NATIONAL BROADCASTING COMMISSION

SERVICE CHARTER

NATIONAL BROADCASTING COMMISSION

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Reviewed 2025

PREFACE

The National Broadcasting Commission (NBC), established by the NBC Act Cap N11, Laws of the Federation of Nigeria, 2004 remains the nation's foremost regulator of the broadcast industry. Our duty to license, monitor and guide broadcasting is anchored on transparency, professionalism, accountability and the protection of national interest. This Service Charter is a reaffirmation of our resolve to deliver quality regulation in a fair, efficient and responsive manner.

The Charter sets out clear service standards, procedures and timelines for stakeholders, while also highlighting their obligations. It defines the Commission's approach to licensing, monitoring, content regulation, complaints management, arbitration and stakeholder engagement with provisions that enhance transparency, investor confidence and public trust. In doing so, it aligns with national reform initiatives such as SERVICOM, Presidential Enabling Business Environment Council (PEBEC), and Central Delivery Coordinating Unit (CRDCU), while also embracing global best practices in broadcasting regulation.

This document is not a static requirement but a living framework. It will continue to evolve in response to emerging realities such as digital switchover, audience measurement, media convergence and the promotion of local content. I invite all stakeholders—broadcasters, investors, civil society, and the public—to regard this Charter as both a guide and a compact, as we work together to build a sustainable and globally competitive broadcasting sector.

Charles Ebuebu
Director-General/Chief Executive Officer
National Broadcasting Commission
Abuja, 2025

PREAMBLE

In June 2003, the Federal Government of Nigeria, under the administration of President Olusegun Obasanjo, observed that Nigerians have long been shortchanged by the quality of service delivery in the public service. Consequently, the Government set up a National SERVICOM Office in the Presidency to coordinate and ensure effective and timely service delivery with a directive to Ministries, Departments and Agencies (MDAs) of the Federal Government to do same.

It is in line with the above and in a bid to ensure timely, efficient and effective service delivery that the National Broadcasting Commission (NBC) set up a SERVICE DELIVERY Unit; formulated this Service Charter to inform and educate the general public on its services and how to access them.

This Service Charter is a public declaration of the commitment of the National Broadcasting Commission (NBC) to provide prompt, efficient, transparent, and accountable broadcasting regulation services to all stakeholders in Nigeria. It reflects the Commission's dedication to uphold professional standards, promote media freedom and responsibility, ensure compliance with national laws and global best practices as well as the right of the public to access and enjoy quality service and report inefficiencies.

APPLICATION:
The charter is a reflection of commitment to quality service delivery and shall apply to Management, Staff of the Commission and relevant stakeholders.

INTERPRETATION:
For any conflict over interpretation of this Charter or any part thereof among members of staff, the interpretation of the NBC Board of Management is final.

AMENDMENT
This charter may from time to time be amended or modified in accordance with the prevailing circumstances in the Public Service and in line with the sole objective of ensuring effective service delivery in the Commission.

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CHAPTER ONE
INTRODUCTION

1.0 INTRODUCTION

The National Broadcasting Commission is established by NBC Act Cap N11 Laws of the Federation of Nigeria, 2004 and is saddled with the responsibility of regulating the broadcast industry in Nigeria. It has its headquarters at Plot

20, Ibrahim Taiwo Street Asokoro District Abuja with 10 Zonal Offices and 28 State Offices across the country.

In an attempt to ensure timely, effective and efficient service delivery and in response to government directive, the Commission created a Service Delivery Unit and formulated a Charter to serve as its Service Level Agreement (SLA) with the public.

The Charter expects the Commission to render services in a timely and satisfactory manner, treat complaints promptly and relay feedbacks as soon as possible. It also expects stakeholders to abide by due processes and procedures for obtaining a required service and for seeking redress.

1.1 VISION

To enable a sustainable and innovative audiovisual media industry that satisfies the social, political and economic needs of the people of Nigeria.

1.2 MISSION

To define standards in all aspects of audiovisual content to effectively license, monitor and regulate an ecosystem that encourages investment and development of quality programming and technology for a viable industry which competes favourably in the global information society.

1.3 MANDATE

The National Broadcasting Commission is empowered by NBC Act, CAP. NII, Laws of the Federation of Nigeria, 2004 to among other things; license, regulate and monitor radio and television stations and any other medium of broadcasting in Nigeria to ensure quality broadcasting.

1.4 OBJECTIVE OF THE SERVICE CHARTER

The overall objective of the Service Charter is to outline the commitment and framework of how the public can access the services of the Commission. This include clear communication channels, stakeholder expectations in terms of service quality, response time and delivery as well as provide mechanisms for feedback and redress.

1.4 COMMITMENT

We the Management and staff of the Commission hereby dedicate and commit ourselves to ensuring that audio-visual content regulation in Nigeria is done in such a manner that guarantees the provision of quality broadcasting to the general public in a timely, fair, honest, effective, efficient and transparent manner.

