

# MINISTRY OF PHYSICAL PLANNING AND URBAN DEVELOPMENT

## CUSTOMER CHARTER

### Introduction:

In accordance with the Lagos State Urban and Regional Planning and Development law 2010, the Ministry has 3 parastatals viz: Lagos State Physical Planning Permit Authority (LASPPPA), Lagos State Building Control Agency (LABSCA), and Lagos State Urban Renewal Agency (LASURA).

The ministry and its agencies ensure regeneration and exercise control over development with a view to entrenching a liveable environment.

### Purpose:

This Service Charter outlines the statutory functions MPP &UD and the standards of service you can expect from us. It provides insight into our services and entitlements accruable to those in the built environment as well as individuals and the residents of Lagos State.

### Vision:

Lagos mega city that is sustainable, organised, liveable, business and tourism friendly.

### Mission:

Working towards a sustainable Physical Planning and Urban Development that will provide an enabling environment for socio-economic activities through a dedicated workforce

### Our Policy Thrust within the 10-Point Agenda

1. Rebuilding Lagos as a Model City State
2. Pursuit of Systematic Physical Planning for sustainable development
3. Development of reliable database for physical planning; and
4. Providing enhanced partnership for governance (inclusive governance).

### Our Service Pledge:

We are bound by the Lagos State public service values and code of conduct to provide accountable and transparent services to the Lagos public. If you visit any of our service windows, we make the following promises:

- be honest, ethical and professional
- be helpful, courteous and considerate
- act with care and diligence
- provide consistent, accurate and impartial advice
- use language that is clear to you

- respect and protect the confidentiality of your information
- act promptly and fairly on all complaints or suggestions
- meet our product and service standards
- publish our work program
- explain clearly your rights and responsibilities, and
- enable you to help us design and improve our products and services by:
  - maintaining user forums
  - conducting market research, and
  - encouraging constructive feedback about our products and services.

### **Customers' rights and responsibilities:**

Under the MPP&UD Charter, you have a right to:

- access our services and information in a manner that meets your needs
- expect us to meet the standards in this Service Charter
- lodge complaints
- seek review and appeal
- request information and
- privacy and confidentiality

### **Customer Obligations:**

We expect you to

- treat us with courtesy
- be honest and ethical in your dealings with us
- provide us with clear feedback about our products and services within reasonable timeframes
- abide by any legal requirements
- advise us of problems when they arise and of changes in your needs, and
- comply with license agreements and conditions.

### **Customers/Stakeholder:**

1. Commercial and Private Properties Developers
2. Professionals in the Built environment
3. Residents of the State.

Service	Standard
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<p>Issuance of development permits</p>	<p>When you visit us for development permit, we will:</p> <ul style="list-style-type: none"> <li>• Ensure issuance of permit within 30 working days provided all relevant documents are annexed to the application and appropriate payments made to designated banks, depending on the type of developments <b><i>(Requirements for granting permits are stated below)</i></b>.</li> </ul>
<p>Development Control and removal of Illegal and distressed Structures</p>	<p>Upon the issuance of development permit, we will:</p> <ul style="list-style-type: none"> <li>• Monitor construction work in stages to ensure compliance with the issued permit;</li> <li>• Issuance of Certificate of Completion and fitness for habitation.</li> </ul> <p>On the receipt of complaints of distress or monitored observation, we will:</p> <ul style="list-style-type: none"> <li>• Promptly investigate the development by undertaking an integrity test on the distressed structure and remove same where necessary;</li> <li>• The result of the integrity test shall be made available within 24 Hours of its conduct;</li> <li>• Requisite notices will be served on illegal structures and the occupants alike i.e 2 days Contravention Notice; 7 days Demolition Notice and upon approval to demolish, demolition and removal within 2 days.</li> </ul>
<p>Urban Renewal and Regeneration</p>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Monitor and identify areas qualified for upgrading;</li> <li>• Coordinate the relocation of activities with negative impact on Urban based economic activities;</li> </ul>
<p>Layout Plans</p>	<p>It is statutory for all land holdings, both public and private, of one (1) hectare and above in size to prepare and obtain approval for layout plans. We will :</p> <ul style="list-style-type: none"> <li>• Provide Development Guides with significance of creating an orderly and</li> </ul>

	<p>balanced environment with provision of basic facilities and utilities;</p> <ul style="list-style-type: none"> <li>• Prevent the development of shanties and slums in the emerging megacity.</li> </ul>
Right of Way	<ul style="list-style-type: none"> <li>• We ensure adequate setbacks of 30 meters both on the right and left sides of the road;</li> <li>• Structures placed within these dimensions are deemed to be contraventions and are removed accordingly.</li> <li>• Compensate victims with verifiable ownership titles in the case of road expansion.</li> </ul>
Master Plans and Model City Plans	<p>We are</p> <ul style="list-style-type: none"> <li>• Providing adequate infrastructural facilities plans;</li> <li>• Co-ordinating various Development activities;</li> <li>• Creating an economic platform to facilitate the inflow of foreign direct investment; and</li> <li>• Ensuring orderly and harmonious living environment</li> </ul>

### Monitoring and reporting

We welcome your comments on our success in achieving the standards in this Charter; please send us your comments and suggestions using any of the addresses below. We will publish our performance against this Charter in our Annual Report which can be downloaded from our website or directly from our office.

