



NIMC

S E R V I C E C H A R T E R





Introducing NINAuth:

Secure Your Identity

NIMC's NIN Authentication app puts YOU in control of your personal data!

KEY BENEFITS

- Protect your data from unauthorized access
- Decide where, when, and how it's shared
- Seamless government interactions (immigration, tax filings, driver's license renewals & more)

Access NINAuth:



[NINAuth.nimc.gov.ng](https://ninauth.nimc.gov.ng)



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Learn More: www.nimc.gov.ng

NIMC: Providing Assured Identity



NIMC

S E R V I C E
C H A R T E R



FOREWORD FROM THE DIRECTOR GENERAL/CEO

The National Identity Management Commission (NIMC) start under the NIMC Act No. 23 of 2007. Our main work na to build, manage and protect Nigeria's main identity system. We register all people wey the Act cover, give them one special National Identification Number (NIN), and also issue General Multi-Purpose Cards (GMPC) to Nigerians and other legal residents for inside the country.

This Service Charter na the clear promise wey we make to provide easy, secure and inclusive identity service to every citizen and legal resident. E be like compass wey guide how we take relate with all our partners — individuals, businesses, government agencies, and development partners — and e remind us say we be people wey hold your trust. The Charter show the standard and quality of service we go give, the time wey e suppose take, your rights and responsibilities, and how you fit reach us through the correct service channels.

Our Charter talk wetin you suppose expect from us:

- Sharp and correct enrolment and NIN issuance,
- Transparent process wey clear and open,
- Service wey everybody fit access no matter where dem dey,
- And strong data protection wey go make sure your information safe.

We dey move with innovation and new technology to build one system wey strong, flexible, and fit handle any new challenge.

To our stakeholders, we promise say we go continue to improve and follow global best practices, while we keep our service delivery standard high. Your feedback, through the channels we don list for grievance redress, very important to us. We encourage you to engage with us well-well so we fit improve and innovate better.

As we push Nigeria's digital identity agenda go front, we no go forget our duty to carry everybody along. Whether you dey city or for remote area, we go make sure everybody get equal chance to benefit and belong for the digital world.

This Service Charter na proof of our strong commitment to excellence, accountability, and service wey put the citizen first.

Engr. Abisoye Coker-Odusote

Director General/CEO

DEFINITION OF TERMS

NIMC	National Identity Management Commission
NIN	National Identification Number
ERC	Enrolment Center
NIMS	National Identity Management System
GMPC	General Multi-Purpose Card
DOB	Date of Birth
NVS	NIMC Verification Service
FEP	Front-End Partners
MSU	Ministerial SERVICOM Unit
PSU	Parastatal SERVICOM Unit
PSC	Parastatal SERVICOM Committee
NIDB	National Identity Database
SERVICOM	Service Compact with All Nigerians



DEAR NIN HOLDERS,

If you wish to modify your date of birth,
name, address, or phone number, here's
our advice:

Update other details first before modifying
your date of birth.

If you begin with your date of birth, wait 72
hours before updating any other NIN
information.



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NIMC NIGERIA



NIMC

1.0. INTRODUCTION

The National Identity Management Commission (NIMC) start under the National Identity Management Commission Act No. 23 of 2007. NIMC get the job to manage the National Identity Database, register citizens and legal residents, give National Identification Number (NIN), General Multi-Purpose Card (GMPC), and handle other identity matters.

NIMC dey serious about giving efficient, reliable, and secure identity management services to all Nigerians and legal residents. As the organization wey hold Nigeria's main identity system, NIMC dey play important role to help people access services, promote inclusion for development, and support national security through the NIN and other identity credentials.

This Service Charter be public statement of our service standards. E show wetin customers fit expect from NIMC and wetin NIMC expect from customers too. E represent our promise to:

- Be **transparent** for all our processes,
- Be **accountable** for service delivery,
- Show **professionalism** in how we treat customers,
- Bring **innovation** into how we manage identity,
- And **include** every group of people for our services.

This Charter follow the SERVICOM Initiative of the Federal Government of Nigeria, and e show NIMC's commitment to give public service of the highest standard. E include:

1. **Clear Service Promises:** Our vow to provide timely, correct, and respectful service.
2. **Customer Rights and Responsibilities:** Wetin you fit expect from us and wetin we expect from you.

3. **Redress Mechanisms:** How you fit give feedback or get help when service no reach standard.
4. **Performance Standards:** The way we go measure how well our services dey perform.

This Charter go dey reviewed from time to time to make sure e still meet the needs of our stakeholders.

We invite all our customers to hold us to these standards as we join hands to build one strong national identity system for Nigeria.

2.0. LIST OF CUSTOMERS (INTER, INTRA AND PUBLIC)

NIMC dey work with different kinds of customers — both inside and outside government — to make sure identity services reach everybody wey need am.