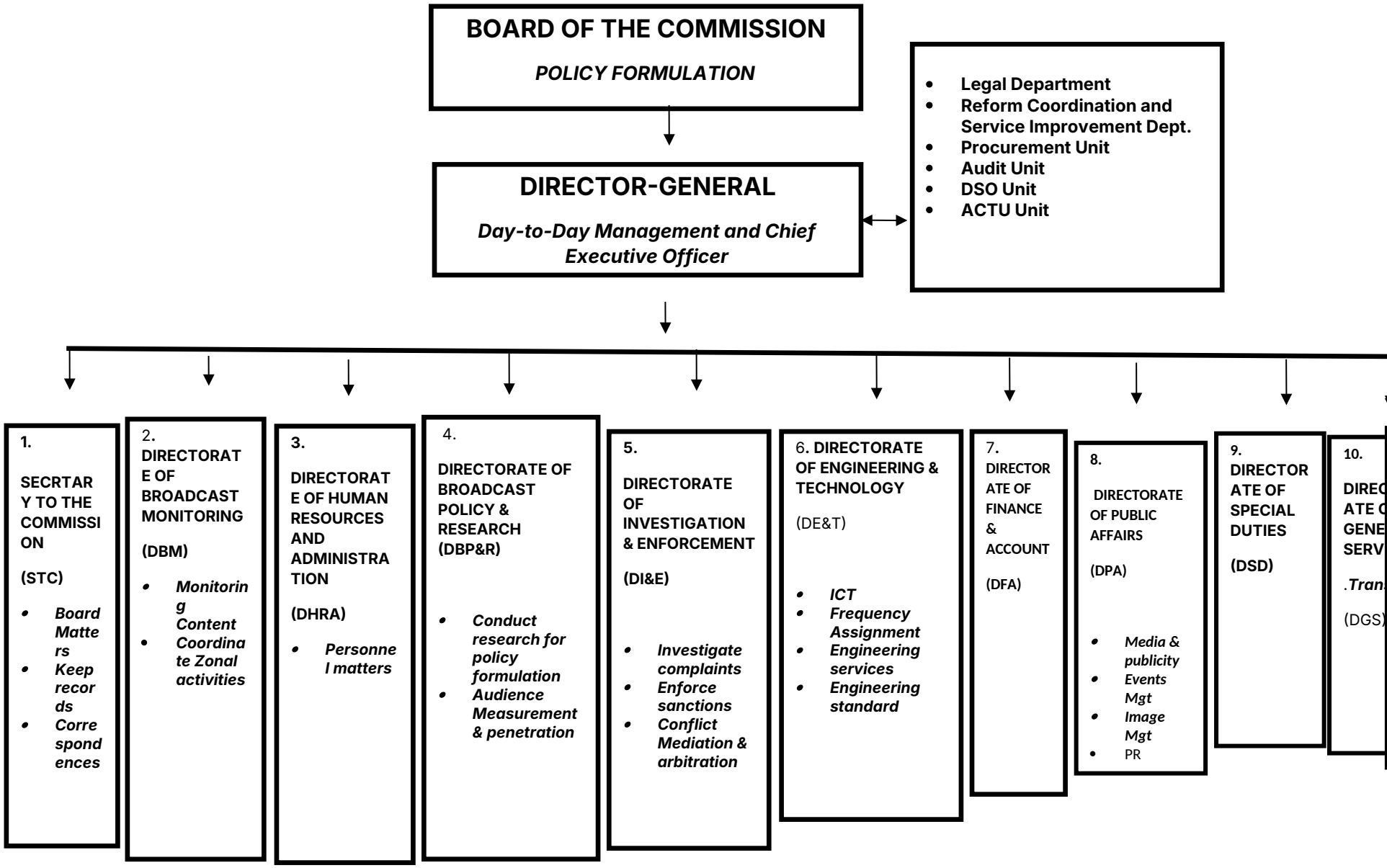
1.5 CORE VALUES

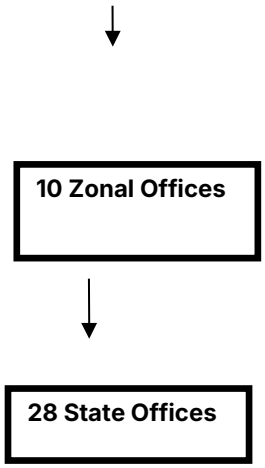
The core values of the Commission include:

1. Professionalism
2. Transparency
3. Accountability
4. Innovation
5. National interest

CHAPTER TWO
NATIONAL BROADCASTING COMMISSION ORGANOGRAM AND ADMINISTRATIVE STRUCTURE

ORGANISATIONAL STRUCTURE





KEY: (DIRECTORATES/ZONES/STATE OFFICES

1. STC - SECRETARY TO THE COMMISSION
2. DIR. BP & R - DIRECTORATE OF BROADCAST POLICY & RESEARCH
3. DIR. HR&A - DIRECTORATE OF HUMAN RESOURCES AND ADMINISTRATION
4. DIR. BM - DIRECTORATE OF BROADCAST MONITORING
5. DIR. F&A - DIRECTORATE OF FINANCE & ACCOUNT
6. DIR. I & E - DIRECTORATE OF INVESTIGATION & ENFORCEMENT
7. DIR. E & T - DIRECTORATE OF ENGINEERING & TECHNOLOGY
8. DIR. SD - DIRECTOR, SPECIAL DUTIES
9. DIR. PA - DIRECTORATE OF PUBLIC AFFAIRS
10. DIR. GS - DIRECTORATE OF GENERAL SERVICES
11. DIR. OS&H - DIRECTORATE OF OCCUPATIONAL SAFETY & HEALTH
12. ZONAL OFFICES- ABUJA, BENIN, ENUGU, IBADAN, JOS, KADUNA, LAGOS, MAIDUGURI, SOKOTO AND UYO
13. STATE OFFICES - ABAKALIKI, ABEOKUTA, AKURE, BAUCHI, BIRNIN KEBBI, CALABAR, DAMATURU, EKITI, GOMBE, ILORIN, JALINGO, JIGAWA, KANO, KATSINA, LAFIA, LOKOJA, MARKUDI, MINNA, ONITSHA, OSHOGBO, OWERRI, P/HARCOURT, UMUAHIA, WARRI, YENEGOA, YOLA, ZAMFARA, ZARIA

