



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

SERVICE CHARTER





NUPRC...ensuring effective service delivery.



NIGERIAN UPSTREAM PETROLEUM REGULATORY COMMISSION

SERVICE CHARTER

NUPRC...ensuring effective service delivery.

FOREWARD

The enactment of the Petroleum Industry Act (PIA), 2021 by His Excellency, President Muhammadu Buhari, on 16th August 2021, ushered in a new dawn of regulatory legal framework which established the Nigerian Upstream Petroleum Regulatory Commission, as one of the distinct governing institutions. The Act seeks to promote transparency, good governance, and accountability in the administration of the petroleum resources of Nigeria.

The advent of the PIA, 2021 necessitated the review and update of the Service Charter in line with the spirit and intent of the Act. This Service charter aims to set out our mode of operations regarding the standard and quality of service that we deliver to all Stakeholders/Clients with a definite timeline. This Service Charter specifies the protocol for service delivery, the rights and responsibilities of both parties, and how our Stakeholders/Clients can access our services through established channels.

As part of our mandate, NUPRC is committed to supporting and contributing to the Federal Government's Agenda of repositioning and transforming the public sector for effective and efficient service delivery in line with Presidential Executive Order on Ease of Doing Business (EO 001).

We believe we can only achieve effective service delivery by working in collaboration with our Stakeholders/Clients. As you interact with us at the NUPRC, we implore you to send us feedback through the available channels as this will enable us to continually improve our processes and service delivery.

The NUPRC is committed to rendering and delivering quality service to our clients.

Thank you.



Engr. Gbenga Komolafe
Commission Chief Executive/CEO

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01 INTRODUCTION



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

1.0 INTRODUCTION

Pursuant to the Petroleum Industry Act 2021, the Federal Government established the NUPRC responsible for technical and commercial regulation of the Upstream Oil and gas sector in Nigeria.

The legal framework within which the NUPRC operates is the enabling laws, regulations, guidelines, and such other legal documents as may be issued from time to time.

2.0 PURPOSE OF THE CHARTER

To communicate both the NUPRC and Stakeholders/Clients' obligations and expectations in services rendered and stipulate mechanism for addressing complaints.

3.0 VISION

Be Africa's leading regulator.

4.0 MISSION

Promoting sustainable value creation from Nigeria's Petroleum Resources for shared prosperity.

5.0 MANDATE

The Commission shall be responsible for the technical and commercial regulation of upstream petroleum operations, issuance and enforcement of standards, codes, and guidelines for effective compliance with applicable laws, regulations, and implementation of policies to ensure cost effective and value adding petroleum operations for shared prosperity.

6.0 FUNCTIONS OF NUPRC

- I. Regulate upstream petroleum operations including technical, operational, and commercial activities.
- II. Ensure compliance with all applicable laws and regulations governing upstream petroleum operations.
- III. Ensure that upstream petroleum operations are carried out in a manner to minimise waste and achieve optimal government revenues.
- IV. Promote healthy, safe, efficient and effective conduct of upstream petroleum operations in an environmentally acceptable and sustainable manner.
- V. Ensure efficient, safe, effective and sustainable infrastructural development of upstream petroleum operations.
- VI. Determine, administer and ensure the implementation and maintenance of technical standards, codes, practices and specifications applicable to upstream petroleum operations pursuant to good international petroleum industry practices.
- VII. Implement government policies for upstream petroleum operations as directed by the Minister of

Petroleum in accordance with the provisions of this Act.

- VIII. Promote an enabling environment for investment in upstream petroleum operations.
- IX. ensure strict implementation of environmental policies, laws and regulations for upstream petroleum operations.
- X. Ensure the implementation of national policies for upstream petroleum operations; and
- XI. Implement such other policies and objectives as are consistent with the provisions of this Act

7.0 OUR STAKEHOLDERS/CLIENTS

- Exploration and Production Companies
- National Oil Companies
- Service Companies
- Host Communities
- Government Agencies
- Oil and Gas Producing States
- National Assembly
- Civil Society Organizations
- The Public

8.0 OBLIGATIONS

8.1 Stakeholders/Clients Expectation from NUPRC

- Fair, efficient, and transparent services to all operators, service providers and other stakeholders.
- To ensure consistency and equal treatment in enforcement of all applicable laws and regulations governing upstream petroleum operations
- Prompt feedback and polite response to all inquiries on issues in the Upstream Petroleum Sector.
- Honest and objective evaluation of all applications submitted.
- Timely investigation and feedback to reported acts of service failure.
- Open access to relevant information about NUPRC operations, regulations, applicable laws and guideline

8.2 NUPRC Expectations from Stakeholders/Clients

- To comply with the provisions of the Act, Regulations and Guidelines.
- Report service failures or seek clarification through designated telephone lines, Enquiry Management System (EMS) and email address.
- To treat staff with courtesy.

- Submit relevant documents and required reports within stipulated time and in the prescribed format.
- Attend scheduled meetings punctually.
- Submit complaints or service improvement suggestions to NUPRC through Enquiry Management System online and the suggestion boxes in all our offices.
- Timely payment of all NUPRC fees as stipulated in the Service Charter
- Promptly report suspicious and illegal oil and gas operations in your locality to the NUPRC.

9.0 STAKEHOLDERS CONSULTATION

The NUPRC will engage and consult with Stakeholders/Clients quarterly or annually as the need may arise for feedback on services rendered by the Commission.

10. PERFORMANCE MONITORING

The Commission will periodically evaluate and monitor the implementation of the service charter through the following means:

- I. A designed monitoring template will be used Quarterly to assess all service window to ensure compliance with the set service standards of the Commissions

- II. Quarterly reports will be generated from the assessment and will be reported to management of the commission for service improvement

11. GRIEVANCES AND REDRESS MECHANISM (GRM)

The Commission is receptive to complaints about its services or any other pertinent matter which can further help to improve service delivery to clients through stakeholders' engagement.

Further complaints should also be directed to:

The Focal Officer
Office of the Commission Chief Executive
Nigerian Upstream Petroleum Regulatory Commission
No. 7 Sylvester Ugoh Street Jabi District
Abuja.

Phone No. +234 7055622222, 09013331111 or 09062022009

Email: servicom@nuprc.gov.ng

Website: www.nuprc.gov.ng

All complaints shall be acknowledged within 24 hours of notification and issues raised would be treated within ten (10) working days.

12. EXISTING LIMITATIONS

- I. Errors in the exercises report calculations/submission of incomplete documentation by the calibration company
- II. Delayed response from companies'/ technology vendors

- III. Delay by applicant in addressing any outstanding action that may arise from the conduct of the exercise
- IV. Submission of incomplete application and documentations, etc

Other limitations are linked to the local charter of all service windows of the Commission and can be accessed on the Commission website.

13. DATE OF NEXT REVIEW

The Commission service charter will be reviewed every two years or as the need arises

02

SERVICE DELIVERY STANDARDS



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

SERVICE DELIVERY STANDARDS

S/N	CATEGORY	SERVICES	CUSTOMER	SERVICE STANDARD		
				CUSTOMER OBLIGATION	COST STANDARD	TIME STANDARD
	Petroleum Exploration License	Multi-Client Geophysical Companies	Link to E&AM Local Charter	US\$5,000	Ninety (90) working days	Determined by Bid Round Guidelines
	Petroleum Prospecting License	Exploration and Production (E&P) Companies	Link to E&AM Local Charter		Determined by Bid Round Guidelines	Determined by Bid Round Guidelines
1	Issuance of Licences & Leases	Rig Operating Companies	As prescribed in the D & P Local Charter	Payment of statutory fee of \$5000 for	Within sixty (60) working days	

	Vessel Operating License		application and \$10,000 for license to operate the drilling rig		
				Payment of statutory fee of \$5000 for application and \$10,000 for license to operate the drilling rig	Within sixty (60) working days

	N50:00 (OPLL Application Fee) N200:00 (OPLL Grant Fee) N500,000:00 (OPLL Processing Fee) through the NUPRC IGR Account	N250,000:00 (Approval to Introduce Hydrocarbon Processing Fee)	60 working days
Upstream Oil and Gas Pipeline License	Oil & Gas Companies	Link to D&P Local Charter	

	Change of Service Processing Fee) Grant Fee Payment (N 20 /Km, minimum of N 200:00)	1. USD 100,000 (Application Fees) 2. NGN 500,000 (NUPRC Service charge)	License To Operate Upstream facilities Oil & Gas Companies Charter	Link to Local Charter 10 working days
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	<p>1. Submit application with all necessary documents</p> <p>2. Payment of prescribed fees</p> <p>Please refer to NUPRC website for details of necessary documents to be submitted with the application</p>	<p>Exploration and Production (E&P) Companies</p> <p>Per LACT system/accounting meters= \$10,000 Renewable every 5 years</p>	<p>5 working days</p>

2	Issuance of Permits	Effluent Waste	Operators	Link to HSCE	N1,000,000	4 working days
		Permit To Survey	Oil & Gas Companies	Link to Local Charter	10 working days	<p>N20:00 (Application Fee)</p> <p>N50:00 (Grant Fee)</p> <p>N500,000:00 (Processing Fee) through the NUPRC IGR Account</p>

	Discharge Permit (EWDP)		Local Charter	Days
Point Source Discharge Permit	Operators/Vendors	Link to HSEC Local Charter	N1,000,000	10 working Days (Varies)
Permit to Drill Ordinary Appraisal and Development Wells	Exploration and Production (E&P) Companies	Link to D&P Local Charter	Payment of N1,500,000 statutory fee	21 working days
Permit for the initial completion of wells	Exploration and Production (E&P) Companies	Link to D&P Local Charter	Payment of N1,000,000 statutory fee	21 working days
Permit for the Workover, recompletion and zone change of wells	Exploration and Production (E&P) Companies	Link to D&P Local Charter	Payment of N1,000,000 statutory fee	21 working days

Offshore Safety Permit	Oil and Gas Companies	Link to HSEC Local Charter	Medical fitness Payment of \$580 (new) \$135 (renewal)	14 working days
Oil & Gas Industry Service Permits	Oil servicing Companies	Link to CELAPS Local Charter	payment of N5,000, N25,000 & N250,000 respectively	3 working days
Bottom Hole Pressure Survey Permit	Producing Companies	Link to D&P Local Charter	Pay processing fee of N250,000	Twenty-one (21) days
Permit To Flare	Exploration and	Link to D&P Local Charter	Nil	Fifteen (15) working

	Production (E&P) Companies			days
		Oil & Gas operating companies	Apply for RSP online, provide evidence of NNRA Permit, OGISP Permit	N1,000,000.00 processing fees
	Radiation Safety Permit			7 working days
	Field Development Plan (FDP) Approval	Exploration and Production (E&P) Companies	Link to D&P Local Charter	Processing Fee - N5,000,000
3	Granting of Approvals	Environmental Management Plan Approval	Submit EMP report along with receipt of requisite fee payment	Within one hundred and twenty (120) working days
		Operators/ Service Providers	Processing fee of \$4,091	14 working Days

Remediation Action Plan (RAP) Approval	1. Submit Remediation Action Plan 2. Conduct Remediation Exercise 3. Submit Final Report for Close Out and Certification	Link to HSCE Local Charter	21 working Days	
Safety Case Approvals	1. Submit an application 2. Conduct Safety Studies	N1,000,000	30 working Days	
Host Community Development Trust Proposal Approval	1. Submit draft HCDT Approval	Link to HSCE Local Charter	7 working Days	

	Risk Based Inspection Approval	Operators	1. Submit application to use RBI	N/A	21 working Days
Concept Design Approval (Upstream Facilities)	Oil & Gas Companies	Link to D&P Local Charter	NGN 100,000 (NUPRC Service Charge)	5 working days	
Detailed Engineering Design Approval	Oil & Gas Companies	Link to D&P Local Charter	N100,000 (NUPRC Service Charge)	5 working days	
Approval to Use Oil Field Chemicals	Operators/V endors	1. Formal request to use Oilfield Chemicals 2. Attach copy of Chemical Certification	N/A	14 working Days	

		Letter 3. Provide relevant exercise schedule		
Approval of Annual Work program and Budget report	Licensee/Les see holders	Submission of Annual Work program and Budget Obligations	N/A	Based on Proposal Submitted
Approval to Deploy Technology	Technology Vendors/OE M (Original Equipment Manufacturers)	Submit Validation test report b) Submit Pilot test report	Nil	Minimum 90 working days
Grant of License to	Oil & Gas Companies	1. Application Letter	USD 10,000 (LTO) Fee per	28 working days

Operate metering systems (5 years)	<p>2. Evidence of payment of \$10,000 LTO Fee</p> <p>3. SAT calibration report endorsed by NUPRC representatives</p> <p>4. Five (5) Copies of NUPRC approved SAT report</p>	LACT/Metering System
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		1. Submit GHG Emission Inventory 2. Monitoring and inspection plans for facilities stating inventory methodologies.		
Greenhouse Gases and Fugitive Emissions Management Plan Approval	Operators/ Service Providers	3. Submit evidence of IGR payment	N/A	14 working Days

(AIHC) to Oil and Gas Facility			Charge)	
Issuance of approval for the abandonment of wells	Exploration and Production (E&P) Companies	Link to Local Charter	Payment of N350,000 statutory fee	Within twenty-one (21) working days
Grant of Approval for Decommissioning of Upstream Pipelines	Oil & Gas Companies	Link to Local Charter	N250,000:00 Processing Fee through NUPRC IGR Account	10 working days
4 Certification	Oil field chemicals	Operators/V endors	1. Submit application 2. Payment of processing fee 3. Submit \$1000 N860,000	30 working Days

	2litres samples in Pairs		
Effluent Sampling Certificates	1. Periodic sampling of process effluents and emissions 2. Submit compliance monitoring report 3. Report Non-compliances	\$1,000 per Quarter	7 working Days
Issuance of economic analysis and evaluation certificate for Upstream	Exploration and Production (E&P) Companies	1. Submission of Oil & Gas Production Profiles, 2. Cost Data and other	Not applicable 14 working days

Projects		inputs as contained in the Field Development Program		
Issuance of Cost Benchmarking certificate	Exploration and Production (E&P) Companies	Submission of Cost Data	Not applicable	14 working days
Conformity Assessment Certification	Oil & Gas Operating Companies	Link to Local Charter	NGN 400,000 - NGN 1,600,000	10 working days
Oil field chemicals	Operators	1. Clean Up Spill 2. Conduct Post Clean-Up Assessment	Link to HSCE Local Charter	30 Days

	Laboratory Accreditation	Operators		
	Accreditation of Safety Emergency Training Centers	Service provider	1. Submit application 2. Pay Application Fee N250,000 N1,000,000 N50,000	3 working Days
5 n	Accreditatio	Advertisement	Contractors	N 10,000 for advert forms 4-6 weeks

	Submission of quotation/ proposals (technical and commercial) before due dates in advertisements.		Submission of completion reports, delivery notes and invoices for payment processing	N 10,000 for advert forms
6 †	Procurement Bid Opening Award and Contractors Govt	Submission of relevant		4-6 weeks 5-10

	Sign-off of Contracts/Issuing of LPOs	Agencies and Exploration & Production (E&P) Companies	documents like CAC, PenCom certificates, OGISP certificate, BPP certificate, ITF etc	Nil	5-10 working days	working days
	Award and Sign-off of Contracts/Issuing of LPOs			Submission of quotation/ proposals (technical and commercial) before due dates in advertisements.		5 working days

