



KANO STATE GOVERNMENT

MINISTRY OF LAND AND PHYSICAL PLANNING

SERVICE CHARTER

PURPOSE

The charter contains information that will serve as a guide on all land related issues for the benefit of all stakeholders. It clearly indicates the level of services that a CLIENT can expect as well as his/her rights and responsibilities in accessing our services. It summaries the procedures and guidelines of land management and administration in Kano state. It will serve as a quick reference and therefore a representation of the most essential elements for guidance.

INTRODUCTION

Kano state ministry of land and physical planning is vested with the authority of land administration in the state. It is an offshoot of Kano provisional land office which passed series of transformations.

In 1964, the Ministry of Lands was established as a division in the ministry of works and survey. In 1968, the Commissioner empowered the division to approve applications for consent in cases of assignments, mortgages and sub-leases as well as sign certificates of occupancy. This division gave birth to the ministry of land and survey in 1975 as an autonomous entity. It became a directorate in 1983 under the office of the Governor. Finally it attained its present status in July 1999.

MANDATE AND ORGANISATIONAL STRUCTURE

The ministry's core mandate is to acquire, prepare, allocate and register all land transactions as well as the physical planning of non-urban centres in the state. The Ministry has two Agencies under its supervision; Kano State Urban Planning and Development Authority (KNUPDA) and Kano State Geographical Information Services (KANGIS). To ensure optimum operational performance, the structure under the Ministry is currently organized into the following departments.

1. Administration and general services department
2. Planning, research and statistics department
3. Cadastral department
4. Deeds department

5. Disputes, complaints, investigation and verification department
6. Land department
7. Physical planning department
8. Survey department

OUR VISION

A state where every citizen has the opportunity to access and own land in a planned environment.

OUR MISSION

To ensure a sustainable land administration for the benefit of the general public in the state in accordance with the various act and edicts to prevent misuse.

OUR CORE VALUES

- **Equity** – We treat everyone the same, by being fair and impartial
- **Transparency** – being open and honest in all our dealings
- **Integrity** – we always do the right thing, operating within the limit and spirit of the law
- **Accountability** - we take responsibility for our actions and deliver what is agreed upon
- **Professionalism** - we will adhere to high standards at all times, providing quality service.

LIST OF CLIENTS AND STAKEHOLDERS.

1. Federal, state and local governments
2. Ministries Departments and Agencies
3. Local governments
4. Corporate organizations
5. Property agents

6. Town planners
7. Legal practitioners, private surveyors
8. Other professional bodies
9. Civil society and non-governmental organizations
10. General public

OUR SERVICE DELIVERY COMMITMENT

The Ministry of Lands and Physical Planning through this service charter commits to the following principles

1. To recognize the equality of all clients and stakeholders before the law and strive to ensure that it does not discriminate against individual groups based on gender, social or financial status, religion, ethnicity or political convictions in the process of land administration.
2. Services will be provided in strict compliance with the law and give assurances that administrative decisions such as land allocation or physical planning will be taken in conformity with existing regulations and in a transparent manner.
3. Encourage the active participation of the general public in its service delivery through consultation forums, regular sensitization and awareness raising campaigns on rights and obligations of all clients and the general public.

KEY SERVICES PROVIDED BY THE MINISTRY

1. Land acquisition
2. Conversion of land titles
3. Processing of Certificates of Occupancy for production and collection at KANGIS
4. Transfer of land ownership
5. Compensation
6. Change of land use purpose
7. Sub-division of land

8. Merger of land titles
9. Renewal of land ownership (Re-grant)
10. Geographical information services
11. Non-urban services (planning recommendation, building plan approval)

CUSTOMER EXPECTATIONS/DELIVERY STANDARDS

In line with our service delivery commitments our clients/stakeholders should expect the following standards whenever they come in contact with the Ministry in person or in writing;