2.0 BOARD OF THE COMMISSION

The Board is composed of a Chairman and ten other members representing various interest groups. The Director General of the Commission is a member, while the Secretary to the Commission serves as the Secretary to the Board. The Board is expected to provide policy direction to the management and staff to achieve the core mandate of the Commission.

The Commission functions through the following directorates, departments and units:

2.1 OFFICE OF THE DIRECTOR GENERAL

The Director General is the Chief Executive Officer of the Commission and is responsible for the day- to-day administration of the Commission. The Director General's Office functions through the following:

a. Office of the Director, Special Duties

The office of the Director, Special Duties is to help in actualizing the mandate of the office of the Director General by interpreting the policies of government as they relate to broadcasting and the general administration of the Director General's office.

b. Legal Department

The legal department is responsible for all legal matters in the Commission, ranging from issues relating to licensing, litigation, solicitor and legal searches to local and International agreements. It also offers legal advisory services on broadcast related matters.

c. Reform Coordination and Service Improvement Department (SERVICOM/PEBEC/CDCU)

This department co-ordinates efforts of the Commission to formulate and operationalise the Service Charter. It serves as a link between the Commission and the service delivery monitoring offices of the government while ensuring prompt quality service delivery in the Commission.

d. Internal Audit Unit

The Unit is responsible for administering checks and control on the Commission's finances to ensure fiscal discipline and compliance.

e. Procurement Unit

The Unit carries out all procurement related activities of the Commission in accordance with extant laws and regulations; ensures the Commission's needs are identified and met from time to time while contracts for goods, works and services are executed duly and promptly.

f. Digital SwitchOver Unit

The Unit coordinates all the activities related to the smooth and successful process of the Digital SwitchOver in the audiovisual media industry in Nigeria.

g. Anticorruption and Transparency Unit: The Unit undertakes preliminary investigation of petitions, educate staff on and against bribery, corruption and related offences as well as perform all the duties detailed in section 6 (a) – (f) of the Corrupt Practices and Other Related Offences Act 2000.

2.2 OFFICE OF THE SECRETARY TO THE COMMISSION

The Office of the Secretary to the Commission in addition to serving as secretariat to the Board of the Commission, is also responsible for discharging the Commission's functions of licensing; receiving, processing and considering applications for the establishment, ownership or operation of radio and television stations.

2.3 DIRECTORATE OF BROADCAST MONITORING

The Directorate has the responsibility of monitoring audiovisual content, maintain standards and ensure compliance with the NBC Act, the Nigeria Broadcasting Code and other extant laws. It is also responsible for coordinating the activities of the Zonal and State offices.

2.4 DIRECTORATE OF INVESTIGATION AND ENFORCEMENT

The Directorate has the responsibility of investigating complaints emanating from the contents and conduct of broadcast stations and enforcing sanctions for non-compliance with the NBC Act, the Nigeria Broadcasting Code and other extant laws. It is also responsible for mediation and arbitration of all matters between and among stations, stations and individuals or stations and corporate bodies.

2.5 DIRECTORATE OF BROADCAST POLICY & RESEARCH

The Directorate is responsible for conducting research and policy development as it affects audiovisual media industry. It publishes and documents the Commission's research findings and policy issues. It coordinates the review and production of the Nigeria Broadcasting Code, as well as conducts quarterly analysis of monitoring reports and prepares NBC Annual Report and Year planner.

2.6 DIRECTORATE OF PUBLIC AFFAIRS

This Directorate is responsible for managing the corporate image of the Commission, events, maintaining the Commission's relationships with its various publics and addressing public relations issues as well as managing the Commission's online presence.

2.7 DIRECTORATE OF ENGINEERING AND TECHNOLOGY

The Directorate of Engineering and Technology is in charge of Technology/Technical Standards, Spectrum Monitoring and Management as well as Engineering Research.

2.8 DIRECTORATE OF HUMAN RESOURCES AND ADMINISTRATION

The Human Resources and Administration Directorate is responsible for all career management. This includes recruitment, discipline, promotion, pension, training and staff welfare services.

2.9 DIRECTORATE OF FINANCE & ACCOUNTS

The Directorate is responsible for financial services and records, budgeting and revenue as well as managing the funds of the Commission.

2.10 DIRECTORATE OF GENERAL SERVICES

The Directorate is responsible for providing support services to ensure the smooth operation of the Commission in the area of maintenance and utility, transportation and logistics, security, and facility management.

