

1. CUSTOMERCARE INTERFACE

The National Identity Management Commission has Customer Care unit where customers channel their enquiries, requests and complaints for resolution.

The unit has 4 main interfaces where these enquiries, complaints can be channeled;

- Email
- Phone Call
- Direct Interface with Customer Care Officers
- Social Media

The unit also has a feedback mechanism where the commission gets feedback on the quality of service being rendered and also an avenue for suggestions to be received. This can be accessed on the NIMC website: www.nimc.gov.ng

2. CUSTOMER CARE INTERFACE

This section outlines the Channel of Communication for Complains and Enquiries

2.1 EMAIL SERVICES

Email services is available for general enquiries, complaints, card status, enrolment center location, enrolment requirements, requests, etc. from customers

Service hours	<u>Email Availability:</u> Mon –Sun 00:00 – 24:00hrs <u>Working Hours Availability:</u> Mon – Fri, 08:00am – 6:00pm
Response Time	Response to general enquiries, complaints, card status, enrolment center location, enrolment requirements, requests, etc. is within 24hrs.
Notification of System failures/ Planned Maintenance/Upgrade	Planned shut down for maintenance/upgrade of Systems will be communicated to stakeholders / customers through SMS with at least 24hours notice.
Resolution Time	1 st Level Support is within 24hrs 2 nd Level support is within 5 working days
Contact Information	customercare@nimc.gov.ng ; servicom@nimc.gov.ng

2.2 PHONE

Phone services are available for general enquiries, complaints, card status, enrolment center location, enrolment requirements, requests, etc. from customers

Service hours	<u>Phone Availability:</u> Mon – Fri, 08:00am – 6pm
Response Time	Response to general enquiries, complaints, card status, enrolment center location, enrolment requirements, requests, etc. is within 30mins
Notification of System failures/ Planned Maintenance/Upgrade	Planned shut down for maintenance/upgrade of Systems will be communicated to stakeholders / customers through SMS with at least 24hours notice.
Resolution Time	1 st Level Support is within 24hrs 2 nd Level support is within 5 working days
Contact Information	08157691214; 08157691071,08157691145

2.3 WALK-IN (HQ)

Under this section, customers walk in into the Customer Care Office (Servicom) for general enquiries, complaints, card status, enrolment center location, enrolment requirements, requests, etc.

Service hours	<u>General Availability:</u> Mon – Fri, 08:00am – 6pm
Response Time	Response to general enquiries, complaints, card status, enrolment center location, enrolment requirements, requests, etc. is within 30mins.
Notification of System failures/ Planned Maintenance/Upgrade	Planned shut down for maintenance/upgrade of Systems will be communicated to stakeholders / customers through SMS with at least 24hours notice.
Resolution Time	1 st Level Support is within 24hrs 2 nd Level support is within 5 working days
Contact Information	SERVICOM UNIT, NIMC HQ, No. 11 Sokode Crescent, Off Dalaba Street, Wuse Zone 5, Abuja

2.4 SOCIAL MEDIA

This section is available for providing timely information and attending to general public for general enquiries, complaints, card status, enrolment center location, enrolment requirements, requests, etc. on the social media platforms like Facebook and twitter.

Service hours	<u>Social Media Availability:</u> Mon – Sun, 00:00 – 24:00hrs Working Hours: Mon-Fri, 08:00am -5:00pm
Response Time	Response to general enquiries, complaints, card status, enrolment center location, enrolment requirements, requests, etc. is within 24hrs.
Notification of System failures/ Planned Maintenance/Upgrade	Planned shut down for maintenance/upgrade of Systems will be communicated to stakeholders / customers through SMS with at least 24hours notice.
Resolution Time	1 st Level Support is within 24hrs 2 nd Level support is within 5 working days
Contact Information	Twitter@nimc_ng; Facebook.com/nimc.ng

2.5 FEEDBACK MECHANISM

This section is aimed at providing feedback on service delivery via customer satisfaction survey.

2.6 ESCALATION PROCEDURE

This section shows the various levels of escalating issues not resolved within the stipulated period of time. If the reported issue or request cannot be resolved within the stipulated response times specified above, the escalation path shall be as follows.

ACTION	POSITION	TELEPHONE	E-MAIL
Level 1 Escalation if issue /request is not resolved within 24hrs	Manager, Customer Care	08036086640	utubere.umokoro@nimc.gov.ng
Level 2 Escalation if issue /request is not resolved within 48hrs	Principal Manager/ Head, Customer Care	08157691214	habiba.shaibu@nimc.gov.ng