	Submission of completion reports, delivery notes and invoices for payment processing 1. Letter of request for data 2. Data input template	NASS, FAAC, Office of OAGF, OAUGF, Management, and other Relevant Stakeholders	1. Letter of request for data 2. Data input template	N/A Monthly
7 Information Services	Rendition of Oil and Gas Revenue Data to the Federation			

	NASS, FAAC, Office of OAGF, OAUGF, Management and other Relevant Stakeholders	E&P Companies, Government , Oil & Gas companies,	Registration on the service portal	link to NOGEC Local Charter	1 working day
	Rendition of Oil and Gas Revenue Data to the Federation Inter-agency incident response and coordination service				

03

SERVICE DELIVERY AND TIMELINE FOR D&P



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

SERVICE DELIVERY AND TIMELINE FOR D&P IMPLEMENTATION OF DEADLINE AND SMS ALERT ON ALL PORTAL

S/N	JOB/SERVICE INTERDEPENDENCIES	DURATION OF TIME FOR SERVICE DELIVERY
1	Issuance of approval for Field Development Plans	Within one hundred and twenty (120) working days
2	Issuance of approval for Annual calibration / Recertification of crude oil storage, export facilities and custody transfer points	15 working days
3	Issuance of approval for calibration/Recertification of Storage Tank Land/offshore terminal	1 working day
4	Issuance of Operating License for LACT/accounting meters	5 working days
5	Issuance of Recertification/Recalibration of third party/service companies primary measures/master provers	10 working days
6	Issuance of vessel clearance for crude oil lifting	2 working days
7	Grant of Conceptual design Approval for oil and gas facility	20 working days
8	Grant of Detailed Design Approval for oil and gas facility	20 working days
9	Approval to Introduce Hydrocarbon (AIHC) to an Oil and Gas Facility	10 working days
10	Grant of Licence to Operate oil and gas facility	10 working days
11	Grant of Permit to survey	60 working days

12	Grant of Right of Way Permit	60 working days
13	Grant of Approval for Conceptual/Front-End Engineering Design on Pipeline Development	15 working days
14	Grant of Approval for Detailed Engineering Design on Pipeline Development	30 working days
15	Upstream Oil and Gas Pipeline Licence	60 working days
16	Grant of Approval to Introduce Hydrocarbon (Commissioning) into a Pipeline Facility	20 working days
17	Annual Renewal of Licence to Operate a Pipeline	20 working days
18	Grant of Approval for Upgrade/Change of Service of Pipelines	20 working days
19	Approval of Conceptual Design of Metering System	15 working days
20	Approval of Detailed Engineering Design Approval for Metering Systems	21 working days
21	Approval to Introduce Hydrocarbon (AIHP) to metering system	15 working days
22	Grant of Licence to Operate metering systems (5 years)	28 working days
23	Approval of Design Safety Case	45 working days
24	Approval of Operations Safety Case	45 working days
25	Approval of Decommissioning Safety Case	60 working days
26	Technology Adaptation "Approval for a Pilot/Validation Test"	45 working days
27	Approval to Deploy Technology	15 working days
28	Issuance of Conformity Assessment Certification	90 working days

29	Life Extension Approval. (End of Facility Design Life. Critical Facility Upgrade/ Modification) and	90 working days
30	Associated Conformity Assessment Verification	
31	Project related assurances (i.e., QA/QC) including FAT, Pre-commissioning/ Commissioning, PSUA/PSSR	20 working days
32	Initial Licence to Operate (LTO) a Facility	10 working days
33	Risk Based Inspection (RBI) Methodology Approval	60 working days
34	Risk Based Inspection (RBI) Facility Approval	90 working days
35	Turn Around Maintenance (TAM)	60 working days
36	Grant of approval for gas well deliverability test	Within twenty-one (21) working days
37	Issuance of flare permit	Fifteen (15) working days
38	Grant of approval for Non Associated Gas Field Development Plans (FDP)	Within one hundred and twenty (120) working days
39	Grant of approval for Non Associated Gas Field Development Plans (FDP) Addendum/Revision	Within one hundred and twenty (120) working days
40	Issuance of approval for the drilling of NAG Development Wells	Within twenty-one (21) working days
41	Revalidation of expired NAG well drilling permits (after 6 months)	Within twenty-one (21) working days
42	Grant of approval to re-enter and resume drilling of a gas well (after 6 months)	Within twenty-one (21) working days

43	Revalidation of approval to re-enter and resume drilling of a gas well (after 6 months)	Within twenty-one (21) working days
44	Grant of approval to re-enter and commence plug back and abandonment of a gas well	Within twenty-one (21) working days
45	Revalidation of approval to re-enter and commence plug back and abandonment of a gas well	Within twenty-one (21) working days
46	Grant of approval to re-enter and re-drill a gas well	Within twenty-one (21) working days
47	Revalidation of approval to re-enter and re-drill a gas well	Within twenty-one (21) working days
48	Grant of approval to re-enter and sidetrack a gas well	Within twenty-one (21) working days
49	Revalidation of approval to re-enter and sidetrack a gas well	Within twenty-one (21) working days
50	Grant of approval to re-enter and commence suspension of a gas well	Within twenty-one (21) working days
51	Revalidation of approval to re-enter and commence suspension of a gas well	Within twenty-one (21) working days
52	Grant of approval to re-enter and commence withdrawal of cemented casing (permanent casing) from a gas well prior to abandonment	Within twenty-one (21) working days
53	Revalidation of approval to re-enter and commence withdrawal of cemented casing (permanent casing) from a gas well prior to abandonment	Within twenty-one (21) working days
54	Issuance of approval to re-enter a gas well for initial completion	Within twenty-one (21) working days

55	Revalidation of approval to re-enter a gas well for initial completion	Within twenty-one (21) working days
56	Issuance of approval to re-enter a gas well for recompletion /open sleeve	Within twenty-one (21) working days
57	Revalidation of approval to re-enter a gas well for recompletion /open sleeve	Within twenty-one (21) working days
58	Issuance of approval to re-enter a gas well for stimulation	Within twenty-one (21) working days
59	Revalidation of approval to re-enter a gas well for stimulation	Within twenty-one (21) working days
60	Issuance of approval to re-enter a gas well for workover	Within twenty-one (21) working days
61	Revalidation of approval to re-enter a gas well for workover	Within twenty-one (21) working days
62	Issuance of approval for Maximum Efficient Rate Tests per field	Within eighty (80) working days
63	Issuance of Technical Allowable Rate (TAR) to producing wells.	Within eighty (80) working days
64	Review of Technical Allowable Rate (TAR)	On case by case basis
65	Issuance of approval for Drill Stem Test (DST)	Within twenty-one (21) working days
66	Issuance of approval for Extended Well Test (EWT)	Within twenty-one (21) working days
67	Issuance of approval for renewal of Extended Well Test (EWT)	Within twenty-one (21) working days
68	Issuance of approval for Multi-Phase Flow Meters (MPFM)	Within twenty-one (21) working days
69	Issuance of approval for condensate classification	Within twenty-one (21) working days
70	Issuance of approval for the drilling of Ordinary Appraisal and Development Wells	Within twenty-one (21) working days

71	Issuance of Permit for the Initial completion of wells	Within twenty-one (21) working days
72	Issuance of permit for the Workover, recompletion and zone change of wells	Within twenty-one (21) working days
73	Issuance of approval for Well Plug Back	Within twenty-one (21) working days
74	Issuance of approval to sidetrack/redrill well	Within twenty-one (21) working days
75	Issuance of approval for the suspension of wells	Within twenty-one (21) working days
76	Issuance of approval for the abandonment of wells	Within twenty-one (21) working days
77	Issuance of approval to change well target	Within twenty-one (21) working days
78	Issuance of approval to deepen well	Within twenty-one (21) working days
79	Issuance of approval to resume drilling operations	Within twenty-one (21) working days
80	Issuance of approval for well decommissioning and wellsite restoration	Within sixty (60) working days
81	Issuance of drilling rig/workover hoist operating license	Within sixty (60) working days
82	Issuance of vessel operating license	Within sixty (60) working days

83	Issuance of license to operate a Geophysical/Geotechnical vessel	Within sixty (60) working days
84	Revalidation of expired data acquisition, processing permits	Within twenty-one (21) working days
85	Revalidation of expired drilling permits (after 6 months)	Within ten (10) working days
86	Revalidation of expired initial completion, recompletion, workover, stimulation permits	Within ten (10) working days
87	Issuance of permit to acquire fluid sample	Within twenty-one (21) days
88	Issuance of permit for in-country fluid sample analysis	Within twenty-one (21) days
89	Issuance of approval to export fluid sample	Within twenty-one (21) days
90	Issuance of approval to commence unitization process	Within twenty-one (21) days
91	Issuance of approval Letter for operatorship of unitized fields	Within twenty-one (21) days
92	Issuance of approval for reference/notification date for unitized fields	Within twenty-one (21) days
93	Issuance of permit to conduct Bottom Hole Pressure (BHP) survey	Within twenty-one (21) days
94	Issuance of Annual Renewal License to Operate for Upstream facilities	Within twenty-one (21) days
95	Issuance of approval for "early"/preliminary decommissioning and abandonment plan (prior and prerequisite to FDP approval)	Within twenty-one (21) days

96	Issuance of D&A Fund Obligation and Approved Payment Plan (subset of D&A Plan)	90 days
97	See entry #79: Issuance of approval for well decommissioning and wellsite restoration	Within sixty (60) days
98	Issuance of approval for decommissioning and abandonment engineering execution programme (complete asset CoP and/or other surface facilities)	90 days
99	Issuance of certificate for close-out of well site D&R and/or full asset or surface facilities D&A project.	120 days
100	Issuance of DGDO Compliance Certificate	30 days
101	Issuance of Gas Lift gas and Plant use Reconciled certificate	90 days
102	Issuance of Certificate of Quantity & Quality for Gas Produced	60 days
103	Flare Threshold Approval	21 days
104	Hydrocarbon prd Export Permit Processing	21 days

04

PUBLIC AFFAIRS SERVICE CHARTER



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

PUBLIC AFFAIRS SERVICE CHARTER

S/N	Nature of Service	Customer	Customer Obligation	Cost Standard	Service Standard
1	Stakeholder Engagement with NUPRC	General Public	Letter of Correspondence Addressed to the Commission Chief Executive, Nigerian Upstream Petroleum Regulatory Commission (NUPRC) 7 Sylvester Ugoh Crescent, Jabi, Abuja.	N/A	Correspondence with the Commission and Stakeholder will be within 5 working days
2	NUPRC Contact Channels	General Public	To contact NUPRC use the following channels: Facebook: @nuprc Instagram: nuprc.ng Twitter: @nuprcofficial <u>Website: www.nuprc.gov.ng</u>	N/A	Correspondence with the Commission and Stakeholder will be within 5 working days
3	NUPRC Chief Executive Quarterly Press Briefing	Press	Invited Electronic/ Print Media to Attend Briefing	As Applicable	Quarterly
4	General Information Dissemination	General Public	Access to verified Information from NUPRC Official Channels	N/A	On a Need Basis
5	Issuance of Visa Confirmation letters to Embassies	Staff	1. To Submit duly Authorized and Completed PASBU Visa Application forms 2. Attach copy of staff ID card	N/A	5 working days

		3. Attach relevant nomination documents where Applicable.	
		4. Submit completed application to PASBU <ol style="list-style-type: none"> 1. SBU to secure approval for Event from CCE 2. SBU to communicate details of event to PASBU with copy of CCE's approval. 3. PASBU to conclude logistics arrangement for the event and to communicate cost estimate to SBU. 4. PASBU to communicate to SBU on concluded arrangements 	As Applicable 5 working days
6	Event Management	SBU's	
7	Publication of NUPRC Quarterly magazine "Upstream Gaze"	Staff/Media Consultant	As Applicable Quarterly

8	Publication of News items on NUPRC Platforms	SBU's	N/A	5 working day
9	NUPRC Internal Communication	SBU	N/A	5 working days
10	CCE Quarterly Town Hall meeting	Staff	N/A	Quarterly

05

EXPLORATION AND ACREAGE MANAGEMENT
SERVICE CHARTER



NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION

EXPLORATION AND ACREAGE MANAGEMENT SERVICE CHARTER

S/No.	Service	Customer	Customer Obligation(s)	Service Standard(s)	Time Standard	Limitations
1	Issuance of permit for geophysical data acquisition	Exploration and Production (E&P) Companies	Submit an application for geophysical data acquisition in accordance with guidelines on NUPRC's website. Pay processing fee	Processing fee of N1,500,000	Within twenty-one (21) days	Non payment of statutory processing fee. * Incomplete submissions of primary data. Non inclusion of introductory letter from Operator or Block for JVs. Contractor showing registration and OGSP permits valid
2	Issuance of permit for geophysical data processing/reprocessing	Exploration and Production (E&P) Companies	Submit an application for geophysical data processing/reprocessing in accordance with guideline on NUPRC's website. Pay processing fee	Processing fee of N500,000	Within twenty-one (21) days	Non payment of statutory processing fee. * Incomplete submissions of primary data. Contractor showing registration and OGSP permits valid.
3	Issuance of permit for geotechnical surveys	Exploration and Production (E&P) Companies	Submit an application for permit to conduct geotechnical survey in accordance with guidelines on NUPRC's website. Pay processing fee	Processing fee of N1,500,000	Within twenty-one (21) days	Non payment of statutory processing fee. * Incomplete submissions of primary data. Contractor showing registration and OGSP permits valid. Non-submission of permit from adjacent blocks. Non-submission of registration from contractor
4	Issuance of permit for geotechnical data processing	Exploration and Production (E&P) Companies	Submit an application for geotechnical data processing in accordance with guideline on NUPRC's website. Pay processing fee	Processing fee of N50,000	Within twenty-one (21) days	same as (3) above
5	Issuance of approval to acquire conventional core sample	Exploration and Production (E&P) Companies	Submit an application to acquire conventional core sample in accordance with guidelines on NUPRC's website. Pay processing fee	Processing fee of N250,000	Within twenty-one (21) days	same as (3) above
6	Issuance of approval to acquire sidewall core sample	Exploration and Production (E&P) Companies	Submit an application to acquire sidewall core sample in accordance with guidelines on NUPRC's website. Pay processing fee	Processing fee of N100,000	Within twenty-one (21) days	same as (3) above