2.1. Inter-Agency (Government/MDAs)

NIMC dey collaborate with many Federal Ministries, Departments and Agencies (MDAs), like:

- Federal Ministry of Agriculture and Food Security (FMAFS)
- Central Bank of Nigeria (CBN)
- Nigerian Immigration Service (NIS)
- Nigerian Communications Commission (NCC)
- Federal Road Safety Corps (FRSC)
- Galaxy Backbone Limited

International and Development Partners:

- World Bank – wey dey fund the Nigeria ID4D Project

2.2. Intra-Agency (Internal Customers)

- NIMC Staff
- All Departments and Units inside the Commission

2.3. Public (Citizens/Private Sector)

- Nigerian Citizens and Legal Residents
- Private Organizations (like Banks)
- Front-End Partners (FEPs)
- Civil Society Organizations (CSOs) and Religious Groups

3.0. PERFORMANCE MONITORING

NIMC Service Charter go dey reviewed and checked from time to time to make sure say our service meet the standard we promise. The main reasons why we dey monitor performance be to:

- Make sure we dey follow our service standards,
- Improve how we deliver service,
- Promote accountability and transparency,
- Identify the gap between wetin we promise and wetin we actually do, and
- Increase customer satisfaction.

NIMC go monitor the Service Charter using Key Performance Indicators (KPIs) wey go help us measure result properly. Monthly and quarterly reports go dey prepared and sent to management, so dem fit take better decisions to improve service.

This method of monitoring and reporting go help us keep high standards, detect problems early, and solve them fast — to make service better and more efficient.

Areas we focus on:

1. Compliance with SERVICOM Standards:

NIMC always check our Enrolment Centres (ERCs) to confirm say dem dey follow proper standard operating procedures. This one help make sure say our service dey consistent and correct everywhere.

2. Following Organizational Policies and Processes:

Our SERVICOM Unit dey work together with other departments to make sure say all ERCs and Front-End Partners (FEPs) dey follow NIMC rules and guidelines.

3. Monitoring Enrolment-Related Issues:

We get tracking systems to check how enrolment problems dey resolved, to make sure everything dey accurate and fast.

4. Checking Facility Conditions:

The SERVICOM Unit dey also monitor the condition of NIMC offices and enrolment centres, to make sure equipment, electricity, and facilities dey work well for smooth service.

Altogether, this monitoring and evaluation system show say NIMC truly believe in **transparency, accountability, and continuous improvement** for all identity services we dey provide.

4.0. OBLIGATIONS

Under this Service Charter, both NIMC and the customers get responsibilities we go make service delivery smooth, fair, and effective.

E no just about wetin NIMC go do — e also about wetin customers suppose do too.

4.1. STAKEHOLDERS/CUSTOMERS EXPECTATION FROM NIMC

Customers wey dey under NIMC Service Charter get every right to expect good service wey meet standard. These expectations na to make sure say identity management for Nigeria dey efficient, transparent, and dependable.

1. Efficient and Timely Services

- Make service for NIN enrolment, data modification, and card issuance happen within the published time.
- Reduce waiting time for enrolment centres with proper queue control.
- Maintain normal service hours without unnecessary closure.

2. Professional and Courteous Service

- All NIMC staff and agents must treat customers with respect and courtesy.
- Staff suppose get good knowledge of the process to answer questions correctly.
- Use clear and simple language wey customers fit understand.

3. Transparent Processes

- Make all requirements, fees, and processing times open and clear.
- Display service standards and procedures for all centres where customers fit see am.
- Give customers easy access to know how far their request don go.

4. Data Privacy and Security

- Protect every personal and biometric information strictly.

- Handle identity documents securely.
- Keep every customer information confidential.

5. Effective Complaint Resolution

- Provide working channels for complaints like help desks, hotlines, or online portals.
- Respond to complaints within the time wey NIMC publish.
- Give updates on complaint progress until matter resolve.

6. Accessible Services

- Open enrolment centres for different locations across the country.
- Make special arrangements for people with disabilities (PWDs) and those wey need assistance.
- Use online or mobile service options when possible.

7. Reliable Infrastructure

- Make sure all equipment dey functional (biometric devices, computers, and power).
- Keep IT systems stable to avoid downtime.
- Provide clean and comfortable waiting areas.

8. Fair Treatment

- Treat everybody equally, no matter their background or status.
- Follow the same rule and policy for everybody.
- Give equal attention to all customers.

9. Continuous Improvement

- Use customer feedback to improve service delivery.
- Regularly update service standards to match changing needs.

- Adopt new ways to make identity management better.

4.2. NIMC'S EXPECTATION FROM STAKEHOLDERS/CUSTOMERS

NIMC also expect some things from customers to make sure say both sides dey work together well and service run smoothly.

1. Compliance with Registration Requirements

- Customers must provide correct and verifiable information (like birth certificate or proof of address).
- Follow biometric capture procedures properly (for example, wash hands for fingerprint scan).

2. Respect for Staff and Processes

- Show good behaviour and respect to NIMC staff and partners.
- Follow queue control systems and all instructions for enrolment centres.

