are such that would be people friendly, implementable and can stand the test of time. ➤ Citizens’ contributions to law making through four(4) service windows i.e. Public Hearing, Contributions/Comment Desk, Town Hall meetings and suggestion boxes.
Legitimizing	<p>Whenever the name of a Political Appointee is submitted before the House for confirmation, the House would ensure that:</p> <ul style="list-style-type: none"> ➤ Such nominee is well qualified for the post being considered for. ➤ Members of public are entitled to express their reservation, criticisms or any other comments on such nominee to the House in form of petition. ➤ All the petitions would be considered and thorough investigation would be conducted. ➤ Where necessary the petitioner may be required to appear before appropriate Committee of the House. ➤ In treating the petition, appropriate discretion would be applied to safeguard the petitioner. ➤ The result of the processes would be the factors that would determine the decision of the House on whether or not to confirm such appointment.
Petition	<ul style="list-style-type: none"> ➤ All petitions received by the House must be endorsed by a member, for same to be processed. ➤ All petitions would be referred to the appropriate Committees of the House and would be looked into dispassionately. ➤ As part of the legislative process, the Committee Secretary who is part of the Committee Secretariat would communicate the petitioner within 48 hours of receipt of the petition. The officer would also give the petitioner his

	<p>name, designation and contact details.</p> <ul style="list-style-type: none"> ➤ Petitioners are free to make enquiries on the state of their petitions at any time during the office hours. ➤ Formal response would be communicated to petitioners within 2 weeks of receipt of same. ➤ House decisions on petitions are usually communicated through its resolution to parties involved and MDA's where necessary, which marks the end of the process.
Oversight Functions	<p>As part of its legislative oversight function, the House supervises the activities of the MDAs through the relevant Standing Committees:</p> <ul style="list-style-type: none"> ➤ The relevant Committees of the House conduct quarterly, mid – year and annual checks on the books of Ministries, Departments and Agencies (MDAs) government to determine the level of compliance with laws, regulations and policies. ➤ On the spot assessments of projects through scheduled and unscheduled visit to project sites. ➤ Petitions, complaints, comments and contributions are also received from the citizens. ➤ Appropriate measures would be taken on any deviance in services. Such sanctions ranges from verbal/writing warnings, ➤ Consultants are usually engaged by committees in technical areas.
Publication of Hanzard	<ul style="list-style-type: none"> ➤ Hanzards are verbatim report of House proceedings and shall be made available for sale to the public at the Publications Directorate for a fee of; one copy ₦350:00 and ₦5,000:00 for Bound Volume.
Protest	<ul style="list-style-type: none"> ➤ The right of the citizens to peaceful protest is recognized and assured. ➤ Part of the Assembly's responsibility is people's representation and to protect their rights therefore the doors of the House is open to peaceful protest. ➤ Earnest action will be taken to address grievances and necessary contact would be made within one week of the protest. ➤ Time line for the resolution of the grievances is subject to the nature of the dispute ➤ However, be assured that update would be available on request at our Service Delivery Unit.

House of Assembly Website	<ul style="list-style-type: none"> ➤ www. Lagoshouseofassembly.gov.ng/comments are available 24/7. ➤ You are assured of response to your comment(s) within 48 hours.
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SPECIAL NEEDS PROVISIONS:

- ❖ There are dedicated car parks for the physically challenged.
- ❖ Our newly constructed have wheel chair ramp for easy accessibility.
- ❖ Appropriate technical expertise would be provided for visually impaired and hard of hearing clients – *please refer to customer obligation for further information.*

STAKEHOLDERS PARTICPATION:

All the activities of the Assembly are done in conjunction with the stakeholders.

MONITORING AND REPORTING PERFORMANCE:

The following are in place to Monitor and Evaluate the performance of The House of Assembly;

- ✚ **Lagos State House of Assembly at a Glance** - a publication that reports the total activities of the House.
- ✚ **Hanzard** – captures verbatim report of House proceedings.
- ✚ **The Legislators** – magazine published in House that informs the public on the processes, procedures and events in the House.

Where to find us:

LAGOS STATE HOUSE OF ASSEMBLY COMPLEX ALAUSA, IKEJA.

Please call: **Ottun A.T.B on 08023330432** or **Lekan Onafeko on 0802814616**

Our Officials/Staff

We are an Assembly of your elected representatives, representing the 40 State constituencies of Lagos State including a team of professionals which includes; Legislative Officers, Lawyers, Accountants, Statisticians, Planners, Administrators, Technicians etc who are committed to render quality serve to you without fear or favour.

Customer’s obligations

While we are poised to offer quality representation to the citizens, we also request that the following should be adhered to:

- ✓ Protest should be orderly and peaceful.
- ✓ Petitions should be forwarded honestly in line with laid down procedures.
- ✓ The visually impaired and hard of hearing petitioners that require special services must forward their request in writing giving two (2) weeks notice.

Existing Limitations

While we maintain our assurance of rendering quality representation, we take cognisance of certain limitations that may hinder our service delivery. This includes; Matters already in court, exceptions are however made for emergencies.

Review

This Charter would be reviewed bi – annually to keep it abreast of emerging changes in Legislative functions

Customer's complaints

If you are not satisfied with any of our legislative activities, decisions of the House, or the conduct of any of our officials/Staff, please contact our Service Charter Officer, Service Delivery Unit at

Office: Room 71, Lagos State House of Assembly Complex, Alausa – Ikeja

Telephone: 08023330432/ 08028146162

email: comments@lagoshouseofassembly.gov.ng or at any of the designated suggestion boxes within the Assembly Complex, Alausa, Ikeja

Lagos State House of Assembly,
Assembly Complex, Alausa,
Ikeja, Lagos State of Nigeria .
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