7	Issuance of permit for in-country core sample analysis	Exploration and Production (E&P) Companies	Submission of application for in-country core sample analysis in accordance with guidelines on NUPRC's website. Pay processing fee	Processing fee of N200,000	Within twenty-one (21) days/ 100%	same as (3) above
8	Issuance of approval for routine core analysis	Exploration and Production (E&P) Companies	Submit an application to carry out routine core analysis in accordance with guidelines on NUPRC's website. Pay processing fee	Processing fee of N20,000 per sample	Within twenty-one (21) days	same as (3) above
9	Issuance of approval for special core analysis	Exploration and Production (E&P) Companies	Submit an application to carry out special core analysis in accordance with guidelines on NUPRC's website. Pay processing fee	Processing fee of N20,000 per sample	Within twenty-one (21) days	same as (3) above
10	Issuance of permit to export geologic sample	Exploration and Production (E&P) Companies	Submit an application to export geologic sample in accordance with guidelines on NUPRC's website. Pay processing fee	Processing fee of N20,000 per sample	Within twenty-one (21) days	same as (3) above
11	Issuance of permit to export geophysical/geotechnical data (per survey and per block)	Exploration and Production (E&P) Companies	Submit an application to export geophysical/geotechnical data in accordance with guidelines on NUPRC's website. Pay processing fee	Processing fee of N500,000	Within twenty-one (21) days	same as (3) above
12	Provision of research data for students	Exploration and Production (E&P) Companies	Submission of research data request by Student's institution. Submission of Students application and copy of identity card	Nil	Within twenty-one (21) days	same as (3) above
13	Issuance of permit for field name registration	Exploration and Production (E&P) Companies	Submit an application for field name registration. Pay processing fee	Processing fee of N50,000	Within twenty-one (21) days	Non-payment of registration statutory processing. Field name proposed not in conformity with regulations. Non-submission of request letter from parent Company for JV's.
14	Issuance of approval for the drilling of Exploration, 1st and 2nd Appraisal Wells	Exploration and Production (E&P) Companies	Submission of application to drill in accordance with guidelines on the NUPRC website. Payment of statutory fee	N1,500,000 statutory fee	Within twenty-one (21) days	Non-payment for statutory processing fee. Non inclusion of introductory letter from Operator of Block for JV's. Non-provision of primary data. Non-submission of Valid Effluent Waste Discharge Permit (EWDP). Non-presentation of the drilling proposal to the Exploration Team

15	Issuance of approval for Well Plug Back for exploratory wells	Exploration and Production (E&P) Companies	Submission of application to plug back well in accordance with guidelines. Payment of statutory fee	N350,000 statutory fee	Within twenty-one (21) days	Non-payment for statutory processing fee. Non-inclusion of introductory letter from Operator of Block for JVs. Non-provision of cementing programme for plugback. Non-submission of cost.
16	Issuance of approval to plug & sidetrack/redrill exploratory wells	Exploration and Production (E&P) Companies	Submission of application to sidetrack/redrill well in accordance with guidelines. Payment of statutory fee	N350,000 statutory fee	Within twenty-one (21) days	Non-payment for statutory processing fee. Non-inclusion of introductory letter from Operator of Block for JVs. Non-provision of sidetrack target and well trajectory and design. Non-submission of sidetrack cost.
17	Issuance of approval for the plug & suspension of Exploratory wells	Exploration and Production (E&P) Companies	Submission of application to suspend well in accordance with guidelines on the NUPRC website. Payment of statutory fee	N350,000 statutory fee	Within twenty-one (21) days	Non-payment for statutory processing fee. Non-submission of suspension programme. Non-inclusion of introductory letter from Operator of Block for JVs
18	Issuance of approval for the plug & abandonment of wells	Exploration and Production (E&P) Companies	Submission of application to abandon well in accordance with guidelines on the NUPRC website. Payment of statutory fee	N350,000 statutory fee	Within twenty-one (21) days	Non-payment for statutory processing fee. Non-submission of abandonment programme. Non-inclusion of introductory letter from Operator of Block for JVs
19	Issuance of approval to change well target	Exploration and Production (E&P) Companies	Submission of application to change well target in accordance with guidelines. Payment of statutory fee	N350,000 statutory fee	Within twenty-one (21) days	Lack of payment of statutory processing fee. Non-justification for well change or target. Non-inclusion of introductory letter from Operator of Block for JVs
20	Issuance of approval to deepen Exploratory wells	Exploration and Production (E&P) Companies	Submission of application to deepen well in accordance with guidelines. Payment of statutory fee	N350,000 statutory fee	Within twenty-one (21) days	Lack of payment of statutory processing fee. Non-justification for well deepening. Non-inclusion of introductory letter from Operator of Block for JVs

21	Issuance of approval to resume drilling operations	Exploration and Production (E&P) Companies	Submission of application to resume drilling operations in accordance with guidelines. Payment of statutory fee	N500,000 statutory fee	Within twenty-one (21) days	Lack of payment of statutory processing fee.
22	Revalidation of expired data acquisition, processing permits	Exploration and Production (E&P) Companies	Submission of application to revalidate expired permit in accordance with guidelines on the NUPRC website. Payment of statutory fee	N750,000 statutory fee	Within twenty-one (21) days	Lack of payment of statutory processing fee.
23	Revalidation of expired drilling permits (after 6 months)	Exploration and Production (E&P) Companies	Submission of application to revalidate expired permit in accordance with guidelines on the NUPRC website. Payment of statutory fee	N250,000 statutory fee	Within twenty-one (21) days	Lack of payment of statutory processing fee.
24	Issuance for Petroleum Exploration Licence	Multi-client Geophysical companies	Application in line with requirements of PIA	\$5,000	Ninety days (90)	* Non payment of Application fee * Difficulty in securing early time for due diligence and meetings
25	Renewal of Petroleum Exploration Licence	Multi-client Geophysical companies	Application in line with requirements of PIA	\$10,000	Ninety days (90)	* Non payment of Application fee * Difficulty in securing early time for technical & financial audit and meetings
26	Application and issuance of license after Conversion of Petroleum Prospecting Licence (PPL) to Petroleum Mining Lease (PML)	Exploration and Production (E&P) Companies	Submission of application in line with guidelines for obtaining Ministerial approval on conversion of PPL to PML Payment of statutory application fee	\$1,000,000	Ninety days (90)	* Non payment of Application fee * Incomplete submissions * Difficulty in securing early window for technical, financial and legal review workshop
27	Assignment of interests in License/Lease and Marginal Fields,	Exploration and Production (E&P) Companies	Submission of application in line with guidelines for obtaining Ministerial approval on Assignment of Interest Payment of statutory application fee	Lease: \$25,000 License: \$10,000	Ninety days (90)	* Non payment of Application fee * Incomplete submissions * Difficulty in securing early window for technical, financial and legal review workshop * Indefinite response time from HMPR

	Renewal of Petroleum Mining Lease (PML)	Exploration and Production (E&P) Companies	Submission of application in line with guidelines for obtaining Ministerial approval on Assignment of Interest Payment of statutory application fee	\$2,000,000 statutory fee	Ninety days (90) * Non payment of Application fee * Incomplete submissions * Difficulty in securing early window for technical, financial and legal review workshop * Indefinite response time from HMPR
28	29	Issuance of approval to terminate or effect a partial surrender of an PPL or an PML	Exploration and Production (E&P) Companies	Submission of application in line with guidelines for obtaining Ministerial approval on Assignment of Interest Payment of statutory application fee	Twenty-two (22) days * Non payment of Application fee * Incomplete submissions * Indefinite response time from HMPR
30	Due Diligence on Licenses and Leases	Legal Firms and Investors	Submission of application for conduct of due diligence	N100,000.00 Application fee	Seven (7) days * Non payment of Application fee * Non inclusion of introductory letter from Operator of Block
31	Hydrocarbon Discovery and Press Release Approval	Exploration and Production (E&P) Companies	Submission of application in line with guidelines for obtaining Ministerial approval on Assignment of Interest Payment of statutory application fee	N50,000.00 Statutory fee	Seven (7) days Non payment of Application fee * Non submission of primary data . Lack of data reliability during confirmation/verification. Non inclusion of introductory letter from Operator of Block for JV's NA
32	Compilation of well surface coordinates of all drilled crude oil and gas wells for onward transmission to National Boundary Commission (NBC)	National Boundary Commission	Submission of letter of request	NA	Seven (7) days NA
33	Compilation of Crude oil and gas production data for onward transmission to the Revenue Mobilization & Fiscal Commission (RMFAC)	Revenue Mobilization & Fiscal Commission	Directive from State House Abuja since 2010	NA	Thirty (30) days NA

34	Extension of tenure for Petroleum Prospecting Licence (OPPL)	Exploration and Production (E&P) Companies	1. Submission of Application for extension of License	25% of Signature Bonus	Ninety days (90)	
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06 NDR SERVICE CHARTER



NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION

NDR SERVICE CHARTER						
S/N	Nature of Service	Customer	Customer Obligation	Service Standard	Time Standard	Existing Limitations
1	Data Prying	Exploration & Production (E&P) companies and potential investors	<ul style="list-style-type: none"> Formal application to the CCE, NUPRC. Payment of statutory data prying fees. 	<u>Data availability & Data Prying requirements:</u> Within five (5) working days of receipt of Data Prying request. <u>Upon payment of Data Prying fees:</u> Within three (3) working days following confirmation of payment.	<u>Data availability & Data Leasing requirements:</u> Within five (5) working days of receipt of Data Leasing request.	Delayed response time by Operators on data submission requests. Timely payment of statutory data prying fees by applicants. Delay in receiving payments confirmation from the CBN.
2	Data Leasing	E&P companies, potential investors, academic/research institutions, government agencies and other data dealing clients.	<ul style="list-style-type: none"> Formal application to the CCE, NUPRC. Payment of statutory fees for data leasing. Sign data Confidentiality Agreement. Submit data-copying media. 	Cost dependent on data type (raw, processed, well logs, reports, production, maps, etc), as indicated in the Third Schedule of the NDR Regulations, 2020.	<u>Upon payment of Data Leasing fees:</u> Within fifteen (15) working days following confirmation of payment and consequent on: <ol style="list-style-type: none"> Receipt of CCE's approval to release data. Receipt of Confidentiality Agreement from Legal. 	Timely payment of statutory data leasing fees by applicants. Within fifteen (15) working days following confirmation of payment and consequent on: <ol style="list-style-type: none"> Receipt of CCE's approval to release data. Receipt of Confidentiality Agreement from Legal. Response time from applicants/parties in executing Data Leasing Confidentiality Agreement.

3	Data Center Infrastructure	NDR Consultants and Contractors	<ul style="list-style-type: none"> • Improve the effectiveness and efficiency of the NDR digital platform. • Ensure timely delivery of infrastructure projects and installations. 	As stipulated on award documents issued.
4	Projects & Application	E&P companies	<ul style="list-style-type: none"> • Timely delivery of projects. • Prudent implementation of projects. • Ensuring delivery of qualitative projects, in line with global best practice and industry standards. • Deploy applications in the NDR to digitize Oil & Gas operations. • Ensure applications standardization in the NDR for NUPRC and the Upstream Operators. 	<p>As agreed in the Contract Agreement Schedule</p> <p>As stipulated on award documents issued.</p>
		NDR Management	<ul style="list-style-type: none"> • Provide timely and reliable financial information to NDR Advisory Council. • Ensuring improved cost control, financial discipline, and efficient revenue collection. 	<p>As approved by NDR Management</p> <p>During NDR Management Meetings</p>
				Non compliance to predefined timelines on invoice by Operators. Downtime on payment platforms REMITA

		CBN Payment cycle
Finance, Budget, Planning /Facilities	<ul style="list-style-type: none"> • Committed to provide quality and timely services to NDR third parties (Contractors and Consultant) • Services shall be discharged in accordance with the NDR Administrative Framework Policy and the Financial Regulations. Operational activities would be within the ambit of NDR 2021 Regulations. 	As stipulated on award documents issued
	<ul style="list-style-type: none"> • Contractors/Consultants 	As agreed in the Contract/Service Level Agreement Schedule

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CONTRACT AND PROCUREMENT SERVICE CHARTER



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

CONTRACT AND PROCUREMENT SERVICE CHARTER

S/N	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	Service Standard		Existing Limitations
				Time Standard	Cost Standard	
1	Procurement Plan	Procurement Planning Committee	Participate in the preparation of the Commissions Annual Procurement Plan	1 Month	N/A	Delay in submission of Departmental needs.
2	Budget	Planning Division	Participate in the preparation of the Commission's Budget	4 - 6 Months	N/A	Unavailability of approved budget
3	Needs Assessment & Evaluation	All Departments	Carryout Analysis of all submissions from User Department to ensure proper categorization of contracts.	1 Week	N/A	Incomplete/delay in submission of Departmental needs.
4	In-House Estimate	User Departments	Liaise with User Department to come up with an inhouse estimate of proposed projects	1- 7 Days	N/A	Delay in submission of in-house estimates by the user department
5	Selecting Procurement Method	Contract Management	Conduct categorization of Projects in line with the Approved Threshold limit to select appropriate procurement methods for goods, works and services	1- Days	N/A	
6	Advertisement	User Department's	Manages and Coordinates Processes and procedures for the advertisement of contracts or tenders, soliciting quotations, prequalification, bidding, and request for proposals	4 - 6 Weeks	N/A	Nil
7	Tender Evaluation	User Department's	Organize and facilitate the meetings of Tenders Evaluation Committee with user division and other stakeholders as applicable. This is to effectively Evaluate the Technical and Financial Submissions.	2 - 7 Days	N/A	Limited Committee members pose challenge in evaluation process

8	Approval /"No Objection"	Bureau of Public Procurement & NUPRC	Liaise and interface with BPP to secure Approvals for Projects above the Commissioner/Tenders Board (CTB) limit that will not require advertisement due to either single sourcing, Restrictive bidding or on-going project as the need arises	2 - Weeks	N/A	Delay in responding to request for Certificate of "No Objection"
9	Award and Signing of Contract	C&P & Legal	Coordinates and manages contracts awards and request for contract agreement	1-2 Weeks	N/A	Nil
10	Contract Administration/Management	C&P & User Division	Ensure mobilization in line with the approved scope	N/A	N/A	Nil
11	Monitoring and Evaluation	C&P & User Division	Monitoring Contracts using pre-determined KPIs to confirm that the contractor is performing all of its duties and obligations in accordance with the terms of the contract. Moreover, to identify and address any developing problems or issues	Depends on the contract life span	N/A	None involvement of C&P in project monitoring by user Dept.
12	Project Closure	C&P & User Division	Review contract deliverables and ensure the execution of Job Completion Certificate.	2 days	N/A	None involvement of C&P in project closeout
SERVICE PROVISION OF PROCUREMENT SERVICES						
S/N	Nature of Service	Unit Responsible	Customer Obligation	Service Standard	Cost Standard	Existing Limitations
1	Requisition	C&P and User Department	Facilitate the review and analysis of request from various Department, and other offices to secure approval for procurement	2 Days	N/A	Nil
2	Market Survey	C&P	Conduct Market survey to gain insight into the procurement need and the market that supplies the product or service. This is to establish sustainable and viable pricing.	2 Days	N/A	Fluctuation of market prices

3 Request for Quotation /Vendor's Valuation	C&P and User Department	Facilitate call for quotations from registered vendors and coordinate bids evaluation to select most viable and competitive bidder for award	1 Day	N/A	Nil
4 Procurement Awards	C&P	Facilitate and prepare Purchase Requisition (PR) for Approval, secure appropriate clearance from budget unit for funding and subsequent preparation of Purchase Order (LPO) to secure appropriate authorization as applicable.	1 Week	N/A	Delay in budget clearing due to paucity of fund
5 Delivery and Receipt	C&P, FAD and User Department	Facilitate receipt of procurement items in conjunction with store and ensure sign-off after quality/integrity checks/clearance in the presence of all stakeholders [i.e. C&P, Internal Auditors, User Department] as applicable.	2-7 Weeks (Depending on the Goods)	N/A	Nil