2.11 DIRECTORATE OF OCCUPATIONAL SAFETY & HEALTH

The Directorate is responsible for developing and implementing health, safety and environmental policy frameworks, conducting risks assessments, monitoring safety compliance and managing safety incidents in the Commission.

2.12 NBC ZONAL STRUCTURE

The Commission has ten zonal offices for effective monitoring and regulation of broadcasting. Each zone is headed by a Zonal Director and the offices are located in:

ZONAL OFFICES ADDRESSES

S/N	NAMES	LOCATION/ADDRESS	EMAIL
	NBC Headquarters	No. 20, Ibrahim Taiwo Street, Asokoro Disrict, Abuja	info@nbc.gov.ng
1	Abuja Zonal Office	Plot 244, POW, Mafemi Crescent, off Solomon Lar Way, Utako District, Abuja	abujazone@nbc.gov.ng
2	Benin Zonal Office	No. 12A, Aiguobasimwin Crescent, GRA, Benin City, Edo State	beninzone@nbc.gov.ng
3	Enugu Zonal Office	Coren Drive, Opposite Coren Office, Independent Layout, Enugu, Enugu State	enuguzone@nbc.gov.ng
4	Ibadan Zonal Office	Plot 7, Block 3, Old Aerodrome Sango, UI Road, Samonda, Ibadan Oyo State	ibadanzone@nbc.gov.ng
5	Kaduna Zonal Office	No. 5, Gidan Radio Close, Off Rabah Road, Opposite NAF Club, ungwar Sarki, Kaduna, Kaduna State	kadunazone@nbc.gov.ng
6	Jos Zonal Office	No. 7, Yakubu Gowon Way, Jos Plateau State.	joszone@nbc.gov.ng
7	Maiduguri Zonal Office	Plot 2, Phase 1, Circular Road, Off Damboa Road Old GRA, P.M.B. 1230 – Maiduguri	maidugurizone@nbc.gov.ng
8	Sokoto Zonal Office	Plot SSG 1792, Gagi Road Nakasarin Ardo, P.M.B 2316, Sokoto, Sokoto State	sokotozone@nbc.gov.ng
9	Uyo Zonal Office	15, Information Layout, Aka Offot, Off IBB Way, Uyo - Akwa Ibom State,	uyozone@nbc.gov.ng
10	Lagos Zonal Office	Red Brick Building (4th floor), National Assembly Complex, Tafawa Balewa Square, Lagos	lagoszone@nbc.gov.ng
	NBI	Nigeria Broadcasting Institute Plot 965 Cadastral Zone Life Camp, F.C.T Abuja.	nbi@nbc.gov.ng

2.13 NBC STATE OFFICES

By the NBC policy, no broadcast station should be more than two hours drive away from the NBC zonal office. Where this occurs, the Commission has in place a State office for effective monitoring and regulation. Hence, the Commission has the following 28 State Offices across the country:

STATE OFFICES ADDRESS

S/N	ABUJA ZONE	ADDRESS	EMAIL
1	Minna State Office	No. 35, Okada Road, Bosso, Minna, Niger State	minnastateoffice@nbc.gov.ng
2	Lokoja State Office	Road 14, Peace Community, Immediately after NNPC Filling Station Off Ganaja Road, Lokoja State.	lokojastateoffice@nbc.gov.ng
3	Ilorin State Office	Abdul Kareem Adisa Road, Adjacent Federal Road Safety, Off Federal Secretariat, Ilorin – Kwara State	ilorinestateoffiei@nbc.gov.ng
4	Lafia State Office	No. 4, Along Federal INEC Road, Angwan Mangu GRA, Lafia – Nasarawa State.	lafiastateoffice@nbc.gov.ng
	BENIN ZONE		
5	Akure State Office	No. 26, Araromi Street by Rocinson Hotel Beside Onyesoro William Market Area, Akure – Ondo State	akurestateoffice@nbc.gov.ng
6	Warri State Office	Justice Esiri Estate, Beside Union Bank, Off Airport Road, Warri	warristateoffice@nbc.gov.ng
7	Ekiti State Office	No 11, Mercyland Hospital Close, Opposite New Central Bank , New Iyin Road, Ado Ekiti	adoekitistateoffice@nbc.gov.ng
	ENUGU ZONE		
8	Umuahia State Office	No. 32, Cameroon Street, Umuahia, Abia State	umuahiastateoffice@nbc.gov.ng
9	Owerri State Office	Plot 4, Clark Layout Okigwe Road, Owerri, Imo State	owerristateoffice@nbc.gov.ng
10	Onitsha State Office	No. 88 Upper New Market Road, Kamo Plaza by DMGS Road About, Onitsha	onitshastateoffice@nbc.gov.ng
11	Abakaliki State Office	No 3, Ezekun Crescent Nsube Street, Abakaliki, Ebonyi State.	abakalikistateoffice@nbc.gov.ng
	IBADAN ZONE		
12	Osogbo State	No 1, Engineer Olamijulo Street, KLM 5	osogbostateoffice@