1. Service to be available at the ministry from 9.00-4.00 PM daily (Monday – Friday).
2. To be attended to within **15 minutes** of arrival.
3. To be treated with courtesy and respect.
4. To be provided with clear **guidelines or advice** on all necessary requirements to help in accessing our services.
5. Your transactions to be handled by well trained personnel and experts in land matters.
6. **General correspondence** to be acknowledged and responded to within **5 working** days.
7. **General land transactions** (acquisition, conversion, private layout, sub-division etc.) will be completed within **30-90 days** subject to client meeting all requirements
8. **Change of ownership** will be processed within **one week**
9. **Re-issuance** of expired title (**re-grant**) will be processed within **two weeks**
10. **Instruction to survey (field jacket)** will be processed **within 48 hours**
11. Request for **geographical information (search reports)** will be processed within **48 hours**
12. **Annual registration** of surveyors will be processed **within 24 hours**

CUSTOMER RIGHTS

In dealing with us you are entitled to the following as a right or service guarantee:

1. Access to services that best meet your distinct needs;

2. Be treated with courtesy and respect;
3. To appeal or seek for a review of land administration decisions
4. Access to information on the nature of our services, policies and legal framework in the sector;
5. Privacy and confidentiality;
6. Be heard and provide and receive feedback on the performance of service delivery;
7. To make a complaint if dissatisfied.

CUSTOMER OBLIGATIONS

It is CLIENT's right to expect good services from the Ministry and equally the Citizen's right to complain if this service is not received. To enable us deliver our services efficiently and effectively we will need you to also fulfill the following obligations:

1. Prompt payment of all stipulated fees
2. Report cases of encroachment or any attempt to develop your land without your consent nor that of the authority concerned.
3. Keep to scheduled appointments with the ministry.
4. Seek for clarification or advice if you do not understand a process or information provided to you.
5. Submit all request documents and ensure that they are valid.
6. Obtain a formal permission from the planning authority before embarking on any development of /on your land and avoid contravention of the building approval.
7. Report suspected demarcation of illegal layout or land use violation.
8. Keep your land title documents in a safe place as you keep your money.
9. Deal only with authorized personnel/staffs of the Ministry identified by their I.D. cards.
10. Do not intimidate but give support to staff of the Ministry

PUBLIC CO-OPERATION

1. The general public is requested to cooperate with the ministry by understanding the social and economic importance of land acquisition for developmental purposes.
2. The public are also advised to always contact the ministry in any land transaction for formalization/verification.
3. All prospective clients should note that for our services to be delivered within the specified timeframe; all stated requirements (legal) must be met. ***See annexure for full details of all services, specific requirements and timeframe.***

FEEDBACK ON OUR SERVICES

We value feedback on the quality of our service to help us improve, we welcome comments suggestions as well as complaints from all persons interested in Land developing and we will make available various channels for our stakeholders to give us feedback as stated in our contacts below.

S/N	Area Under Care	Phone Number
1	Survey Departments.	07087595636
2	Cadastral Departments.	08063366052
3	Land Departments	08073278291
4	Deeds	07057219693
5	DCIV/PPD	07016029508
6	AGS/ PRS	07016029508
7	General Coordination	08188995808

OUR COMPLAINTS HANDLING POLICY

We take complains very seriously. If the Ministry does not fulfill its Charter obligations or its does not provide the service you think it should, please complain, complaints can be made in writing, by telephone, or email to the **Nodal Officer or SERVICOM desk Ministry of Lands** and Physical Planning. Whenever our services do not meet up with the standards set in the charter we will:

1. Issue an apology immediately and offer an explanation on reason for occurrence;
2. Record and analyze all complaints for service improvement;
- 3. Aim to resolve complaints (not related to land dispute or legal jurisdiction) within 30 days;**
4. Always explain our intend course action for steps in resolving the complaint;
5. Do whatever we can, to assist complainant adversely affected by our failure.

SERVICE CHARTER PERFORMANCE MONITORING AND EVALUATION.

We will regularly monitor the service delivery commitments set out in this charter to assess our performance for service improvement through various means such as analysis of customer complaints and periodic surveys. We promise to review our service standards each year to ensure they meet up with the expectations of our customers. We shall undertake the Performance Assessment of our services yearly with the report being made public.