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CELAPS SERVICE CHARTER



NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION

CELAPS SERVICE CHARTER

S/N	Nature of Service	Customer	Customer Obligation	Service Standard	Existing Limitations
S/N	Nature of Service	Customer	Customer Obligation	Cost Standard	Time Standard
1	Issuance of the Oil and Gas Industry Service Permit (OGISP)	Oil and Gas Industry Service Providers and Operators	<ul style="list-style-type: none"> - Initiate application - General Category - N5,000.00 - Upload basic and additional documents - Make payment for services 	<ul style="list-style-type: none"> - Major Category - N25,000.00 - Specialized Category - N250,000.00 	<p>3 Working days from date of application, payment and submission of required documents</p> <p>Service Portal Downtime and Non-functional Work tools.</p> <p>Service Portal Downtime and Non-functional Work tools.</p> <p>Service Portal Downtime and Non-functional Work tools.</p>

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NOGEC SERVICE CHARTER



NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION

NOGEC SERVICE CHARTER

S/NO.	NATURE OF SERVICE	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARDS	LIMITATIONS
			COST STANDARD	TIME STANDARD	
1	Delivery of instructor led onsite and virtual trainings	CS&A, Oil and Gas Producing Companies , Oil and Gas Servicing Companies, Oil and Gas Agencies, Oil and Gas Practitioners and other Corporate Organizations	Request for CDC training brochure, Register and make payment for course	Cost dependent on course fees of chosen training	Centre is yet to be set up
2	Delivery of customized training services	CS&A, Oil and Gas Producing Companies , Oil and Gas Servicing Companies, Oil and Gas Agencies, Oil and Gas Practitioners and other Corporate Organizations	Request for customized training ,Make payment for training	Cost dependent on course fees of chosen training	Centre is yet to be set up
3	Delivery of online self paced trainings	CS&A, Oil and Gas Producing Companies , Oil and Gas Servicing Companies, Oil and Gas Agencies, Oil and Gas Practitioners and other Corporate Organizations	Register and make payment on CDC Learning Management Portal, Commencement Training	Cost dependent on course fees of chosen training	Development of Learning Management System is yet to commence
4	Provide access to journals and technical papers via Electronic Library	Oil and gas practitioners, Researchers	Pay Subscription for E-Library access	Cost dependent on type of subscription	2 (two days)
5	Renting of CDC Facilities to third party	CS&A, Corporate Organizations, Professional Associations, Training Consultants	Make enquiry about renting rates and availability of facilities for proposed training date, Make rental payment	Cost dependent on facility being rented	Development of E-Library is yet to commence
6	Provide Data Analytics	NUPRC	Request for insights and charts from raw data	Overheads	1 week
7	Data Engineering Services including Enterprise Data Warehouse (EDW)	NUPRC	Request for curated and/or automated data delivery	NUPRC IT Infrastructural costs	2 weeks
8	Business Intelligence	NUPRC	Request for business focused operational reports	Overheads	1 week

9	Improved Oil Recovery -Reservoir status appraisal and commentary	NUPRC	Request for appraisal, analysis and commentary	Overheads	1 week	Data quality issues
10	Improved Oil Recovery -Recovery appraisal including flooding methods and commentary	NUPRC	Request for appraisal, analysis and commentary	Overheads	1 week	Data quality issues
11	Improved Oil Recovery - Industry penetration	NUPRC	Request for appraisal, analysis and commentary	Overheads	1 week	Data quality issues
12	Inter-agency incident response and coordination service	E&P companies	Registration on the service portal by E&P companies, Government Oil and Gas companies and service companies	Overheads	1 week	Low awareness of service to industry
13	Security Intervention Services	Government, oil and gas companies	Report the incident/emergency with exhaustive information	Overheads	1 week	Limited operational facilities
14	Search, Intervene and Rescue	Oil & Gas Service companies	Report the incident/emergency with exhaustive information	Overheads	1 week	Limited operational facilities
15	Delivery of alternative dispute resolution	Industry participants	Request for dispute intervention	arbitration fees	8 weeks	Awaiting Operational Approval

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FINANCE AND ACCOUNT SERVICE CHARTER



NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION

FINANCE AND ACCOUNT SERVICE CHARTER

S/No.	Nature of Service	Customer	Customer Obligation		Service Standards	Existing Limitations
			Cost Standard	Time Standard		
1	Monthly allocation of Funds	NUPRC Staff in the Zonal and Field offices	Submission of inputs from NUPRC Zonal/Field offices and Rendition of Monthly Financial Returns.	N/A	5 working days	Inadequate funding and delay in the release of allocation
2	Payment of 3rd party bills	Contractors	Evidence of job completion certificate, TIN Number and Invoices from originating SBU	N/A	5 working days	Inadequate funding and poor documentation
3	Payment of staff salaries and Claims	Staff	Submission of necessary documents from Originating SBU for payment.	N/A	3 working days	
4	Payment of Gratuity and Terminal Benefits	Retired Staff	Submission of Retired Staff Pension Computation from Originating SBU for payment	N/A	5 working days	Inadequate funding
5	Payment of Employee and Employers Pension Contributions	Various Pension Fund Administrators (PFAs)	Submission of monthly input deductions from Originating SBU for onward payment	N/A	5 working days	Inadequate funding
6	Receiving of Store Items From Supplies	Contractors	Approved Job Complexion Certificate, Delivery Note	N/A	5 working days	Supplies not meeting up to the required specification and price variation
7	Issuance of Store Items	Staff	Submission of approved Requisition Form	N/A	1 Working Day	Items not available in the store and stock taking in process
8	Valuation of Store Items	NUPRC Staff /Management	To ascertain the actual value of stock for input in the Annual Financial Statement	N/A	3 Months	Logistics in building the team together as it involves different parties from respective SBU's, External Auditors e.t.c

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SERVICOM SERVICE CHARTER



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

SERVICOM SERVICE CHARTER

S/N	CATEGORY	SERVICES	CUSTOMER	CUSTOMER OBLIGATION	SERVICE STANDARD		EXISTING LIMITATIONS
					COST STANDARD	TIME STANDARD	
1	Customer Relations and Complaints	Attend to complaints/ enquiries received via telephone calls Enquiry Management System (EMS)	The Public: IOCs, EFFC, FIRS and other Government Agencies.	<ul style="list-style-type: none"> - Send request through EMS, SMS, WhatsApp, Telephone calls and e-mail. 	N/A	24 HRS.	Delayed response from SMEs/Late submission of requested information from customers
2	Service Improvement			<ul style="list-style-type: none"> - Monitor and improve performance on quality service delivery. - Disseminate best practices and other tips on service delivery improvement in NUPRC. 	External customer: Stakeholders	Submit complaints and suggestions.	14-30 Days.
3	Develop Integrated charter for NUPRC	Ensure and supervise the development Of service Charter.	Strategic Business Unit (SBUs)	Submit their local charter	N/A	6 Months.	Late submission of inputs from Directorates

	- Monitor the implementation of NUPRC integrated charter.	- External customer: Stakeholders	Compliance with the approved charter guidelines	N/A	N/A	N/A
4 Charter Monitoring	- Ensure compliance	- Internal customer: SBUs			Unavailability of required information from customers	
5 Inter- Agency Relations	<ul style="list-style-type: none"> - Maintain cordial relationship between NUPRC and other agencies. - Collaborate with other Government agencies. - Supervise other SBUs to ensure prompt response to other agencies request. 	Stakeholders and other Government Agencies	Submit requests/ complaints/ enquiries	N/A	10 working days.	
6 Development of Service Level Agreements (SLA)	Supervise the development of SLA between the strategic Business Units (SBUs)	SBUs	Submission of job functions and inter-dependencies Areas	N/A	3 months	Late submission of required information

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DEVELOPMENT & PRODUCTION SERVICE CHARTER



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

DEVELOPMENT & PRODUCTION SERVICE CHARTER

S/N	Nature of Service	Customer	Customer Obligation	Service Standard		Existing Limitations
				Cost Standard	Time Standard	
1	Issuance of approval for Annual calibration / Recertification of crude oil storage, export facilities and custody transfer points	Exploration and Production (E&P) Companies	1. Submit letter of Application for calibration 2. Payment of all requisite fees 3. Provide logistics for conduct of calibration exercise	Processing fee- \$1000 (One Thousand Dollars) per LACT Unit	15 working days	Errors in the exercise's report calculations/ submission of incomplete documentation by the calibration company.
2	Issuance of approval for calibration/Recertification of Storage Tank Land/offshore terminal	Exploration and Production (E&P) Companies	1. Letter of Application for calibration 2. Payment of all requisite fees 2. Provide logistics for conduct of calibration exercise	Processing Fee per Tank- \$1000 (Land Tanks) \$500 (offshore FPSO or FSO)	1 working day	
3	Issuance of Operating License for LACT/accounting meters	Exploration and Production (E&P) Companies	1. Submit application with all necessary documents 2. Payment of prescribed fees Please refer to NUPRC website for details of necessary documents to be submitted with the application	Per LACT system/accounting meters= \$10,000 Renewable every 5 years	5 working days	
4	Issuance of Recertification/Recalibration of third party/service companies primary measures/master provers	Oil & Gas Service Company	1. Application for calibration 2. Provide logistics for conduct of calibration exercise	\$1,000/unit	10 working days	Errors in the exercise's report calculations/ submission of incomplete documentation by the calibration company.
5	Issuance of vessel clearance for crude oil lifting	Exploration and Production (E&P) Companies	a) Submission of document instructions (DI) b) Submission should be 7 days prior to Expected Time of Arrival (ETA)	Nil	2 working days	
6	Grant of Conceptual design Approval for oil and gas facility	Oil & Gas Companies	1) Submission of application letter and other supporting documents in line with guidelines on the NUPRC website	NGN 100,000 (NUPRC Service Charge)	20 working days	

7	Grant of Detailed Design Approval for oil and gas facility	<p>Oil & Gas Companies</p> <ul style="list-style-type: none"> 1. Submission of Application Letter 2. Evidence of Payment of Processing fees of NGN 100,000 3. Conduct Design and Technical Safety Reviews 4. Submission of Design Diagrams 5. Submission of Technical Narratives & Design Safety-case 6. Submission of QA/QC (Integrity verification and validation) plans and project execution plans 7. Submission of Environmental Impact assessment approval of project 8. Conduct Design validation tests, model reviews 9. Close out issues by conducting quarterly management reviews 10. Other statutory submissions indicated in the <i>Procedure Guide for the Design and Construction of Surface Production Facilities in Nigeria (2001)</i>. 	<p>N100,000 (NUPRC Service Charge)</p> <p>20 working days</p>
8	Approval to Introduce Hydrocarbon (AHC) to an Oil and Gas Facility	<p>Oil & Gas Companies</p> <ul style="list-style-type: none"> 1. Evidence of payment of applicable fees. 2. PSUA/PSRR report endorsed by both the Operator and representative[s] of NUPRC. 3. Evidence of submission of Operations Safety Case to NUPRC. 4. Final EIA Approval Letter. Pre-commissioning and (Cold) Commissioning reports and certificates for all systems and sub-systems (including FAT reports for critical equipment endorsed by the Operator and representatives of NUPRC). 5. Mechanical completion, pre-commissioning and commissioning Punch Lists (Punch List A, B and C) and their close out action. 	<p>N100,000 (NUPRC Service Charge)</p> <p>10 working days</p>

9	Grant of Licence to Operate oil and gas facility	Oil & Gas Companies	1. Submission of Application Letter 2. Conduct Pre-commissioning checks 3. Conduct Pre-start up safety reviews 4. Submission of As-Built Design Diagrams and technical narratives 5. Submission of operations, maintenance & equipment manuals 6. Submission technical conformance certificates of critical equipment and MCR tests 7. Conduct final facility inspection 8. Submission of Report all equipment functional tests & results.	1. USD 100,000 (Application Fees) 2. NGN 500,000 (NUPRC Service charge)	10 working days	
10	Grant of Permit to survey	Oil & Gas Companies	1. Submission of Application 2. Payment of application fee 3. Copies of Topographic maps 4. Feedback from third party stakeholders 5. Payment of Grant fee 6. Payment of Processing fees	N20,000 (Application Fee) N50,000 (Grant Fee) N500,000:00 (Processing Fee) through the NUPRC IGR Account N100,000:00 Re-validation fee for Revival/Validation Application	60 working days	
11	Grant of Right of Way Permit	Oil & Gas Companies	1. Submission of Application form 2. Payment of application fee 3. ten Copies of Topographical maps 4. Feedback from third party stakeholders 5. News Paper Statutory Notice Publications (Federal & State) 6. Public Hearing 7. Grant Fee Payment 8. Payment of Processing fees	N50,000 (OPLL Application Fee) N200,000 (OPLL Grant Fee) N500,000:00 (OPLL Processing Fee) through the NUPRC IGR Account 8. Annual Rental Fee Payment (N12.50 /Km, minimum of N200:00)	60 working days	
12	Grant of Approval for Conceptual/Front-End Engineering Design on Pipeline Development	Oil & Gas Companies	1. Submission of Application 2. Provision of an application package in accordance to the Oil and Gas Pipeline Regulations 1995 3. Payment of Processing fees	N250,000:00 Processing Fee through NUPRC IGR Account	15 working days	

13	Grant of Approval for Detailed Engineering Design on Pipeline Development	Oil & Gas Companies	1. Submission of Application 2. Provision of an application package in accordance to the Oil and Gas Pipeline Regulations 1995 3. Payment of Processing fees 4. Conduct Design and Technical Safety Reviews 5. Submission of line pipes QA/QC (Integrity verification and validation) plans and project execution plans. 6. Submission of Environmental Impact Assessment approval of project for Pipelines of 20km and above.	N250,000:00 Processing Fee through NUPRC IGR Account	30 working days
14	Upstream Oil and Gas Pipeline Licence	Oil & Gas Companies	1. Submission of Application form 2. Payment of application fee 3. Ten Copies of topographical maps 4. Feedback from third party stakeholders 5. News Paper Statutory Notice Publications (Federal & State) 6. Public Hearing 7. Grant Fee Payment Payment of Processing fees	N500:00 (OPLL Application Fee) N200:00 (OPLL Grant Fee) N500,000:00 (OPLL Processing Fee) Through the NUPRC IGR Account 8. N250,000:00 (Approval to Introduce Hydrocarbon Processing Fee) N250,000:00 (Pipeline Change of Service Processing Fee) Grant Fee Payment [N]	60 working days
15	Grant of Approval to Introduce Hydrocarbon (Commissioning) into a Pipeline Facility	Oil & Gas Companies	1. Submission of Application 2. Conduct Pre-commissioning checks 3. Pre-commissioning report. 4. Submission of operations, maintenance & equipment manuals. 5. Conduct final facility inspection. 6. Hydro Test 7. Payment of Processing fees	N250,000:00 (Commissioning Fee through NUPRC IGR Account)	20 working days
16	Annual Renewal of Licence to Operate a Pipeline	Oil & Gas Companies	1. Submit Application Submit copy of OPLI/ROWP Payment of LTO fees	2. \$10,000:00 (LTO Fee) per pipeline	20 working days