	Office	Iwi-Ibadan Road, beside Leisure Spring Hotel, Ibikunle Arae, Osogbo, Osun State.	nbc.gov.ng
13	Abeokuta State Office	23A, Salau Olabode Ave. Off Ewang Estate Idi-Aba Abeokuta	abeokutastateoffice@nbc.gov.ng
	JOS ZONE		
14	Jalingo State	No. 25 Barde Way, Jalingo, Taraba State	jalingostateoffice@nbc.gov.ng
15	Makurdi State Office	Plot BNC 1070 Sylvester Atachin Street, Off Jonah David Jang Crescent, HUDCO Quarters, Opposite St. Joseph Secondary School Gate, Nyiman, Makurdi, BenueState	markudistateoffice@nbc.gov.ng
16	Bauchi State Office	No. 13 Prof. Sambo Road, Yalwan Tudu, Bauchi, Bauchi State	bauchistateoffice@nbc.gov.ng
	KADUNA ZONE		
17	Kano State Office	24th link, Off Bawo Road, Hausawa-Kano, Kano State	kanostateoffice@nbc.gov.ng
18	Katsina State Office	No. 8, Dustima Street, Off Hassan Usman, Katsina Way, Layout, Katsina, Katsina State	katsinastateoffice@nbc.gov.ng
19	Jigawa State Office	No. 2, G9 Layout, Behind the New Jigawa State Broadcasting Corp. Dutse, Jigawa State	jigawastateoffice@nbc.gov.ng
20	Zaria State Office	No. z300 Tudun-Fulani, Hanwa Low-Cost, Sabon-Gari, Zaria	zariastateoffice@nbc.gov.ng
	MAIDUGURI ZONE		
21	Yola State Office	Batchere Layout, Army Barrack Road, Jimeta/Yola, Adamawa State	yolastateoffice@nbc.gov.ng
22	Gombe State Office	No. 47, Federal Low Cost Area Off Ashaka Road Near Kanem Suites P.M.B. 132, Gombe	gombestateoffice@nbc.gov.ng
23	Damaturu State Office	Layin Birji, Beside new Bra-Bra Housing Estate, Gujba Road, Damaturu, Yobe State.	damaturustateoffice@nbc.gov.ng
	SOKOTO ZONE		
24	Gusau State Office	Dallatu Street, Behind De-Travelers Hotel, Gusau Bye-pass P.M.B 1100, Gusau, Zamfara state	gusaustateoffice@nbc.gov.ng

25	Kebbi State Office	No. 72, Mohammed D. Mega Road, Gesse Phase II, Birnin Kebbi, Kebbi State	kebbistateoffice@nbc.gov.ng
	UYO ZONE		
26	Port-Harcourt State Office	6A, Abua Street, opposite Desikok Royal Hotel, Off Ahoada Road, Rumuibekwe Housing Estate. Port Harcourt.	porthacourtstateoffice@nbc.gov.ng
27	Calabar State Office	Plot 32, 2nd Gate, Parliamentary village, behind Zanzibar Hotels, Calabar	calabarstateoffice@nbc.gov.ng
28	Yenegoa State Office	Douye Gordon Building, Flat 1, block 32, Road 4, Okaka Housing Estate, Okaka – Epie, Yenegoa Bayelsa State	yenegoastateoffice@nbc.gov.ng

CHAPTER THREE
POWERS OF THE COMMISSION, KEY SERVICES RENDERED, REQUIREMENTS AND TIMELINES

3.0 INTRODUCTION
This chapter provides overview of the powers of the Commission, key services rendered, requirements and timelines.

3.1POWERS OF THE COMMISSION
The powers of the Commission as provided in Section 2 (1) of the NBC Act, includes the following:

(a) advising the Federal Government generally on the implementation of the National Mass Communication Policy with particular reference to broadcasting;
(b) receiving, processing and considering applications for the establishment, ownership or operation of radio and television stations including –
    (i) Cable television services, direct satellite broadcast and any medium of broadcasting;
    (ii) Radio and television stations owned, established or operated by the Federal, State or local government;
(c) recommending applications through the Minister to the President, for the grant of radio and television licences;
(d) regulating and controlling the broadcasting industry;
(e) undertaking research and development in the broadcasting industry;

(f) receiving, considering and investigating complaints from individuals and bodies corporate or incorporate regarding the contents of a broadcast and the conduct of a broadcasting station;
(g) upholding the principles of equity and fairness in broadcasting;
(h) establishing and disseminating a national broadcasting code and setting standards with regard to the contents and quality of materials for broadcast;
(i) promoting Nigerian indigenous culture, moral and community life through broadcasting;
(j) promoting authenticated radio and television audience measurements and penetration;
(k) initiating and harmonizing Government policies on trans-border direct transmission and reception in Nigeria;
(l) regulating ethical standards and technical excellence in public, private and commercial broadcast stations in Nigeria;
(m) monitoring broadcasting for harmful emission, interference and illegal broadcasting;
(n) determining and applying sanctions including revocation of licences of defaulting stations which do not operate in accordance with the broadcast code and in the public interest;
(o) approving the transmitter power, the location of stations, areas of coverage as well as regulate types of broadcast equipment to be used;
(p) ensuring qualitative manpower development in the broadcasting industry by accrediting curricula and programmes for all tertiary training institutions that offer Mass Communication in relation to broadcasting;
(q) intervening and arbitrating in conflicts in the broadcasting industry;
(r) ensuring strict adherence to the national laws, rules and regulations relating to the participation of foreign capital in relation to local capital in broadcasting;
(s) serving as national consultants on any legislative or regulatory issues on the broadcasting industry;
(t) guaranteeing and ensuring the liberty and protection of the broadcasting industry with due respect to the law; and
(u) carrying out such other activities as are necessary or expedient for the full discharge of all or any of the functions conferred on it under or pursuant to this Act.

