

KANO STATE BUREAU FOR LAND MANAGEMENT

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 summarises 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 Bureau for Land Management is vested with the authority of land administration in the state. It is an offshoot of Kano provisional land office which undergoes 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, while in July 1999 it attained the status of Ministry of Land and Physical Planning. In the month of June, 2017 approval was granted by His Excellency the Executive Governor for the integration/merger of the Ministry of Lands and Physical Planning with Kano Geographic Information System (KANGIS) for the establishment of the Kano State Bureau for Land Management.

MANDATE AND ORGANISATIONAL STRUCTURE

The Bureau's core mandate is to strengthen land administration, acquire, prepare, allocate and register all land transactions as well as the physical planning of non-urban centres in the state. The Bureau has Kano State Urban Planning and Development Authority (KNUPDA) an agency under its supervision. To ensure optimum operational performance, the structure under the Bureau is currently organized into the following Departments.

1. Administration and General Services
2. Planning, Research and Statistics
3. Cadastral
4. Deeds
5. Disputes, Complaints, Investigation and Verification
6. Land
7. Physical Planning
8. Survey
9. Geographic Information System
10. Systematic Land Titling Registration
11. Information and Communication Technology, and
12. Legal.

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 acts and edicts.

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. General public
2. Federal, state and local governments
3. Ministries Departments and Agencies
4. Corporate organizations
5. Property agents
6. Town planners, Legal practitioners, surveyors and other professionals
7. Professional bodies, and
8. Civil society and non-governmental organizations

OUR SERVICE DELIVERY COMMITMENT

The Bureau 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 individuals or 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 decision 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 campaigns on rights and obligations of all clients and the general public.

KEY SERVICES PROVIDED BY THE BUREAU

1. Land acquisition
2. Compensation
3. Land allocation
4. Processing of Certificates of Occupancy for production and collection

5. Registration of land transaction
6. Change of land use purpose
7. Sub-division and private layout
8. Merger of land titles
9. Renewal of land ownership (Re-grant)
10. Provision of search reports on request
11. Conversion of land titles
12. Non-urban services (planning recommendation, building plan approval)
13. Geographical information services
14. Project management of metropolitan and other Urban Roads
15. Conflict management and arbitration

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 Bureau in person or in writing;

1. Service to be available at the Bureau from 10.00am - 4.00pm (Monday – Thursdays) and 10.00am - 1.00pm on Fridays.
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, provide and receive feedback on the performance of service delivery;
7. To make a complaint if dissatisfied.

CUSTOMER OBLIGATIONS

It is Clients right to expect good services from the Bureau and equally the Citizens right to complain if this service is not received. To enable us to deliver our services efficiently and effectively we will need you to also fulfil 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 Bureau.
4. Seek for clarification or advice if you do not understand a process or information provided to you.
5. Submit all required 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/staff of the Bureau identified by their I.D. cards.
10. Do not intimidate but give support to staff of the Bureau

PUBLIC CO-OPERATION

1. The general public is requested to cooperate with the Bureau by understanding the social and economic importance of land acquisition for developmental purposes.
2. The public are also advised to always contact the Bureau 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 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 development and we will make available various channels for our stakeholders to give us feedback as stated in our contacts below: -

Mobile numbers: - 09097131493, 08105187902

Website/e-mail address: - www.ksblm.com.ng

Office/contact address: - No. 2 Dr. Muhammad Road,
P.M.B 3083, Kano.

OUR COMPLAINTS HANDLING POLICY

We take complains very seriously. If the Bureau does not fulfil its Charter obligations or it 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 Bureau for Land Management. 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 intended course of action or steps in resolving a 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.