17	Grant of Approval for Upgrade/Change of Service of Pipelines	Oil & Gas Companies	1. Submission of Application 2. Provision of an application package in accordance to the Oil and Gas Pipeline Regulations 1995 3. Payment of Processing fees	N250,000:00 Processing Fee through NUPRC IGR Account	20 working days	
18	Approval of Conceptual Design of Metering System	Oil & Gas Companies	1. Application letter Evidence of payment for approval processing fees 3. Metering Philosophy 4. Design basis 5. Concept Selection 6. Preliminary Engineering Drawings	2. NGN 100,000 Processing Fee through NUPRC IGR Account	15 working days	
19	Approval of Detailed Engineering Design Approval for Metering Systems	Oil & Gas Companies	1. Application Letter Evidence of payment for approval processing fees 3. Submission of Technical data Sheets for metering system 4. Submission of Approved engineering schematics 5. Submission of Metering system construction plan Q/A/QC plans	2. NGN 100,000 Processing Fee through NUPRC IGR Account	21 working days	
20	Approval to Introduce Hydrocarbon (AHP) to metering system	Oil & Gas Companies	1. Application Letter FAT Report 3. SAT Report 4. Field instrument & control system communications test report Payment of Processing Fees	2. Yet to be approved	15 working days	
21	Grant of Licence to Operate metering systems [5 years]	Oil & Gas Companies	1. Application Letter Evidence of payment of \$10,000 LTO Fee 3. SAT calibration report endorsed by NUPRC representatives 4. Five [5] Copies of NUPRC approved SAT report	2. USD 10,000 (LTO) Fee per LACT/Metering System	28 working days	

22 Approval of Design Safety Case	Exploration and Production (E&P) Companies	1. Application letter 2. Design safety case dossier bearing facility details and project scope of work, Formal Safety Assessment (FSA) reports, Safety Management System (SMS) and Remedial Action Plan (RAP) 3. Evidence of payment of statutory application and processing fees 4. Additional review workshops as may be required	Application Fee: ₦50,000 Processing Fee: ₦50,000	45 working days
23 Approval of Operations Safety Case	Exploration and Production (E&P) Companies	1. Application letter 2. Operations safety case dossier bearing facility details, Formal Safety Assessment (FSA) reports, Safety Management System (SMS) and Remedial Action Plan (RAP) 3. Evidence of payment of statutory application and processing fees 4. Safety case validation (on site), engagement and additional review workshops as required	Application Fee: ₦50,000 Processing Fee: ₦50,000	45 working days
24 Approval of Decommissioning Safety Case	Exploration and Production (E&P) Companies	1. Application letter 2. Decommissioning safety case dossier bearing facility details and project scope of work, Formal Safety Assessment (FSA) reports, Safety Management System (SMS) and Remedial Action Plan (RAP) 3. Evidence of payment of statutory application and processing fees 4. Safety case validation (on site), engagement and additional review workshops as required	Application Fee: ₦50,000 Processing Fee: ₦50,000	60 working days

25 "Technology Adaptation "Approval for a Pilot/Validation Test"	Technology Vendors/OEM (Original Equipment Manufacturers)	<p>1. Application submitted by company</p> <p>2. Submit evidence of Technology Adaptation Processing fee</p> <p>3. Proponent makes presentation</p> <p>4. Proponent submit the following documentation in respect of technology/service [such as Technical specification/functional description and operational limit; Technology Decomposition, Reliability Availability and Maintainability (RAMS) as applicable; Technology Readiness Level, Failure Modes, Effects and Criticality Analysis (FMECA), Type Approval Examinations (Type Approval Evaluation report) and Type Approval Certificates, Certified Verification Agent (CVA), qualification plan where applicable, Deployment history, applicable codes and standards, OGISP, Letter of relationship, etc.]</p> <p>5. Letter to proponent to conduct Validation Test on a case by case basis.</p> <p>6. Letter to proponent granting approval for a Pilot/Validation test.</p>	NGN 200,000	45 working days	<p>1. Delayed response from companies/Technology vendors</p>
26 Approval to Deploy Technology	Technology Vendors/OEM (Original Equipment Manufacturers)	<p>1. Proponent submit Validation test report,</p> <p>2. Proponent submit Validation/Pilot demonstration test report</p> <p>3. Approval to deploy technology is issued/granted</p>	Nil	15 working days	<p>1. Delayed response from companies/Technology vendors on outstanding documents/lapses</p>

27	Issuance of Conformity Assessment Certification	Oil & Gas Operating Companies	1. Valid As-Built Drawings of the facility 2. List of all the equipment in the facility, their dates of manufacture and commissioning dates 3. Facility maintenance record 4. Result of integrity tests conducted on all critical equipment in the facility 5. Valid Hazardous Area Classification drawings 6. Document showing age of the facility 7. Proof of Previous License/Permit to Operate 8. Integrity Risk Assessment Report 9. Obsolescence Management Plan/Strategy 10. Facility Maintenance Management System 11. Facility Structural Integrity and Class Society Verification Report (as applicable)	Under review	90 working days	Delay by applicant in addressing any outstanding action that may arise from the conduct of the exercise.
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28 Life Extension Approval, (End of Facility Design Life, Critical Facility Upgrade/ Modification) and Associated Contingency Assessment Verification	Exploration and Production (E&P) Companies	<p>1. Revised Field Development Plan Approval</p> <p>2. Valid As-Built Drawing of the Facility</p> <p>3. Asset Life Extension (ALE) Scope and Plan, Including Business Case For ALE</p> <p>4. Facility Maintenance Record</p> <p>5. Integrity Risk Assessment</p> <p>6. Facility Inspection Report</p> <p>7. Valid Hazardous Area Classification</p> <p>8. Revised Equipment List</p> <p>9. Valid Obsolescence Management Plan/Strategy</p> <p>10. Remaining Life Assessment Report</p> <p>11. Remaining Resource and Subsurface Assurance Report</p> <p>12. Management of Change/ Changes to Asset Register</p> <p>13. Valid Safety Case Approval</p> <p>14. Previous Detailed Verification Report</p> <p>15. Endorsed Statement of Fitness</p> <p>16. Class Society Report and Classification Society Certificate for Vessels and Offshore Platforms/facilities (as applicable),</p>	Similar to Project Development Milestone Cost Standard (N100,000) (Fees Regulation Under Review)	90 working days	Delay by applicant in addressing any outstanding action that may arise from the conduct of the exercise.
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29 Project related assurances (i.e., QA/QC) including FAT, Pre-commissioning/Commissioning, PSUA/PSSR.	Exploration and Production (E&P) Companies	<p>1. An invitation or notification letter to the Company.</p> <p>2. Review Mechanical Completion reports and certificates for all systems and subsystems (mechanical, rotating, electrical, piping, instrumentation, communication, and HVAC).</p> <p>3. Identify Punch list items criticality to start-up of operations timelines, and commitment for close out.</p> <p>4. Conduct facility inspections and function test of equipment as applicable.</p> <p>5. Demonstrate that newly constructed, installed or modified facility are able to perform in accordance with specified technical requirements.</p> <p>6. Ensure that adequate safety, operating, maintenance, and emergency procedures are in place for operations, including the Operations safety Case.</p> <p>7. Ensure that training has been completed for all workers who may affect or be part of the process.</p>	Virtual FAT: USD50,000	20 working days	Delay by applicant in addressing any outstanding action that may arise from the conduct of the exercise.
30 Initial Licence to Operate (LTO) a Facility	Exploration and Production (E&P) Companies	<p>1. Application for License to Operate</p> <p>2. Valid As-built drawings</p> <p>3. Conduct Conformity Assessment of the facility</p> <p>4. Payment of permit/licence fees.</p>	R\$500,000 (NUPRC)	10 working days	Delay by applicant in addressing any concerns that may arise from the conduct of the exercise.
31 Risk Based Inspection (RBI) Methodology Approval	Exploration and Production (E&P) Companies	<p>1. Submission of application to adopt RBI Methodology</p> <p>2. Demonstration of RBI Methodology application to show familiarity with software and other tools as well as completeness and competence of RBI Implementation team.</p> <p>3. Payment of RBI Methodology approval fee.</p>	R\$500,000 (NUPRC)	60 working days	Delay by applicant in addressing any concerns that may arise from the conduct of the exercise.

32 Risk Based Inspection (RBI) Facility Approval	Exploration and Production (E&P) Companies	1. Submission of application to conduct facility RBI assessment workshop 2. Successful conduct of RBI assessment for the facility and forwarding of inspection intervals to the Commission 3. Payment of RBI facility approval fee.	N1,000,000 per facility	90 working days	Delay by applicant in addressing any concerns that may arise from the conduct of the exercise.
33 Turn Around Maintenance [TAM]	Exploration and Production (E&P) Companies	1. Notification to Conduct Turn Around Maintenance [TAM] 2. Comprehensive Scope of Work and Plan 3. Level 4 Schedule	Under review	60 working days	Delay by applicant in addressing any concerns that may arise from the conduct of the review of scope of work.
34 Grant of approval for gas well deliverability test	Exploration and Production (E&P) Companies	Submit an application to carry out gas well deliverability test in accordance with guidelines on NUPRC's website. Pay processing fee	Processing Fee - N 250,000 per well	Within twenty-one [21] working days	Delay by Companies to meet the statutory requirements for the application
35 Issuance of flare permit	Exploration and Production (E&P) Companies	1) Submission of application letter and other supporting documents 2) Facilitate NUPRC flare site inspection	Not Applicable / As contained in the Upstream Fees and Rents Regulations	Between [15] working days	Inability of the applicant to demonstrate basis for the requested volume of gas to be flared
36 Grant of approval for Non Associated Gas Field Development Plans (FDP)	Exploration and Production (E&P) Companies	Submission of five [5] copies of Field Development Plan in accordance with guidelines and requirements on NUPRC website.	Processing Fee - N5,000,000	Within one hundred and twenty [120] working days	1. Submission of incomplete application 2. Delay in closure of issues raised during pre and post FDP engagements 3. Lack of adequate notification from applicants on studies and reviews leading up to an FDP submission 4. Technical information gaps in application dossier

37	Grant of approval for Non Associated Gas Field Development Plans (FDP) Addendum/Revision	Exploration and Production (E&P) Companies	Submission of five [5] copies of Field Development Plan Addendum/Revision in accordance with guidelines and requirements on NUPRC website. Payment of processing fee	Processing Fee - N55,000,000	Within one hundred and twenty (120) working days	1. Submission of incomplete application 2. Delay in closure of issues raised during pre and post FDP engagements 3. Lack of adequate notification from applicants on studies and reviews leading up to an FDP submission 4. Technical information gaps in application dossier
38	Issuance of approval for the drilling of NAG Development Wells	Exploration and Production (E&P) Companies	Submission of application to drill in accordance with guidelines on the NUPRC website. Payment of statutory fee	Statutory Fee - N 1,500,000	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
39	Revalidation of expired NAG well drilling permits (after 6 months)	Exploration and Production (E&P) Companies	Submission of application to revalidate expired permit in accordance with guidelines on the NUPRC website. Payment of N250,000 statutory fee	Statutory Fee - N 250,000	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
40	Grant of approval to re-enter and resume drilling of a gas well (after 6 months)	Exploration and Production (E&P) Companies	Submission of application to resume drilling operations in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 5 000,000	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
41	Revalidation of approval to re-enter and resume drilling of a gas well (after 6 months)	Exploration and Production (E&P) Companies	Submission of application to revalidate approval to re-enter and resume drilling operations in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 100,000	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query

42	Grant of approval to re-enter and commence plug back and abandonment of a gas well	Exploration and Production (E&P) Companies	Submission of application to plug back and abandon well in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 350,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
43	Revalidation of approval to re-enter and commence plug back and abandonment of a gas well	Exploration and Production (E&P) Companies	Submission of application to revalidate approval to plug back and abandon well in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 175,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
44	Grant of approval to re-enter and re-drill a gas well	Exploration and Production (E&P) Companies	Submission of application to re-enter and re-drill gas well in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 350,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
45	Revalidation of approval to re-enter and re-drill a gas well	Exploration and Production (E&P) Companies	Submission of application to revalidate approval to re-enter and re-drill gas well in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 175,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
46	Grant of approval to re-enter and sidetrack a gas well	Exploration and Production (E&P) Companies	Submission of application to sidetrack gas well in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 350,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
47	Revalidation of approval to re-enter and sidetrack a gas well	Exploration and Production (E&P) Companies	Submission of application to revalidate approval to sidetrack gas well in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 175,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query

48	Grant of approval to re-enter and commence suspension of a gas well	Exploration and Production (E&P) Companies	Submission of application to suspend gas well in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 350,000 Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
49	Re-validation of approval to re-enter and commence suspension of a gas well	Exploration and Production (E&P) Companies	Submission of application to re-validate approval for suspension of a gas well in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 175,000 Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
50	Grant of approval to re-enter and commence withdrawal of cemented casing [permanent casing] from a gas well prior to abandonment	Exploration and Production (E&P) Companies	Submission of application to commence withdrawal of cemented casing [permanent casing] from a gas well prior to abandonment in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 350,000 Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
51	Re-validation of approval to re-enter and commence withdrawal of cemented casing [permanent casing] from a gas well prior to abandonment	Exploration and Production (E&P) Companies	Submission of application to re-validate approval for withdrawal of cemented casing [permanent casing] from a gas well prior to abandonment in accordance with guidelines. Payment of statutory fee	Statutory Fee - N 175,000 Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
52	Issuance of approval to re-enter a gas well for initial completion	Exploration and Production (E&P) Companies	Submission of application to initially complete gas well in accordance with guidelines on the NUPRC website. Payment of statutory fee	Statutory Fee - N 1,000,000 Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query 3. Delay in provision of well logs for evaluation of target interval

53	Re-validation of approval to re-enter a gas well for initial completion	Exploration and Production (E&P) Companies	Submission of application to re-validate approval for initial completion of gas well in accordance with guidelines on the NUPRC website. Payment of statutory fee	Statutory Fee - N 500,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSp for Vendors, etc) 2. Delay in company response to query
54	Issuance of approval to re-enter a gas well for recompletion /open sleeve	Exploration and Production (E&P) Companies	Submission of application to re-complete gas well in accordance with guidelines on the NUPRC website. Payment of statutory fee	Statutory Fee - N1,000,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSp for Vendors, etc) 2. Delay in company response to query
55	Re-validation of approval to re-enter a gas well for recompletion /open sleeve	Exploration and Production (E&P) Companies	Submission of application to re-validate approval for recompletion of gas well in accordance with guidelines on the NUPRC website. Payment of statutory fee	Statutory Fee - N500,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSp for Vendors, etc) 2. Delay in company response to query
56	Issuance of approval to re-enter a gas well for stimulation	Exploration and Production (E&P) Companies	Submission of application to stimulate gas well in accordance with guidelines on the NUPRC website. Payment of statutory fee	Statutory Fee - N1,000,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSp for Vendors, etc) 2. Delay in company response to query
57	Re-validation of approval to re-enter a gas well for stimulation	Exploration and Production (E&P) Companies	Submission of application to re-validate approval for stimulation of gas well in accordance with guidelines on the NUPRC website. Payment of statutory fee	Statutory Fee - N500,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSp for Vendors, etc) 2. Delay in company response to query
58	Issuance of approval to re-enter a gas well for workover	Exploration and Production (E&P) Companies	Submission of application to workover gas well in accordance with guidelines on the NUPRC website. Payment of statutory fee	Statutory Fee - N1,000,000	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSp for Vendors, etc) 2. Delay in company response to query