### Charter Review

We will:

- evaluate our products and services against the standards in this Charter
- informally review the standards in this Charter at least once a year
- formally review them every two years
- include in our Annual Report, the outcomes of formal and informal review and any adjustments made to the Charter, and
- publish reviewed editions of the charter every two years.

### Customer Complaints:

### ***If you have a complaint***

If you have a complaint about the services or products that you have received from us, we would like to know about it. We view effective resolution of complaints as a very important part of our commitment to ongoing customer care. We believe that the most effective and quickest way to resolve a complaint and achieve customer satisfaction is to deal with the issue at the point where the service was provided, and so we recommend that you first contact our customer service staff.

To assist us with your complaint we need you to:

- describe the exact nature of the problem
- discuss the matter with the person you have been dealing with, and
- if you make a complaint in person or by phone, follow it up with a signed letter providing as much information as possible.

We will:

- record your complaint
- investigate your complaint
- if we cannot respond within 14 days, acknowledge your complaint in writing as soon as practicable, preferably within 28 days, and
- attempt to resolve your complaint in consultation with you.

If you are not satisfied with our response you can contact the **Honourable Commissioner** on **08033013849** and/or the **Permanent Secretary** on **08034961936**.

#### **Our Contact Details:**

Our Headquarters is Ministry of Physical Planning and Urban Development, Block 15, Secretariat, Alausa, Ikeja . Our e-mail address is [physicalplanning@lagosstate.gov.ng](mailto:physicalplanning@lagosstate.gov.ng). You can contact the **Honourable Commissioner** on **08033013849** and the **Permanent Secretary** on **08034961936** for further enquiries. You can also visit our Agencies, District Offices and Regional Development Agencies located in and around all the Local Government Areas and Local Council Development Areas of the State. For ease of reference, these are listed below.

#### **Our Officials/Staff:**

We have a substantial number of Professionals in the Built Environment such as Town Planners; Architects; Engineers (Civil, Mechanical and Electrical), Builders, Cartographers to meet your needs.

Our Officers are ready and willing to assist and ensure delivery.

#### **Requirements For Granting Development Permit**

<b>S/N</b>	<b>PROPOSED DEVELOPMENT</b>	<b>REQUIREMENTS</b>	<b>CLEARANCE REQUIRED (As may be necessary)</b>
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1.	1floor (Ground) -2 floor	<ul style="list-style-type: none"> <li>• 5 sets of Architectural Drawing.</li> <li>• 5 sets of Structural Drawing, i, Letter of Supervision ii, Calculation Sheets iii, Letter of structural stability in case of existing structures.</li> <li>• Mechanical and Electrical Drawings in case of Public Institutions. All drawings must be prepared by registered professionals</li> <li>• Evidence of Land Ownership/Title Document.</li> <li>• Evidence of payment of Applicant Tax.</li> <li>• Receipts of payment of Statutory Fees.</li> <li>• 1 Sun print copy of Survey Plan or Beacon Sheet.</li> <li>• Submission of Environmental Impact Assessment Report in case of Commercial, Industrial, Institutional, POW, Residential of more than eight (8) family unit or any other Public Institutions Developments.</li> </ul>	<ul style="list-style-type: none"> <li>• Land Use Allocation Directorate and Land Services Department.</li> <li>• Ministry of Transportation (Transportation Plan)</li> <li>• Ministry of Environment (drainage alignment, gorge, flood plains, river/water bodies, lagoon, shoreline clearance e.t.c.)</li> <li>• Lagos State Urban Renewal Authority</li> <li>• Lagos State Surveyor General's Office.</li> <li>• New Towns development Authority.</li> <li>• Lagos State Revenue Services.</li> </ul>
2.	3-4 floors	<ul style="list-style-type: none"> <li>• 5 sets of Architectural Drawings</li> <li>• 5 sets of Structural Drawing, i, Letter of Supervision ii, Calculation Sheets iii, Letter of structural stability in case of existing structures.</li> <li>• Mechanical and Electrical Drawings in case of Public Institutions. All drawings must be prepared by registered professionals</li> <li>• Evidence of Land Ownership/Title Document.</li> <li>• Evidence of payment of Applicant Tax.</li> <li>• Receipts of payment of Statutory Fees.</li> <li>• 1 Sun print copy of Survey Plan or Beacon Sheet.</li> <li>• Soil Investigation Report</li> </ul>	<ul style="list-style-type: none"> <li>• Land Use Allocation Directorate and Land Services Department.</li> <li>• Ministry of Transportation (Metro Line Project)</li> <li>• Ministry of Environment (drainage alignment, gorge, flood plains, river/water bodies, lagoon, shoreline clearance e.t.c.)</li> <li>• Lagos State Urban Renewal Authority</li> <li>• Lagos State Surveyor General's Office.</li> <li>• New Towns development Authority.</li> <li>• Lagos State Revenue Services.</li> </ul>