REVIEW OF SERVICE CHARTER

In light of our performance results, or changing circumstances, we will in consultation with our clients and stakeholders, subject this Service Charter to a review or amendments as we continuously strive to improve our services.

KANO STATE MINISTRY OF LANDS AND PHYSICAL PLANNING SERVICE STANDARDS

SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/ OUTCOME
Land Acquisition	For un-specified land (laid out)	Application form duly completed.		30 days/4 weeks	Certificate of occupancy (C of O)
	Residential		N7,000.00		C of O
	Commercial		N22,000.00		C of O
	Industrial		N32,000		
	Petrol filling station		N150,000.00		
	Hotel		N52,000.00		
	Agricultural		N7,000.00		
	Religious		NIL		C of O / letter of allocation
	For specified land (curve out)	a) Application form duly completed.		30 days/4 weeks	

	SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/ OUTCOME		
		Residential	b) Site plan of the site under application.	N5,000.00		Letter of grant		
		Commercial					C of O	
		Hotels						N40,000.00
		Petrol filling station						N32,000.00
		Industrial						
		Agricultural						N7,000.00
		Religious	NIL	letter of allocation				
	Compensation	Monetary	Presentation of compensation card and bank account number	NIL	4 weeks	Money compensation		
		Land for land allocation (resettlement)		N5,000 N7,000		Letter of Grant or Occupancy Plot compensation permit		
	Conversion of customa	To Residential	<ul style="list-style-type: none"> Duly completed application form Site plan 	N7,000.00	12 weeks	Letter of grant		
		To commercial		N22,000.				

	SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/ OUTCOME
	ry right of occupancy to statutory		<ul style="list-style-type: none"> • Company registration • Article registration of 	00		
		<ul style="list-style-type: none"> • Hotels 		N52,000.00		
		<ul style="list-style-type: none"> • Petrol filling stations 		N102,000.00		
		To industrial		N32,000.00		
		To religious		NIL		
		To General (public /semi-public)				Title deed
	Transfer of Land Ownership	Assignment	<ul style="list-style-type: none"> • Application form duly completed. • Written application by the title holder. 	<ul style="list-style-type: none"> • App. Fee - N12,000.00 • Reg. fee - 5% of capital Value 	1 week	Assigned C of O
		Devolution	<ul style="list-style-type: none"> • Application duly completed. • Court order. 	<ul style="list-style-type: none"> • App. N 5,000.00 • Reg. N20,000.00 		

	SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/OUTCOME
		Sub-lease	<ul style="list-style-type: none"> Application form duly completed Sub-lease documents 	<ul style="list-style-type: none"> N5m / 5% of premium lease. N10m / 3.5% of premium lease. Above N10m / 3% of premium lease 		
		Mortgage	<ul style="list-style-type: none"> Application form duly completed Mortgage documents 	3% of the mortgage value		Registered deed of mortgage
		Power of attorney	<ul style="list-style-type: none"> Application form duly completed Documents of power of attorney 	<p>Low density N70,000.00</p> <p>Medium-N50,000.00</p>	1 week	Registered deed of mortgage

	SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/ OUTCOME
				High-N40,000.00		
		Gift		50,000.00		
		a. Direct Relation	<ul style="list-style-type: none"> • Application form duly completed • Documents of gift 	2% of capital value	1 week	Assigned C of O
		b. Other forms of gift not among relation		5% of capital value		
		c. From company to company				
	CERTIFIED TRUE COPY (CTC)	Low density	Written application	100,000.00	1 week	CTC
		Medium density		50,000.00		
		High density		30,000.00		
		Commercial gen.		100,000.00		
		Industrial		150,000.00		
	SURRENDER AND RELEASE	General	<ul style="list-style-type: none"> • Written application • Evidence of settlement. 	N10,000.00	1 week	Release letter

	SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/ OUTCOME
	CERTIFIED COPY FILE	General	Written application	N17,000.00	1 week	Copy file
	DEED OF PURCHASE	General	<ul style="list-style-type: none"> • Application form duly completed • Purchased documents 	5% of transaction dues	1 week	Registered deed of purchase
	Change of Purpose Clause	General	<ul style="list-style-type: none"> • Application form duly completed • Payment of all outstanding dues 	N40,000.00	30 days	C of O on the new use
		Petrol Filling Station (PFS)		N80,000.00		
	Sub-Division	Residential without structure	<ul style="list-style-type: none"> • Application form duly completed • Site plan of the proposal 	N20,000.00	30 days	C of O on each Sub-division
		Commercial without structure		N40,000.00		
		General built-up		0.25% of the value of property		
	Merger of titles	General	<ul style="list-style-type: none"> • Application form duly completed • Site plan of the proposal 	N40,000.00	30 days	One new C of O

	SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/OUTCOME
	Recertification of expired titles (Re-Grant)	Residential	<ul style="list-style-type: none"> Application form duly completed Settlement of all outstanding fees. 	5% of the total	2 weeks	New C of O
		Commercial		8% value		
		Industrial		10% of imprudent		
	Search reports	General	Written application	N5,000.00	1 week	Certified position
	Request for geographical information/data	Thematic maps provision (special purpose maps).	<ul style="list-style-type: none"> Written application. Application in person 	Depends on the nature of job	Within 48 hours	Completed material.
		Printing of satellite imaginary with customer required information (A4-A0).	<ul style="list-style-type: none"> Written application. Application in person 	<ul style="list-style-type: none"> A4 N2,000.00 A3 N4,000.00 A2 N6,000.00 A1 N8,000.00 A0 N15,000.00 	Within 48 hours	Completed material. Printed copy
		Printing of line maps and plans (A4-A0)	<ul style="list-style-type: none"> Written application. Application in person 	<ul style="list-style-type: none"> A4 N200.00 A3 N400.00 A2 N600.00 A1 	Within 48 hours	Printed copy

	SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/ OUTCOME
				N1,000.00 • A0 N2,000.00		
		Printing of architectural drawings(A4-A0)	<ul style="list-style-type: none"> • Written application. • Application in person 	<ul style="list-style-type: none"> • A4 N200.00 • A3 N400.00 • A2 N600.00 • A1 N1,000.00 • A0 N2,000.00 	Within 48 hours	Printed copy
		Printing of text documents (A4-A0)	<ul style="list-style-type: none"> • Written application. • Application in person 	<ul style="list-style-type: none"> • A4 N200.00 • A3 N400.00 • A2 N600.00 • A1 N1,000.00 • A0 N2,000.00 	Within 48 hours	Printed copy
		Scanning of maps and plans (A4-A0).	Written application.	<ul style="list-style-type: none"> • A4 N200.00 • A3 N400.00 • A2 N500.00 • A1 N1,000.00 • A0 N2,000.00 	Within 48 hours	Print out
		Vectorising of scanned maps and plans	Written application.	• A4 N20,000.00	Within 48 hours	Completed material.

	SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/ OUTCOME
				<ul style="list-style-type: none"> • A3 N40,000.00 • A2 N60,000.00 • A1 N80,000.00 • A0 N100,000.00 		
	Field Jacket	General	Client consent	N5,000.00	Within 48 hours	Instruction to survey
	Annual registration of surveyors				24 hours	
	Services to undesignated urban centres	Planning recommendation			1 week	Recommendation / non-recommendation of application.
		Building plan approval	a) Completed application form.			Approved building plan
		Residential		N2,000		
		Commercial		N3,000		
	Petrol filling station	b) Three sets of building plan.	N5,000			

	SERVICE	CATEGORY/PURPOSE	CLIENT REQUIREMENTS	FEES	DELIVERY STANDARD	FINAL PRODUCT/ OUTCOME
		Industrial	c) Ownership documents.	₦ 5,000	1 week	
		Institutional				
		Recreational				
	Private layout				30 days	Letters of grant/approved layout

OFFICE ADDRESS

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