59	Re-validation of approval to re-enter a gas well for workover	Exploration and Production (E&P) Companies	Submission of application to re-validate approval for workover gas well in accordance with guidelines on the NUPRC website. Payment of statutory fee	Statutory Fee - N 500,000	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for vendors, etc) 2. Delay in company response to query
60	Issuance of approval for Maximum Efficient Rate Test per field	Producing Companies	Submission of application to carry out Maximum Efficient Rate tests in accordance with guidelines on the NUPRC website.	Payment of processing fee of N250,000 per field.	Within eighty (80) working days	Delay by Companies to meet the statutory requirements for the application
61	Issuance of Technical Allowable Rate (TAR) to producing wells.	Producing Companies	Submission of application for Technical Allowable rate in accordance with guidelines on the NUPRC website. Conduct Maximum Efficient Rate (MER) test and submit results.	Payment of processing fee of N250,000.	Within eighty (80) working days	Failure to conduct MER Test, Late statutory payment and late submission of MER Test results
62	Review of Technical Allowable Rate (TAR)	Producing Companies	Submission of application for review of Technical Allowable rate in accordance with guidelines on the NUPRC website.	Payment of processing fee of N50,000 per field.	On case by case basis	Insufficient information, non-payment or faulty payment of statutory fees.
63	Issuance of approval for Drill Stem Test (DST)	Producing Companies	Submission of application to export fluid sample in accordance with guidelines on NUPRC's website.	Pay processing fee of N100,000	Within twenty-one (21) working days	Insufficient information, non-payment or faulty payment of statutory fees.
64	Issuance of approval for Extended Well Test (EWT)	Producing Companies	Submission of application to conduct EWT in accordance with guidelines on NUPRC's website.	Pay processing fee of \$5,000 per well	Within twenty-one (21) working days	Insufficient information, non-payment or faulty payment of statutory fees.
65	Issuance of approval for renewal of Extended Well Test (EWT)	Producing Companies	Submission of application to renew EWT in accordance with guidelines on NUPRC's website.	Pay processing fee of \$10,000 per well	Within twenty-one (21) working days	Insufficient information, non-payment or faulty payment of statutory fees.
66	Issuance of approval for Multi-Phase Flow Meters (MPFM)	Producing Companies	Submission of application for Multi-Phase Flow meters in accordance with guidelines on NUPRC's website.	Pay processing fee of N1,000,000	Within twenty-one (21) working days	1. Submission of incomplete application. 2. Delays in responding to issues raised during review of application.
67	Issuance of approval for condensate classification	Producing Companies	Submission of application for condensate classification in accordance with guidelines on NUPRC's website.	Pay processing fee of N500,000	Within twenty-one (21) working days	

68	Issuance of approval for Field Development Plans	Exploration and Production (E&P) Companies	Submission of five (5) copies of Field Development Plan in accordance with guidelines on NUPRC website.	Processing fee of N5,000,000.	Within one hundred and twenty (120) working days	1. Submission of incomplete application 2. Delay in closure of issues raised during pre and post FDP engagements 3. Lack of adequate notification from applicants on studies and reviews leading up to an FDP submission 4. Technical information gaps in application dossier
69	Issuance of approval for the drilling of Ordinary Appraisal and Development Wells	Exploration and Production (E&P) Companies	Submission of application to drill in accordance with guidelines on the NUPRC website.	Payment of N1,500,000 statutory fee	Within twenty-one (21) working days	1. Delay of NUMS consent letter for PSC Assets. 2. Submission of applications with incomplete documentation (e.g. evidence of statutory fee payment, valid license for intervention Units for the well operation/Valid OGSP for Vendors).
70	Issuance of Permit for the Initial Completion of wells	Exploration and Production (E&P) Companies	Submission of application to initially complete well in accordance with guidelines on the NUPRC website.	Payment of N1,000,000 statutory fee	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSP for Vendors, etc) 2. Delay in company response to query
71	Issuance of permit for the Workover, recompletion and zone change of wells	Exploration and Production (E&P) Companies	Submission of application to workover, recomplete or carry out zone change in a well in accordance with guidelines on the NUPRC website.	Payment of N1,000,000 statutory fee	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSP for Vendors, etc) 2. Delay in company response to query
72	Issuance of approval for Well Plug Back	Exploration and Production (E&P) Companies	Submission of application to plug back well in accordance with guidelines.	Payment of N350,000 statutory fee	Within twenty-one (21) working days	1. Submission of applications with incomplete documentation (e.g. evidence of statutory fee payment, valid license for intervention Units for the well operation/Valid OGSP for Vendors).

73 Issuance of approval to sidetrack/redrill well	Exploration and Production (E&P) Companies	Submission of application to sidetrack/redrill well in accordance with guidelines.	Payment of N350,000 statutory fee	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
74 Issuance of approval for the suspension of wells	Exploration and Production (E&P) Companies	Submission of application to suspend well in accordance with guidelines on the NUPRC website.	Payment of N350,000 statutory fee	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
75 Issuance of approval for the abandonment of wells	Exploration and Production (E&P) Companies	Submission of application to abandon well in accordance with guidelines on the NUPRC website.	Payment of N350,000 statutory fee	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
76 Issuance of approval to change well target	Exploration and Production (E&P) Companies	Submission of application to change well target in accordance with guidelines.	Payment of N350,000 statutory fee	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query
77 Issuance of approval to deepen well	Exploration and Production (E&P) Companies	Submission of application to deepen well in accordance with guidelines.	Payment of N350,000 statutory fee	Within twenty-one (21) working days	1. Submission of incomplete documentation(e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGISP for Vendors, etc) 2. Delay in company response to query

78	Issuance of approval to resume drilling operations	Exploration and Production (E&P) Companies	Submission of application to resume drilling operations in accordance with guidelines.	Payment of N500,000 statutory fee	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSP for Vendors, etc) 2. Delay in company response to query
79	Issuance of approval for well decommissioning and wellsite restoration	Exploration and Production (E&P) Companies	Submission of application for well decommissioning and wellsite restoration in accordance with guidelines.	Payment of N250,000 statutory fee	Within twenty-one (21) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSP for Vendors, etc) 2. Delay in company response to query
80	Issuance of drilling rig/workover hoist operating license	Rig Operating Companies	Submission of application for rig/workover hoist operating license in accordance with guidelines on the NUPRC website.	Payment of statutory fee of \$5000 for application and \$10,000 for license to operate the drilling rig	Within sixty (60) working days	
81	Issuance of vessel operating license	Vessel Operating Companies	Submission of application for vessel operating license in accordance with guidelines on the NUPRC website.	Payment of statutory fee of \$5000 for application and \$10,000 for license to operate the drilling rig	Within sixty (60) working days	
82	Issuance of license to operate a Geophysical/Geotechnical vessel	Geophysical/Geoteknical Vessel Operating Companies	Submission of application for geophysical/geotechnical vessel operating license in accordance with guidelines on the NUPRC website.	Payment of statutory fee of \$5000 for application and \$10,000 for license to operate the drilling rig	Within sixty (60) working days	
83	Revalidation of expired data acquisition, processing permits	Exploration and Production (E&P) Companies	Submission of application to revalidate expired permit in accordance with guidelines on the NUPRC website.	Payment of N750,000 statutory fee	Within twenty-one (21) days	
84	Revalidation of expired drilling permits (after 6 months)	Exploration and Production (E&P) Companies	Submission of application to revalidate expire permit in accordance with guidelines on the NUPRC website.	Payment of N250,000 statutory fee	Within ten (10) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HWU/SEWOP, Valid OGSP for Vendors, etc) 2. Delay in company response to query

85	Revalidation of expired initial completion, recompletion, workover, stimulation permits	Exploration and Production (E&P) Companies	Submission of application to revalidate expired permit in accordance with guidelines on the NUPRC website.	Payment of N500,000 statutory fee	Within ten (10) working days	1. Submission of incomplete documentation (e.g. statutory fee payment, valid Licence to Operate Rig/Vessel/HMW/SEWOP, Valid OGSP for Vendors, etc) 2. Delay in company response to query 3. Delay in provision of well logs for evaluation of target interval
86	Issuance of permit to acquire fluid sample	Producing Companies	Submission of application to acquire fluid sample in accordance with guidelines on NUPRC's website.	Pay processing fee of N250,000	Within twenty-one (21) days	1. Submission of incomplete application. 2. Delays in responding to issues raised during review of application.
87	Issuance of permit for in-country fluid sample analysis	Producing Companies	Submission of application for in-country fluid sample analysis in accordance with guidelines on NUPRC's website.	Pay processing fee of N200,000	Within twenty-one (21) days	1. Submission of incomplete application. 2. Delays in responding to issues raised during review of application.
88	Issuance of approval to export fluid sample	Producing Companies	Submission of application to export fluid sample in accordance with guidelines on NUPRC's website.	Pay processing fee of N20,000 per interval/sample	Within twenty-one (21) days	1. Submission of incomplete application. 2. Delays in responding to issues raised during review of application.
89	Issuance of approval to commence unitization process	Exploration and Production (E&P) Companies	Submission of application to commence Unitization Process in accordance with guidelines on NUPRC's website.	Pay processing fee of N100,000	Within twenty-one (21) days	1. Delays in response to invitation for engagements.
90	Issuance of approval of Letter operatorship of unitized fields	Exploration and Production (E&P) Companies	Submission of application for operatorship letter in accordance with guidelines on NUPRC's website.	Pay processing fee of N250,000	Within twenty-one (21) days	1. Delays in response to invitation for engagements. 2. Delay in execution of Unitisation Unit Operating Agreement (UOOA) by the Unit parties.
91	Issuance of approval for reference/notification date for unitized fields	Exploration and Production (E&P) Companies	Submission of application for reference/notification date for unitized fields in accordance with guidelines on NUPRC's website.	Pay processing fee of N250,000	Within twenty-one (21) days	1. Delays in response to invitation for engagements. 2. Delay in execution of Unitisation Unit Operating Agreement (UOOA) by the Unit parties.
92	Issuance of permit to conduct Bottom Hole Pressure (BHP) survey	Producing Companies	Submission of application to conduct Bottom Hole Pressure (BHP) survey in accordance with guidelines on NUPRC's website.	Pay processing fee of N250,000	Within twenty-one (21) days	1. Submission of incomplete application. 2. Delays in responding to issues raised during review of application.
93	Issuance of Annual Renewal License to Operate for Upstream facilities	Exploration and Production (E&P) Companies	Submission of application to renew license to operate for Upstream facilities in accordance with guidelines on NUPRC's website.	Pay processing fee in accordance with facility type	Within twenty-one (21) days	1. Political interference 2. Regulatory overlaps

94 Issuance of approval for decommissioning and abandonment plan	Exploration and Production (E&P) Companies	Subject to issuance of the Upstream Decommissioning and Abandonment Regulations and the drafting and issuance of the decommissioning and abandonment guidelines	Under review: \$5,000 (subject to issuance of draft Upstream Fees and Rents Regulations)	90 days	Delay by applicant in addressing any concerns that may arise from the conduct of the review the plans.
95 Issuance of approval for decommissioning and abandonment engineering execution programme	Exploration and Production (E&P) Companies	Subject to issuance of the Upstream Decommissioning and Abandonment Regulations and the drafting and issuance of the decommissioning and abandonment guidelines	Under review: \$500 (subject to issuance of draft Upstream Fees and Rents Regulations)	90 days	1. Conduct of stakeholder engagement. 2. Outcome (addressing the outcome) of stakeholder engagement 3. Delay by applicant in addressing the outcome of the D&A work programme review workshop.

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ECONOMIC REGULATION AND STRATEGIC
PLANNING SERVICE CHARTER



NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION

ECONOMIC REGULATION AND STRATEGIC PLANNING SERVICE CHARTER

S/No.	Nature of Service	Customer	Customer Obligation	Cost Standard	Time Standard	Limitations
1	Issuance Cost Benchmarking certificate	Exploration and Production (E&P) Companies	Submission of Cost Data	Not Applicable	14 working Days	Lack of data from the companies. Late Submission
2	Issuance of economic analysis and evaluation certificate for Upstream Projects	Exploration and Production (E&P) Companies	Submission of Oil & Gas Production Profiles, Cost Data and other inputs as contained in the Field Development Program	Not Applicable	14 working days	Lack of data from the companies. Late Submission
3	Issuance of Permit for 3rd party to use Oil Pipeline and Ancillary Installations for Crude Oil Transportation & Handling	Exploration and Production (E&P) Companies	Crude Handling Agreements, Letters of No Objection by the owner of the pipeline	Not Applicable	7 working days	Lack of data from the companies. Late Submission
4	Issuance of certificate of good standing for export clearance	Exploration and Production (E&P) Companies	Presentation of evidence of payment	Not Applicable	1 day	Lack of data for reconciliation to establish debt profile
5	Issuance of Official Revenue Receipt	E&P Companies and other Operators in the Oil and Gas Sector AAC, Management etc	Documentation Instruction Evidence of Payment Formal request letter	Not Applicable Not Applicable	1 day	Unavailability of online CBN statement
6	Rendition of Revenue Information	Stakeholders	1. Letter of request for data 2. Data input template	Not Applicable	Based on request	Unavailability of online CBN statement. Late submission of data
7	Provision of Oil and Gas related data	Ministry of Finance, Budget and National Planning through the Ministry of Petroleum Resources	Guideline/ Template for Medium Term (5years) Capital Expenditure Estimate	Not Applicable	Based on request	Late and non submission of data
8	Input for Medium Term National Development Plan	Ministry of Finance Budget and National Planning through the Budget Office of the Federation	Framework, Call circular and indices for Medium Term Expenditure Estimate and Revenue Projection	Not Applicable	Based on request	Late data submission from stakeholders
9	Inputs for Medium Term Revenue and Expenditure Framework					Late or non-submission of data from Stakeholders

10	FDP Economic Evaluation	Upstream Petroleum Operating Companies	Submission of FDP report and request	₦5,000,000.00	5 working days	Incomplete or inaccurate data. Non timely response to queries or further request.
11	Asset (license) Renewal Valuation	Upstream Petroleum Operating Companies	Submission of Proposed Development and Cost Estimation	5% of NPV	5 working days	Inaccurate data
12	Asset Good and Valuable Consideration Determination	Upstream Petroleum Operating Companies	Submission of Proposed Development and Cost Estimation	NPV	5 working days	Inaccurate data. Poor response from companies
13	Asset Divestment Premium Determination	Upstream Petroleum Operating Companies	Submission of Proposed Development and Cost Estimation	10% of NPV	5 working days	Inaccurate date
14	Publication of appropriate GSPA/GSA upstream gas prices for gas royalties	Upstream Petroleum Companies	Submission of GSPA/GSA Estimation	Not Applicable	5 working days	Inaccurate date
15	Revised pricing mechanisms for NGFCP GSA	Upstream Petroleum Companies	Submission of NGFCP	Not Applicable	5 working days	Inaccurate data
16	Publish annual and 5 years projection for E&P companies estimated royalties, Govt Take	Upstream Petroleum Companies	Submission of Production and cost data and forecast	Not Applicable	5 working days	Inaccurate data
17	Publish Economic Analysis on annual and 5 years forecast for E&P companies	Upstream Petroleum Companies	Submission of Production and cost data and forecast	Not Applicable	6 working days	Inaccurate data and production forecast
18	Fiscal impact of E&P companies production cost determination	Upstream Petroleum Companies	Submission of Agreements	Not Applicable	4 working days	Inaccurate data and production forecast
19	Monitoring of Financial Viability of licensees, lessees or permit holders in upstream petroleum operations	Upstream Petroleum Companies	Submission of audited financial statements and reports	Not Applicable	Yearly	Late submission of companies or incomplete data