3.2 KEY SERVICES RENDERED BY THE COMMISSION,

3.2.1 Licensing:

a. Receiving, processing and considering applications for the establishment, ownership or operation of radio and television stations and any other medium of broadcasting;
b. Recommending applications through the Minister to the President, for the grant of radio and television licences.

Categories of broadcast licence

The Commission shall receive, process and consider applications for the grant of broadcast Licence in the following categories:

a. Satellite Broadcast; Subscription DTH (Audio and Video)
b. Community (Radio and Television)
c. Network (Radio and Television)
d. FM Radio Broadcasting
e. Internet Broadcasting
f. Digital Multimedia Content Aggregation (Video, Audio or interactive media services)
g. Broadcast Signal Distribution
h. Digital Terrestrial (Free-To-Air) TV
i. Direct Channel or Content Broadcast (Satellite, Digital Terrestrial Television or Over the Top)
j. Mobile/Handheld (DVB-H)
k. Digital Subscription Television

Procedure for the Grant of Licence

1. A prospective Licensee writes an application to the Director General requesting for approval to purchase application form(s) indicating the category of licence and proposed location. (This is to avoid a situation where an Application Form is purchased for a location where there are no frequencies or channels as the case may be).

2. If the request is approved, the applicant would be required to purchase an Application Form from the Commission at the cost of Two Hundred and Fifty Thousand Naira (**₦250,000**) only for radio, TV, DSB, IPTV/R, DTH, DTT and One Hundred Thousand Naira (**₦100,000**) only for Campus stations. While Community stations pay Fifty Thousand Naira (**₦50,000.00**) only.

3. The method of payment shall be as contained in the approval letter.

4. Duly completed application form for the grant of Broadcast Licence shall be submitted to the Commission along with the following:
   a. Copy of Certificate of Incorporation;
   b. Certified true copy of the Company's Memorandum and Articles of Association for Commercial broadcast licence, Constitution and incorporation forms for Community Broadcast Licence and the Law

setting up the institution for Campus Licence State Law, evidence of licence by the relevant Body for private Institutions;

c. An Engineering design of system including feasibility study;
d. A letter of undertaking in accordance with section 9 (I) (d) of the NBC Act, Cap. NII, Laws of the Federation, 2004;
e. A letter of reference from the Company's Bank; and
f. Application letter to purchase form and the duly completed application forms can be submitted to the Commission's headquarters or through any of the Zonal/State Offices.

Eligibility to Apply for a Broadcast Licence

1. Registered Company with the Corporate Affairs Commission
2. Federal, State and Local Governments.
3. Institutions of Higher Learning in Nigeria offering the following courses;
   (i) Mass Communication or related courses
   (ii) Computer Engineering, Information and Communication Technology
   (iii) Electrical /Electronic Engineering
   (iv) Theatre Arts,
   (v) Registered Organizations with the CAC in the case of Community Radio.

In considering an application for a broadcast licence under the NBC Act, the Commission must certify that the Applicant:

a. Is a body corporate, registered under the Companies and Allied Matters Act or a station owned, established or operated by the Federal, State or Local Government;
b. Can demonstrate to the satisfaction of the Commission that he is not applying on behalf of any foreign interest;
c. Can comply with the objectives of the National Mass Communication Policy as it applies to broadcast media; and
d. Can give an undertaking that the station shall be used to promote National interest, unity and cohesion and that it shall not be used to offend the religious sensibilities or promote ethnicity, sectionalism, hatred and disaffection among the people.

However, the grant of a licence by the Commission under this Act shall be subject to the availability of broadcast frequencies.

Processing of Application Form

1. Processing of request for the purchase of Broadcast Application Forms takes 10 working days with effect from the date of receipt.
2. Upon submission of duly completed Application forms, the Commission shall acknowledge receipt of the Application Form within 10 working days.

3. Upon fulfilment of all requirements by the prospective applicant, the Commission shall within 6 months recommend such application to the President, Commander-in-Chief through the Hon. Minister for the grant of Broadcast Licence.

NOTE:
Approval for the grant of Terrestrial TV and Radio or Community Radio Licences is at the discretion of Mr. President in line with Constitutional provisions.

However, all **Pay TV Licences** which do not require Presidential approval, are granted by the Commission **upon fulfilment of all requirements within 3 months.**

After the grant of licence, the prospective Licensee is required to pay a Licence Fee for **an initial term of five years, subject to renewal for a subsequent term of five years.**

It is important to add that, **Local Programming Content** is key in the business of audiovisual content in Nigeria, as such, prospective licensees are required to submit their content development plans as part of licence requirements.

To that effect, every licensee is required to adhere to a minimum of **60%** local broadcast content while satellite transmission stations are mandated to reflect a minimum of **20%** local content in their programming.