		<ul style="list-style-type: none"> <li>• Insurance Certificate</li> <li>• Submission of Environmental Impact Assessment Report in case of Commercial, Industrial, Institutional, POW, Residential of more than eight (8) family unit or any other Public Institutions Developments.</li> </ul>	
3.	5-6 floors	<p>5 sets of Architectural Drawings</p> <ul style="list-style-type: none"> <li>• 5 sets of Structural Drawing, i, Letter of Supervision ii, Calculation Sheets iii, Letter of structural stability in case of existing structures.</li> <li>• Mechanical and Electrical Drawings in case of Public Institutions. All drawings must be prepared by registered professionals</li> <li>• Evidence of Land Ownership/Title Document.</li> <li>• Evidence of payment of Applicant Tax.</li> <li>• Receipts of payment of Statutory Fees.</li> <li>• 1 Sun print copy of Survey Plan or Beacon Sheet.</li> <li>• Soil Investigation Report</li> <li>• Insurance Certificate</li> <li>• Submission of Environmental Impact Assessment Report in case of Commercial, Industrial, Institutional, POW, Residential of more than eight (8) family unit or any other Public Institutions Developments.</li> </ul>	<ul style="list-style-type: none"> <li>• Land Use Allocation Directorate and Land Services Department.</li> <li>• Ministry of Transportation (Transportation Plan)</li> <li>• Ministry of Environment (drainage alignment, gorge, flood plains, river/water bodies, lagoon, shoreline clearance e.t.c.)</li> <li>• Lagos State Urban Renewal Authority</li> <li>• Lagos State Surveyor General's Office.</li> <li>• New Towns development Authority.</li> <li>• Lagos State Revenue Services.</li> </ul>
4.	7 <sup>th</sup> floor and above	<ul style="list-style-type: none"> <li>• 5 sets of Architectural Drawings</li> <li>• 5 sets of Structural Drawing, i, Letter of Supervision ii, Calculation Sheets iii, Letter of structural stability in case of existing structures.</li> <li>• Mechanical and Electrical Drawings in case of Public Institutions. All drawings must be prepared</li> </ul>	<ul style="list-style-type: none"> <li>• Land Use Allocation Directorate and Land Services Department.</li> <li>• Ministry of Transportation (Transportation Plan)</li> <li>• Ministry of Environment (Environmental Management Plan)</li> </ul>

		<p>by registered professionals</p> <ul style="list-style-type: none"> <li>• Evidence of Land Ownership/Title Document.</li> <li>• Evidence of payment of Applicant Tax.</li> <li>• Receipts of payment of Statutory Fees.</li> <li>• 1 Sun print copy of Survey Plan or Beacon Sheet.</li> <li>• Soil Investigation Report</li> <li>• Insurance Certificate</li> <li>• Submission of Environmental Impact Assessment Report in case of Commercial, Industrial, Institutional, POW, Residential of more than eight (8) family unit or any other Public Institutions Developments.</li> </ul>	<ul style="list-style-type: none"> <li>• Lagos State Urban Renewal Authority</li> <li>• Lagos State Surveyor General's Office.</li> <li>• New Towns development Authority.</li> <li>• Lagos State Revenue Services.</li> </ul>
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#### PHYSICAL PLANNING DISTRICT OFFICES

S/N	DISTRICT OFFICES	LOCATION
1	Agbado/Ipaja	Jakande Housing Estate Beside LBIC, Abesan Estate
2	Agege	Agege L G Secretariat, Stadium Rd, Agege
3	Alimosho	Jakande Housing Estate Beside LBIC, Abesan Estate
4	Amuwo-Odofin	NTDA Building, Jakande Housing Estate Mile 2
5	Apapa	Apapa LG Secretariat, 3, Burma Rd, Apapa
6	Badagry	PWD(Works Yard), off Hospital Rd, GRA Badagry
7	Eko	Zapas Building, Freeman/Adeniji-Adele Rd, L/Island
8	Mushin	6, Town Planning Way, Ilupeju
9	Ojo	Ministry of Works Zonal Office, Okokomaiko, Ojo
10	Surulere	Surulere LG Sect, Alhaji Masha Str, Onilegogoro, Surulere
11	Somolu	6, Town Planning Way, Ilupeju
12	Yaba	168, Herbert Macaulay Road, Adekunle Yaba
13	Epe	Water Works Road, Epe
14	Eti-Osa	1230B, Bishop Oluwole Street, V/I
15	Ibeju-Lekki	Former Ibeju=Lekki LG Secretariat, Akodo
16	Ikeja	Block 20, Old Sect, Oba Akinjobi Way
17	Ikorodu	Beach Road, Opp. General Hospital, Ikorodu
18	Ikoyi/VI	1230B, Bishop Oluwole Street, V/I
19	Oshodi/Isolo	Along Aimasiko Str, Off Afariogun str, Mafoluku Oshodi
20	Kosofe	LAWMA Yard, Ogudu-Ojota Rd, Ogudu
21	LASPPPA	Old Sect. Oba Akinjobi Way
22	LASURA	Old Sect. Oba Akinjobi Way

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#### **Our Contact Details:**

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