20	Assessment of Oil and Gas Royalty	Upstream Petroleum Companies	Submission of self assessment of their oil and gas royalty obligation	Not Applicable	Quarterly	Prompt/accurate and data availability
21	Assessment of Gas Flare Payment	Upstream Petroleum Companies	Submission of self assessment of their gas flare payment obligation	Not Applicable	Quarterly	Prompt/accurate and data availability
22	Assessment of Concession Rentals	Upstream Petroleum Companies	Self assess and pay the concession rental obligation	Not Applicable	Yearly	Prompt/accurate and data availability
23	Determination of Fiscal Prices	Upstream Petroleum Companies		Not Applicable	Monthly	Availability of Platforms
24	Approval of Annual Work program and Budget report	Licensor/Lessee holders	Submission of Annual Work program and Budget Obligations	Proposal Submitted	Based on Proposal Submitted	Late submission of companies or incomplete data

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CORPORATE SERVICES AND ADMINISTRATION SERVICE CHARTER



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

CORPORATE SERVICES AND ADMINISTRATION SERVICE CHARTER					
S/N	Nature of Service	Customer	Customer Obligation	Time Standard	Service Standard
1	Provision of office space for Staff	All Staff	Assumption of duty If not assigned space, Staff may apply formally in writing to Head, Services.	3 working days	N/A
2	Resolution of Staff complaints on Maintenance issues and provision of consumables	All Staff	Fill and submit Maintenance Job requisition form to the Head, Assets & Facilities Management	5 working days	N/A
3	Provide newspapers to Management Staff	Management Staff	Nil	Every workday	N/A
4	Issuance and management of Official phone lines for approved Staff (Glo CUG lines)	Management and Essential services Staff	Provide NIN details by email to desk officer	10 working days	N/A
5	Resolution of Staff complaints on issued phone lines	Management and Essential services Staff	Lay complaint to desk officer with necessary information	7 working days	N/A
6	Provision of office furnishings to management	Management only	Nil	5 to 20 working days	N/A
SECURITY & LOGISTICS SERVICES					
S/N	Nature of Service	Customer	Customer Obligation	Time Standard	Service Standard
1	Provision of ID cards	Staff & Stakeholders	Staff; Assumption of duty Stakeholders; Filling and submission of the ID card forms with the required information.	Within 5 working days (Subject to approval to release by management)	N/A Nil
2	Allocation of vehicles to Staff on official assignment	All Staff	Fill vehicle requisition form and submit to Head Logistics	Within 1 hour pending availability of vehicles	N/A Unavailability of vehicle on ground at the time of request
3	Provision of insurance for Staff personal vehicles	All Staff	Presentation of vehicles particulars and receipt of purchase to O/C Logistics	10 working days	Less than 1% of value of vehicle purchase Nil
4	Processing of official mail	All Staff	Submission of document with precise addressing	Within 48 hours	N/A Absence of dispatch rider within the State
5	Handling Air travels (local and Overseas)	All Staff	Submission of travel requirements and approvals	5 working days	N/A Non-approval of payment
6	Provide newspapers to Management Staff	Management Staff	Logistics Services	Nil	Every workday Non-approval of payment

IT APPLICATIONS & DATA MANAGEMENT				IT INFRASTRUCTURE & IT GOVERNANCE, RISK & COMPLIANCE			
S/N	Nature of Service	Customer	Customer Obligation	Time Standard	Service Standard	Cost Standard	Existing Limitations
1	Ensure the proper end-to-end design, implementation, and deployment of e-solutions	User SBU	Based on request as it relates to the automation of business process	Within six (6) months after the necessary approvals	N/A	N/A	undocumented project scope. User not taking ownership of project
2	Validate Code Based Modifications on Applications	Developers/Contractors	Initiate push & Pull Request	Provide Authorization	N/A	N/A	
3	Provide user support for e-solutions	Staff and General public	Escalate issues and follow up for resolutions	Within 24hours of complaint	N/A	N/A	Application downtime
4	Provision of Online Services & User Access Management	Staff	User SBUs to send list of staffs for profiling	Within 24hours	N/A	N/A	Application downtime
5	Archiving of robust, operational data and databases	NUPRC	ICT Policy	24/7 Accessibility	N/A	N/A	
6	Conduct User ICT Training for Applications	Staff	Deployment of E Solutions	Within a month of deployment of e solutions	N/A	N/A	Availability of users
7	Provide Change Management Request Services	User SBU	Based on request for modification and update of existing application	Within 1 week - 2 months	N/A	N/A	Resistance to change
8	Sharepoint Implementation and management	Staff	Customer must be a staff of NUPRC.	24/7 Accessibility	N/A	N/A	
S/N	Nature of Service	Customer	Customer Obligation	Time Standard	Service Standard	Cost Standard	Existing Limitations
1	NUPRC Staff and Accredited NUPRC Vendors/Partners	NUPRC Staff and Accredited NUPRC Vendors/Partners	Ensure full understanding of ICT Policies	Within twelve(12) hours of customer's request	N/A	N/A	Cost, Complexity, Technological limitations
2	Ensure internet security compliance	NUPRC Staff	Escalate issues through the help desk system and follow up for resolution	Within four(4) working days of customer's request	N/A	N/A	Cost, Availability of replacement parts and Time constraints.
3	Resolve hardware complaints: laptops/desktop computers	NUPRC Staff	Escalate issues through the help desk system and follow up for resolution	Within four(4) hours of customers request	N/A	N/A	Service provider limitations Location limitations

4	Monitor Compliance of deployment of Hardware, software, and application into the NUPRC ICT Infrastructure and architecture	NUPRC Staff and Accredited NUPRC Vendors/Partners	Must NOT install or use unauthorized application, software or hardware devices within the NUPRC ICT Architecture	Continuous monitoring	N/A	Human error, Dynamic environments
5	Develop, document, and implement security policy, standards, procedures, and guidelines	NUPRC Staff and Accredited NUPRC Vendors/Partners	Ensure full understanding of ICT Policies	Six(6) months from the Project kick off date	N/A	Resistance to change, Lack of awareness and training.
6	Implement Security Gauge on user and group account on the ICT Infrastructure and architecture Environment	NUPRC Staff and Accredited NUPRC Vendors/Partners	User's must ensure Usage of facility in line with provided protocols	Six(6) months from the Project kick off date	N/A	Lack of awareness and training.
7	Identify, analyze, and prioritize Business Continuity (BC) requirements from IT Governance and Risk Compliance Perspective	NUPRC Staff and Accredited NUPRC Vendors/Partners	Ensure full understanding of ICT Policies	Six(6) months from the Project kick off date	N/A	Limited resources, Changing threats and risks.
8	Develop, document, and implement security policy, standards, procedures, and guidelines	NUPRC Staff and Accredited NUPRC Vendors/Partners	Ensure full understanding of ICT Policies	Six(6) months from the Project kick off date	N/A	Resistance to change, Lack of awareness and training.
9	Propose strategy for the architecture, design and deployment of Wide Area Network (WAN) to improve communication and enhance productivity	NUPRC Staff and Accredited NUPRC Vendors/Partners/Guests	1. Customer must be a staff of NUPRC or an accredited Vendor or Guest to access WAN resources in any of the NUPRC locations. 2. Customer device(s) to access to WAN resources must fulfil all access and security control requirements before access to resources can be granted.	Six(6) months from the Project kick off date	N/A	Cost, Technical support, Skillset and knowledge Gaps.
10	Ensure accessibility of cloud computing and collaborative tools	NUPRC Staff	1. User's must ensure Usage of facility in line with provided protocols 2. User must be profiled on NUPRC active directory. 3. User must have login access	24/7 Accessibility	N/A	Internet connectivity, Hardware limitations
11	Provision of Internet to all Offices	NUPRC Staff / Accredited Guests	1. User's must ensure Usage of facility in line with provided protocols 2. User must be profiled on NUPRC active directory. 3. User must have login access	24/7 Accessibility	N/A	Cost, Access to constant power supply, Hardware failures, Technical support and force majeure.

12	Provision of Software Installation, Configuration, Troubleshooting	NUPRC Staff	Customer must be a staff of NUPRC.	Within four(4) hours of customers request	N/A	User knowledge and experience, Compatibility issues, Licensing and cost
13	Work with stakeholders to propose business and systems requirements for new technology implementations	Accredited NUPRC Vendors/Partners	1. Customer must be an accredited Vendor with Original Equipment Manufacturer 2. Ensure full understanding of ICT Policies	Six(6) months from the Project kick off date	N/A	Limited stakeholder engagement, Lack of clarity in requirements, Budget constraints
MEDICAL SERVICES						
S/N	Nature of Service	Customer	Customer Obligation	Service Standard	Cost Standard	
1	Provision of general medical services to Staff	All Staff	Staff visit to Clinic	3 to 5 minutes	N/A	
2	Provision of emergency medical services to Staff by Trust Charities hospital or NNPC hospital	All Staff	Visit to the Clinic	3 to 5 minutes	N/A	
			Emergency trips can be made to the partner hospitals or any closely-by hospital and obtain referrals later.			
3	Waiting time at staff clinic	client in clinic	Indicate need to get attention in clinic	Initial waiting time: 10 to 15 minutes		
				Overall waiting time: 30 mins to 1 hour		
4	Drug Dispensing	All Staff	Present Doctor's prescription	Immediate	N/A	
SERVICE PROVISION OF MANPOWER RESOURCE PLANNING						
S/N	Nature of Service	Customer	Customer Obligation	Service Standard	Cost Standard	
1	Staff recruitment	Applicants	Applicant's must meet the advertised criteria/qualification to apply	Six months	N/A	
2	Updating of Staff records	All permanent staff	Submission of valid documents	10 working days	N/A	
SERVICE PROVISION OF TRAINING & PERFORMANCE MANAGEMENT						
S/N	Nature of Service	Customer	Customer Obligation	Service Standard	Cost Standard	
1	Facilitation of Staff training : Local and Official - Staff is notified and receives allowance before the training date.	All staff	N/A	Local training: two weeks Foreign Training: eight weeks.	N/A	

	2 Issuance of Staff appraisal guidelines	All staff	Must be a confirmed staff of the Commission Minimum of 6 months of service during the appraisal period	Receipt of Appraisal forms by start by second week from dispatch date	N/A
3 Promotion of Staff	All staff	All staff	Junior/ Senior Staff: Must have spent minimum of 3 years of good service on one grade level without disciplinary issues. Management Staff: By appointment	Board approves release of promotion list by January of effective year.	N/A
SERVICE PROVISION OF EMPLOYEE RELATIONS_SWB					
S/N	Nature of Service	Customer	Customer Obligation	Service Standard	Cost Standard
1	Granting of leave	All Staff	Minimum of 12 months continuous service with the Commission and at least 6 months from last approved leave	Processing of Leave applications with 5 working days of receipt of application	N/A
2	Enrollment of Retirees	All Retired Staff	Submission of all necessary documentation	Payment of Gratuity within 1 month of Exit from Service and enrollment on closed pension scheme within 10 working days where applicable	N/A
CORPORATE COMMUNICATION SERVICE CHARTER					
S/N	Nature of Service	Customer	Customer Obligation	Service Standards	Time Standard
1	Brand reinforcement across NUPRC communication channel.	Staff	Compliance with communication strategy as advised by CCSBU	N/A	Periodically
2	Quarterly Media Briefing	Staff and stakeholders	Timely submission of inputs from Divisions	As applicable	Quarterly
Non-compliance by staff Non-approval by CCE					

3	Visible alignment of core values in NUPRC staff reflected in work culture.	staff	Imbibe core values as communicated	As applicable	On needs basis.	Non-alignment with core values communicated by staff.
4	Ensure the uniformity and sanctity of all NUPRC-branded paraphernalia.	Staff	Liaise with CCSBU for approved brand guidelines to ensure uniformity.	As applicable	On needs basis.	Exclusion of CCSBU by Divisions in all branding engagements.
5	Availability of high-quality and effective branded materials.	Staff and stakeholders	Management approval	Subject to approved budget.	On needs basis.	Non – approval of request to Management to secure high quality branded materials.
6	Ensure consistency in all corporate advertising efforts.	Staff and stakeholders	All divisions to comply as communicated	N/A	On needs basis.	Failure of divisions to collaborate with CCSBU in all advertising request.
7	Conduct research to pre-empt crisis and mitigate emerging risks capable of negatively impacting the NUPRC reputation.	Third-party/ Stakeholders/PR Agency	Timely research results to mitigate risk.	Subject to budget.	Quarterly	Inability to secure approval to engage PR agency to conduct research.

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LEGAL SERVICE CHARTER



NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION

LEGAL SERVICE CHARTER				
S/N	Nature of Service	Customer	Customer Obligation	Service Standard
1	Draft and review of Regulations, Guidelines, policies and directives in line with the PIA	Internal & External Stakeholders	Participate in stakeholders' consultation forum in line with section 216 of the PIA	Cost Standard In line with timelines set in the PIA and on need basis.
2	Request for Execution of Contracts	SBU's within the Commission, Contractors, and Multiclient companies	<ul style="list-style-type: none"> · Confirmation of terms, · Execution of the Contract Agreement 	14 working days
3	Request for Legal Opinions and Advice	Operators/ licensee and lease holders SBU's	Request for advice/ information	N/A
4	Inter-agency Interface	EFCC, NNPC, NMDPRA, NPF MOJ, MDAs etc)	Request for information, Invitation to Meetings, and interviews.	14 working days
5	Request for resolution of conflict through the Oil and Gas Alternative Dispute Resolution Centre (ADRC)	<ul style="list-style-type: none"> · International Oil Companies. · National Oil Companies, Licensee, Leaseholders, and Host Communities 	<ul style="list-style-type: none"> · Submission of petition /request for resolution/ · Referral of a matter for resolution to the ADRC 	Determined by the length of the Mediation N/A

6 Litigation	· MPR, NUPRC	· Review of court processes, drafting of opinion and assignment to external counsel	N/A	14 days for review by internal legal team
7 Provision of Certified True Copies of documents	EFCC, Law Firms, Courts	Request for information	N/A	7 working days
8 Request for advice relating to Due diligence, licence and lease renewal/conversion/Transfer of interest	OPPS, IPPG, SBUS	Review of different applications	N/A	14 working days
9 Board Secretariat	NUPRC	Secretarial services	N/A	Weekly for TMC Meetings
10	Responding to relevant external stakeholders (operators, licensees and lessees, National Assembly, Government agencies and parastatals etc.) in respect of enquiries and petition	External Stakeholders	Submission of Enquiries and petition	N/A 10 working days

	Initiating/creating awareness 11 about the Commission and its mandate	External Stakeholders	N/A	When new regulations, guidelines and statuses are being developed and issued.
	General legal advice on licensees and lessees 12 obligations/commitments enshrined in their licenses and leases	External Stakeholders	N/A	On need basis

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HEALTH, SAFETY, ENVIRONMENT AND
COMMUNITY SERVICE CHARTER



NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION

HEALTH, SAFETY, ENVIRONMENT AND COMMUNITY SERVICE CHARTER						
S/N	Nature of Service	Customer	Customer Obligation	Service Standard	Existing Limitations	
				Cost Standard	Time Standard	
1	Quarterly Issuance of Environmental Compliance Status/Notice & Certificate of Sampling	Operators	1. Periodic (Quarterly) sampling of process effluents, emissions and recipient environment. 2. Timely submission of compliance monitoring reports to Commission. 3. Report non-compliances	\$1,000 for the sampling Certificate (or as specified by Upstream Fees & Rent Regulations).	7 Working Days	(1) Observation of non-compliance in monitoring process/reports. (2) Staff strength.
2	Issuance of Approval for Scope of Work (SoW)/Terms of Reference (ToR) Approval for Biological Monitoring Studies (BMS)	Operators	1. Submission of satisfactory SoW and ToR	NGN equivalent of 3,000 USD (at CBN prevailing rate)	10 Working Days	(1). Submission of unsatisfactory work scope that need to be updated in line with the Commission's expectation prior to approval. (2) Staff strength
3	Issuance of Approval for Biological Monitoring Studies Report (BMS)	Operators	1. Submission of BMS report: BMS must be conducted in line with approved SoW and ToR	NGN equivalent of 3,000 USD (at CBN prevailing rate)	30 Working Days	(1) Finding a suitable date to schedule review workshop with the Commission. (2) Implementation of review findings if any by the company. (3) Staff strength
4	Issuance of Oilfield Chemicals Certification	Vendor/operator	1. Submit application for chemical certification which shall include Safety Data Sheets /Product Data Sheet	NGN equivalent of \$1,000 (or as specified by Upstream Fees & Rent Regulations).	30 Working Days	(1) Submission of reports from the Commission's accredited 3rd party laboratories. 2. 860,000 NGN per product.
			2. Pay processing fee to the Commission via IGR portal.			(2) Non-payment of established 3rd party laboratories service charges by the Vendor.