Persons Disqualified from the Grant of a Licence

i. Religious Organizations;
ii. Political Parties

Application and Consideration for Renewal of a Licence

The renewal of a Licence shall be subject to the fulfillment of the conditions stipulated by the NBC Act:

1. An application for the renewal of a Licence shall be made to the Commission at least six months before the expiration of the Licence.
2. Past conduct of the Licensee including breach profile, level of adherence to rules and regulations
3. Local content profile of the licensee;
4. Evidence of compliance with the payment of fees, levies and penalties;
5. Evidence of regular submission of annual audited account.

Upon the fulfilment of the above requirements, the Commission shall respond to the application within Twenty One (21) working days.

Furthermore, the Commission may conduct a public assessment within the coverage area of the licensee to determine the following:

a. The level of compliance to the NBC Act, the Code and other rules and regulations made by the Commission from time to time;
b. The extent to which the licence has benefitted the people on whose behalf it is held;
c. The appropriateness or otherwise of its licence renewal.

The Commission shall issue a licence renewal certificate after being satisfied that the Licensee has fulfilled all requirements.

However, the licensee that fails to meet all financial and other obligations to the Commission, shall not be eligible for licence renewal.

Conditions for Revocation of Licence

a. A Licence may be revoked by the Commission where it has not been put to use within a period of two years after first issuance;
b. Where the prescribed fee has not been paid on the due date;
c. Where it is found that the licence was obtained in breach of the provisions of the NBC Act, the Code and other extant laws;
d. Where a provision of the Nigeria Broadcasting Code has been seriously breached.

Broadcast Permit

The Commission receives, processes and considers applications for the grant of broadcast permit in the following categories:

a. Broadcast equipment dealership (Wholesale or retail);
b. Broadcast equipment manufacture;
c. Hotel signal redistribution (Audio and Video);
d. Research on and testing of broadcast facilities;
e. Radio/TV Research, Survey and Rating Agencies;
f. End-User Certification Permit.

Persons or entities seeking to operate any of the services mentioned above shall apply for, and obtain a permit from the Commission.

The permits shall be obtained on payment of a fee prescribed by the Commission which shall be valid for one year.

An application for the renewal of any of the above permits shall be made to the Commission within 30 days before expiration.

3.2.2 Frequency Assignment and Management

The Commission is responsible for the management and issuance of broadcast frequencies to broadcasters in Nigeria. It also ensures non-interference of broadcast frequencies and enforces technical standards.

3.2.3 Regulation and Monitoring of Broadcast Content

The Commission ensures that broadcasters adhere to the provisions of the Nigeria Broadcasting Code, NBC Act and other extant regulations through monitoring of broadcast stations.

3.2.4 Research and Development

The Commission conducts research on broadcasting trends, audience reach and technological development and formulate policies for broadcast regulations.

3.2.5 Complaints Management and Arbitration

Complaints

The Commission receives, considers and investigates complaints regarding content of broadcasters; conduct of broadcasters; terms, conditions and obligations of broadcast licence; the Act, the Code and any other extant laws.

Complaint Format

All complaints and observations about breaches of the Code shall be in written or oral format, and shall contain, amongst others; the following:

i. The name of the station;
ii. The title of the programme;
iii. The date and time of the broadcast;
iv. The essence of the complaint or observation such as the absence of fairness, obscenity, technical shortcoming, etc; and
v. Name, address, telephone and/or email and signature of the complainant

Complaint Help Desk

An aggrieved person, individual or body corporate may forward a copy of a formal written complaint and if possible a recording of the offensive broadcast content to any of the following addresses:

i. The Director General
National Broadcasting Commission
20, Ibrahim Taiwo Street
Asokoro

P.M.B 5747, Garki
Abuja.
E-mail: info@nbc.gov.ng
Website: www.nbc.gov.ng
Or

ii. Any of its Zonal/ State Offices across the country, Monday to Friday between 8am and 4pm.

Limitation Period for Receiving Complaints

Any person, group of persons or institution(s) aggrieved, may lodge a complaint with the Commission within 14 days of the occurrence of the act or omission.

Handling Complaints and Arbitration

The Commission, on receipt of complaint(s) shall:

a. Inform and require the Broadcaster to provide within a specified period determined by the Commission, a response in writing and a recording of the relevant materials;
b. Request copies of the relevant correspondence with the complainant;
c. Promptly investigate and or arbitrate on the matter within a reasonable period, determined by the urgency of the matter;
d. Notify the parties of the progress of the investigation, findings and action taken.

In arbitrating among licensees on issues such as copyright, franchise agreement, syndication, provision of content e.t.c, the Commission shall respond within 21 working days, but in arbitration involving third parties where Nigerian courts may be involved, it will be at the discretion of the courts.

3.2.6 Public Awareness and Stakeholder Engagement

The Commission promotes public understanding of broadcast policies and conducts campaigns on responsible broadcasting and media literacy.

It also works in collaboration with broadcasters, Civil Society and International Organisations on broadcasting development through Annual Public Lectures, conferences and other national and international public forums. The Commission also organizes capacity development programmes like workshops and trainings for broadcasters to uphold professionalism and standards in the industry.

CHAPTER FOUR
FEES PAYABLE FOR OUR SERVICES

4.0 INTRODUCTION

The tables below provide the various fees payable for the services rendered by the Commission. These fees are subject to review from time to time as may be determined by the Commission:

4.1 APPLICATION FORMS

1	COMMERCIAL RADIO/TV	THREE HUNDRED THOUSAND NAIRA(₦300,000)
2	CAMPUS RADIO	SEVENTY THOUSAND NAIRA(₦70,000)
3	COMMUNITY RADIO	FIFTY THOUSAND NAIRA (₦50,000)
4	DEALERSHIP PERMIT	FIFTY THOUSAND NAIRA (₦50,000)
5	CHANNEL AUTHORISATION	FIFTY THOUSAND NAIRA (N50,000)

4.2 COMMERCIAL RADIO LICENCE

CATEGORY A (ABUJA, LAGOS, PORT HARCOURT)

1	LICENCE FEE	TWENTY MILLION NAIRA (₦20,000,000.00) FOR 5 YEARS
2	RENEWAL	TWELVE MILLION, FIVE HUNDRED THOUSAND NAIRA (₦12,500,000.00)

4.3 CATEGORY B (OTHER STATES)

1	LICENCE FEE	FIFTEEN MILLION NAIRA(₦15,000,000.00) FOR 5 YEARS
2	RENEWAL	TEN MILLION NAIRA (₦10,000,000.00)

4.4 CAMPUS RADIO LICENCE

1	LICENCE FEE	ONE MILLION NAIRA (₦1,000,000.00) FOR 5 YEARS
2	RENEWAL	ONE MILLION NAIRA (₦1,000,000.00)
3	SHORT TERM	ONE MILLION FIVE HUNDRED THOUSAND NAIRA

	RESTRICTIVE PERMIT	(N1,500,000) FOR SIX (6(MONTHS

4.5 COMMUNITY RADIO LICENCE

1	LICENCE FEE	FIVE HUNDRED THOUSAND NAIRA(₦500,000.00)FOR 5 YEARS
2	RENEWAL	FIVE HUNDRED THOUSAND NAIRA(₦500,000.00)

4.6 INTERNET/ONLINE BROADCAST LICENCE

1	INTERNET PROTOCOL RADIO	TEN MILLION NAIRA (₦10,000,000.00) FOR 5 YEARS
2	INTERNET PROTOCOL TV	TEN MILLION NAIRA (N10,000,000)

4.7 TELEVISION

1	NATIONAL DIGITAL TERRESTRIAL TELEVISION(DTT)	TWO HUNDRED AND FIFTY MILLION NAIRA(₦250,000,000.00) FOR 5 YEARS
2	REGIONAL DTT	ONE HUNDRED MILLION NAIRA(₦100,000,000.00) FOR 5 YEARS
3	REGIONAL DTT(NORTH-EAST)	FIFTY MILLION NAIRA(₦50,000,000.00) FOR 5 YEARS
4	LOCAL DTT SAME AS RENEWAL	ELEVEN MILLION, TWO HUNDRED AND FIFTY THOUSAND NAIRA(₦11,250,000.00) FOR 5 YEARS
5	DTT (ABUJA, LAGOS, PORT HARCOURT) SAME AS RENEWAL	FIFTEEN MILLION NAIRA(₦15,000,000.00) FOR 5 YEARS
6	NATIONAL PAY DTT	TWO BILLION NAIRA(₦2,000,000,000.00) FOR 5 YEARS
7	NETWORK LICENCE FOR RADIO AND TV	FIVE HUNDRED MILLION (₦500,000,000.00) FOR 5 YEARS. This amount does not cover all. It is subject to terms.
8	DIRECT TO HOME (DTH) RENEWAL OF DTH	TWENTY-FIVE MILLION NAIRA (₦25,000,000.00) FOR 5 YEARS FIFTY MILLION NAIRA(₦50,000,000.00)
9	DIRECT SATELLITE BROADCAST LICENCE (DSB)	TEN MILLION NAIRA(₦10,000,000.00)FOR 5 YEARS

4.8 DEALERSHIP

1	DEALERSHIP PERMIT FEE	FIVE HUNDRED THOUSAND NAIRA(₦500,000.00) FOR 1 YEAR

4.9 ADMINISTRATIVE CHARGES

1	TRANSFER OF BROADCAST LICENCE	FIVE MILLION NAIRA(₦5,000,000.00)
2	CHANGE OF LICENCE LOCATION	CATEGORY A (TO ABUJA, LAGOS, PORT-HARCOURT, KANO) FIVE MILLION NAIRA (₦5,000,000.00) SUBJECT TO AVAILABILITY OF FREQUENCY. CATEGORY B (TO OTHER STATES – THREE MILLION NAIRA (N3,000,000)
3	PENALTY FOR NOT PAYING LICENCE FEE AFTER 60 DAYS	TWO MILLION NAIRA(N2,000,000.00)
4	PENALTY FOR NOT UTILISING THE BROADCAST LICENCE WITHIN A PERIOD OF 2 YEARS AFTER ISSUANCE OF FREQUENCY	FIVE MILLION NAIRA (N5,000,000)

4.10 CHANNEL ADDITION FOR DTH LICENCE

1	APPLICATION FORM	FFTY THOUSAND NAIRA (₦50,000)
2	ADMINISTRATIVE FEE	ONE HUNDRED THOUSAND NAIRA (₦100,000)

This Charter is endorsed by:

Reform Champion Name .....

Sign ..... Date.....

MDA/CEO Name .....

Sign ..... Date.....