			(3) Staff strength
5	Approval to use Offfield Chemicals	Operator	<p>3. Submit two samples per chemical/product (1 litre each) to the Commission.</p> <p>4. Evidence of payment to the analysing (3rd party) laboratories.</p>
6	Issuance of Offfield Chemicals Recertification	Vendor/Operator	<p>1. Submission of application for approval which should include details of the chemical and the intended use. Attach copy of previous approval and waste disposal plan</p> <p>N/A</p>
7	Accreditation of 3rd Party Laboratories	Operators/3 rd Party Labs	<p>1. Application for relevant service on OGSP Portal</p> <p>(1) staff strength</p>

8	Annual Re-accreditation of the Third-Party Laboratories	<p>2. Must have Minimum Specified Equipment</p> <p>3. Coordinate successful accreditation inspection of facility by NUPRC</p>	<p>NGN Equivalent of \$500 (prevailing CBN rate)</p> <p>1. Application for the re-accreditation/annual accreditation inspection.</p> <p>2. Must have Minimum Specified Equipment.</p> <p>3. Coordinate successful re-accreditation inspection of facility by NUPRC.</p>	<p>21 Working Days</p> <p>NGN Equivalent of \$550 (prevailing CBN rate)</p>
9	Issuance of Radiation Safety Permit (RSP)	<p>Oil and Gas Operating companies</p>	<p>1. Apply for RSP online and submit the application</p> <p>2. Provide evidence of NNRA permit</p> <p>3. Provide the contractor's OGSP permit status</p>	<p>NGN (\$1,000,000.00)</p> <p>Processing fee.</p> <p>7 Working Days</p>
10	Safety and Emergency Response Training Centre Accreditation/Re-accreditation	<p>Offshore Safety and Emergency Response Training Providers</p>	<p>1. Application for relevant service on OGSP Portal.</p> <p>2. Payment of application fee on IGR Portal via Remita.</p>	<p>1. NGN250,000 application fee as Oil & Gas Service Company</p> <p>3 Working Days</p> <p>-Logistics Challenges</p> <p>-Downtime in Remita Payment, Portal</p>

				Lack of public awareness in utilization of Remitta Portals
				Design, Construction and operation without permit/approval from the Commission
				The time constraint include period of internal review of safety case document logistics of company setting up of requisite safety case workshop and site visitation
				Constraints in time allocated for: review of application, logistics of setting up RBI workshops vis a vis , to approval and close out
				Possible inability to jointly review the submitted RAP with the Operators within the timeline manpower shortage
11	Issuance of Safety Case Approval	Oil and Gas operating Companies	1. Application for a safety case approval.	20 Working Days
12	Issuance of Risk Based Inspection (RBI) Approval	Operators	1. Submission of application to use RBI which should include the RBI basis, processes and assumption, RBI Tools and other inspection tools aiding the software.	25 Working Days
13	Issuance of Remediation Action Plan (RAP) approval	Operators	1. Submit Remediation Action Plan (RAP) 2. Conduct Remediation Exercise 3. Submit Final Remediation Report for Close Out and Certification	15 Working Days
14	Response to Petitions	Operators and Communities	1. Inform/notify and update the Commission on issues of Conflict	10 Working Days

15	Issuance of Post Clean Up Inspection Certificate	Operators	<ol style="list-style-type: none"> 1. Clean Up Spill 2. Conduct Post Clean Up Assessment 3. Mobilize for Post Clean Up Inspection 	As indicated in Upstream Fees and Rents Regulations	28 Working Days	Untimely response from the field offices after HQ approves the SOW/TOR.
16	Issuance of Approval of Greenhouse Gas (GHG) Management Report /Plan	Operators	<ol style="list-style-type: none"> 1. Submit detailed report on GHG emission reductions 2. Monitoring and inspection plans for facilities stating inventory methodologies. 3. Submit evidence of IGR payment 	As specified in the Fees and Rent Regulations	10 Working Days	
17	Issuance of Certificate of LDAR (Upon Satisfactory Inspection)	Operators/Service providers	<ol style="list-style-type: none"> 1. Submit Methane Leak Detection & Repair (LDAR) inspection plan/schedule to the Commission. 2. Invitation for LDAR inspections as prescribed in the guidelines 	As specified in the Fees and Rent Regulations	10 Working Days	
18	Issuance of Draft Environmental Evaluation Study (EES) / Post Impact Assessment (PIA) Approval	Oil & Gas Companies / Service providers	<ol style="list-style-type: none"> 1. Submit a Draft EES/PIA report along with receipt of requisite fees payment 	NGN equivalent of 3,070 USD (at CBN prevailing rate)	28 Working Days	No limitations except where multiple reports are received at the same time
19	Issuance of Final Environmental Evaluation Study (EES) / Post Impact Assessment (PIA) Approval	Oil & Gas Companies / Service providers	<ol style="list-style-type: none"> 1. Submit a Final EES/PIA report along with receipt of requisite fees payment 	NGN equivalent of 1,534 USD (at CBN prevailing rate)	14 Working Days	No limitations except where multiple reports are received at the same time

20	Issuance of Environmental Screening Report (ESR) and Preliminary Impact Assessment Report (PIAR) Approval	Oil & Gas Companies / Service providers	1. Submit ESR and PIAR report along with receipt of requisite fees payment	NGN equivalent of 3,070 USD (at CBN prevailing rate)	28 Working Days	No limitations except where multiple reports are received at the same time
21	Issuance of Terms of Reference/Scope of (ToR/Sow) for Environmental Studies (EES, P/A, EBS, etc.) Approval	Oil & Gas Companies / Service providers	1. Submit a TOR/SOW for the EES and P/A report along with receipt of requisite fees payment	NGN equivalent of 3,070 USD (at CBN prevailing rate)	14 Working Days	No limitations except where multiple reports are received at the same time
22	Issuance of TOR/SOW approval for Predrill & Post drill Seabed Survey	Oil & Gas Companies / Service providers	1. Submit a TOR/SOW for Predrill & Post drill Seabed Survey report along with receipt of requisite fees payment	NGN equivalent of 455 USD (at CBN prevailing rate)	14 Working Days	No limitations except where multiple reports are received at the same time
23	Predrill & Post drill Seabed Survey report Approval	Oil & Gas Companies / Service providers	1. Submit a Predrill & Post drill Seabed Survey report along with receipt of requisite fees payment	NGN equivalent of 2,275 USD (at CBN prevailing rate)	28 Working Days	No limitations except where multiple reports are received at the same time
24	Issuance of Approval of Waiver request to conduct requisite study before project commencement	Oil & Gas Companies / Service providers	1. Submit a Waiver request along with receipt of requisite fees payment	NGN equivalent of 133,640 USD (at CBN prevailing rate)	14 Working Days	No limitations except where multiple reports are received at the same time
25	Issuance of Approval of Waiver request to conduct Project activities in lieu of Completion of EMP	Oil & Gas Companies / Service providers	1. Submit a Waiver request along with receipt of requisite fees payment	NGN equivalent of 22,273 USD (at CBN prevailing rate)	14 Working Days	No limitations except where multiple reports are received at the same time
26	Issuance of Approval of Waiver request for (One-season EMP) Offshore	Oil & Gas Companies / Service providers	1. Submit a Waiver request along with receipt of requisite fees payment	NGN equivalent of 54,545 USD (at CBN prevailing rate)	14 Working Days	No limitations
27	Issuance of Approval of Waiver request for (One-season EMP) Onshore	Oil & Gas Companies / Service providers	1. Submit a Waiver request along with receipt of requisite fees payment	NGN equivalent of 27,273 USD (at CBN prevailing rate)	14 Working Days	No limitations

28	Issuance of Permit to Operate (PTO) waste management facilities or Permit to Provide waste management service	Vendor	1. Technical Presentation 2. Obtain Commission's Acceptance of methodology/technology/3. Site Suitability Inspection/Approval 4. Provide EIA Approval (where applicable) 5. Co-ordinate Pre-shipment Inspection (where applicable) 6. Approval to Import/Waiver (where applicable) 7. Co-ordinate Pre-commissioning Inspection/Pilot Trial. 8. Issuance of Permit to Operate the waste treatment facility (TDU, Incinerator, WBM e.t.c)	As indicated on Upstream Fees and Rents Regulations.	28 Working Days	Availability of date for presentation due to number of applications at the time(schedule is done on a first come first served basis)
29	Re-validation of Permit-to Operate for Waste Management facility	Vendors	1. Submission of Quarterly reports/documents as required in Permit-to-Operate 2. Satisfactory Outcome of Audit exercise	430,000NGN	14 Working Days	Late submission of quarterly submissions and waste consignment notes/manifests
30	Issuance of Effluent Waste Discharge Permit	Operators	1. Submit application documents for re-validation of permit (Application must include Application Form, Payment Receipt and other requirements as contained in checklist on NUPRC website).	1,000,000NGN	14 Working Days	Delays with incomplete submission.

31	Revalidation of Effluent Waste Discharge Permit	Operators	1. Submit application documents for revalidation of permit (Application must include valid RSP, Valid EMP approval, payment Receipt)	500,000NGN	14 Working Days	Delays with incomplete submission.
32	Issuance of Point Source Discharge Permit	Operators/Vendor Is	1. Submit application documents for revalidation of permit (Application must include Application Form, Payment Receipt and other requirements as contained in checklist on NUPRC website) 2. Satisfactory outcome of Groundtruthting exercise (where applicable)	1,000,000NGN	14 Working Days	Delays with incomplete submission.
33	Revalidation of Point Sources Permit	Operators/Vendor Is	1. Submit application documents for revalidation of permit (Application must include valid EES approval, Expired point source permit and, payment Receipt)	500,000NGN	14 Working Days	Delays with incomplete submission.
34	Issuance of Environmental Management Plan (EMP) Approval	Oil & Gas Companies / Service providers	1. Submit an EMP report along with receipt of requisite fees payment	Naira equivalent of 4,091 USD (at CBN prevailing rate)	14 Working Days	No limitations except where multiple reports are received at the same time
35	Issuance of Approval to incorporate proposed Host Communities' Development Trust	Settors	1. Submit/upload HCDT documents/data on Commission's HCDT Data collection Website 2. Ensure BOT nominees, HCDT Constitution are in line with provisions of the Petroleum Industry Act (PIA), 2021. 3. Ensure all Host Communities are represented in proposed HCDTs	As prescribed in the Upstream Fees and Rents Regulations	5 Working Days	Incomplete submissions are a limiting factor to the time standard Reviewer relies on information provided by the Settor, and may not know all the communities within the cluster of a particular HCDT

36	Issuance of Approval /Acceptance of Community Development Plan (CDP) submission	Settors	1. Prepare and submit CDP for Host Communities in line with provisions of the PIA2021 2. Make presentation of plan to Commission where applicable	As prescribed in the Upstream Fees and Rents Regulations. 14 Working Days	
37	Issuance of Approval to manage reserve funds for HCDTs	Service Providers	1. Obtain requisite OGISP 2. Submit application request to the Commission 3. Make presentation on intended service and satisfy minimum requirements as specified by the Commission	As prescribed in the Upstream Fees and Rents Regulations. 5 Working Days	Delays with receiving feedback on screening requirements from Service Providers.
38	Issuance of Accreditation Letter to 3 rd party Project Management Consultants	Project Consultants for Host Communities Development Projects	1. Obtain requisite OGISP 2. Submit application request to the Commission 3. Make presentation on intended service and satisfy minimum requirements as specified by the Commission	As prescribed in the Upstream Fees and Rents Regulations. 14 Working Days	
39	Re-accreditation of 3 rd party Project Management Consultants	Project Consultants for Host Communities Development Projects	1. Obtain requisite OGISP 2. Submit application request to the Commission 3. Make presentation on intended service and satisfy minimum requirements as specified by the Commission	As prescribed in the Upstream Fees and Rents Regulations. 14 Working Days	
40	Issuance of Offshore Safety Permit (OSP)	Operators/Oil Service Companies	1. Submit Application to the Commission via NUPRC's website or OSP Carrier West Atlantic energy Limited (Wael) 2. Obtain a relevant BOSET from Commission's Accredited Training Centre	New: NGN equivalent of \$580 per personnel	

41	BMS	OPERATORS	<p>3. Obtain Medical Certificate of Fitness from Govt Hospitals or accredited hospitals Renewal:</p> <p>4. Biometric Captures at OSP Embarkation points or WAE offices</p> <p>NCN equivalent of \$135</p> <p>One time Flyer: NGN equivalent of \$200</p> <p>1. Biological Studies Report Review</p> <p>Service Charge of BMS NGN equivalent of 3,000 USD (at CBN prevailing rate)</p> <p>30 working Days</p>

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COMPLIANCE AND ENFORCEMENT SERVICE CHARTER



**NIGERIAN UPSTREAM PETROLEUM
REGULATORY COMMISSION**

COMPLIANCE AND ENFORCEMENT SERVICE CHARTER

S/N	Nature of Service	Customer Obligation	Cost Standard	Service Standards	Time Standard
1	Draft and review of Regulations, Internal & External Guideline, policies and directives in line with the PIA.	Participate in stakeholders' consultation forum in line with section 216 of the PIA	N/A	In line with timelines set in the PIA, and on need basis.	
2	Responding to relevant external stakeholders (operators, licensees and lessees, national assembly, Government agencies and parastatals etc.) in respect of enquiries and petition	Submission of Enquiries and petition	N/A	5 working days	
3	Response to request from stakeholders on Compliance monitoring/enforcement	External Stakeholders	Submission of Enquiries and petition	14 working days	
4	Initiating/creating awareness about the Commission and its mandate		participation	When new regulations, guidelines and statuses and being developed and issued.	

5	Educating licencees and lessees on the obligations and commitments enshrined in their licenses and leases	On need basis participation	
6	Mediation Services	<p>1. Employees /Employers.</p> <p>2. Union and companies in the industry.</p> <p>3. Host Communities and Companies</p> <p>4. Companies and companies.</p>	<p>1. Reporting of complaints for mediation.</p> <p>2. Signing of agreements between parties</p> <p>N/A</p>
7	Issuance of approval for release of staff in the oil and gas industry	<p>Oil and Gas Companies</p>	<p>Furnish/ update the Commission with petitions / staff releases .</p> <p>N/A</p>