3. Responsible Use of NIN Services

- Keep your NIN slip or e-ID card safe and no share am anyhow.
- Report any lost or stolen ID card to the right authority immediately.

4. Timely Feedback and Error Reporting

- Report any mistake for your data (like name or date of birth) through the proper complaint channels — SERVICOM Desk, Contact Centre, or Self-Service Portal.
- Join customer satisfaction surveys to help NIMC improve.

5. Obey Legal and Regulatory Rules

- Follow the NIMC Act 2007 and other related laws (for example, linking NIN with bank account or SIM card).
- No forge or lie during registration, because penalty dey for that one.

6. Use Self-Service Tools

- Use the NIMC Self-Service App and online portal to do modification or update where possible.
- This one go help reduce crowd for physical offices.

5.0. COMPLAINTS / GRIEVANCE REDRESS MECHANISM

The National Identity Management Commission (NIMC) don put different channels wey people fit use to report any service problem or complaint.

These systems dey help make sure say every complaint get quick, fair, and proper attention — following SERVICOM standard.

1. PHYSICAL CHANNELS

a) Customer Care Desks

- Every NIMC enrolment centre for the country get Customer Care Desk.
- Officers dey there to collect complaints and send them to the right department.

b) NIMC State Offices

- You fit go any NIMC State Office or the FCT office to report complaint.

- The State Coordinator go handle or pass the matter to the right person.

If you wan go NIMC Head Office for Abuja, you fit direct your complaint to:

Director / Head, SERVICOM

National Identity Management Commission
No. 11 Sokode Crescent, Wuse Zone 5, Abuja
Tel: 0700-2255-6462

OR

The Director General/CEO

National Identity Management Commission
No. 11 Sokode Crescent, Wuse Zone 5, Abuja

2. DIGITAL CHANNELS

a) Self-Service Portal:

Go to <https://nimc.esupport.ng> to submit your complaint.
You go get one reference number to track how your complaint dey go.

b) Email Complaints:

- Send your issue to: nimccustomer@nimc.gov.ng or nimcmodification@nimc.gov.ng
- You go get reply within **48 hours** to confirm say NIMC don receive your message.

3. TELEPHONE CHANNELS

Hotline: 070-CALL-NIMC (0700-2255-6462)

- This number get multi-language support to help different kinds of customers.

4. THIRD-PARTY ESCALATION

If your matter no settle after you try the normal NIMC channels, you fit report am to:

SERVICOM National Office

The National Coordinator/CEO

SERVICOM Presidency

Federal Secretariat Complex, Phase III, First Floor, Abuja

Tel: 08106419581, 08153566

Email: info@servicom.gov.ng

5. SOCIAL MEDIA & PUBLIC FORUMS

Official Handles:

- Website: www.nimc.gov.ng
- X (Twitter): @nimc_ng
- Instagram: nimc_ng
- Facebook: nimc.ng
- TikTok: nimc.ng
- YouTube: NIMC

You fit also take part in **online customer satisfaction surveys** for the NIMC website or during **town hall meetings** (both physical and virtual).



Attention all NIN Holders

For any inquiries, complaints, or concerns regarding your National Identification Number (NIN), please contact our dedicated Customer Care team



0700 225 5646

RESPONSE TIME FOR COMPLAINTS

- **Acknowledgment:** Within **24–48 hours** after NIMC receive your complaint.
- **Resolution Time:**
 - Simple cases: **2–5 working days**
 - Complex cases: **10–15 working days**
- **Feedback:** You go get SMS or email updates as your complaint dey move from one stage to another.

All complaints go remain **confidential**, and anybody wey report wrongdoings go get **whistleblower protection** under NIMC policy. NIMC dey always review complaints to improve service quality.

6.0. CATEGORIES OF GRIEVANCE REDRESSALS

NIMC don organize different groups of complaint types to help solve them properly and fast.

Each category gets its own time limit for response and solution.

S/N	CATEGORY	EXAMPLES OF GRIEVANCE	ACKNOWLEDGMENT / RESOLUTION TIME
1	Service Delivery Complaints	Delay for NIN enrolment or issuance, long waiting time, service unavailable, poor queue management	72 Hours
2	Data Management Issues	Wrong biodata, biometric error, failed capture or verification	72 Hours

3	Staff Conduct	Rude or unprofessional behaviour, asking for bribe, discrimination, negligence	7 Working Days
4	Facility / Infrastructure Complaints	Bad equipment, poor working condition, no disability access, no enough seating	7–10 Working Days
5	Card-Related Issues	Delay in card printing, damaged card, no card after payment, card verification error	24 Hours
6	Privacy & Security Concerns	Unauthorized data access, suspected breach, careless document handling	5–10 Working Days
7	Fee-Related Disputes	Refund for failed payment, wrong fee charge	5–10 Working Days
8	Third-Party Service Issues	Complaints against Front-End Partners (FEPs), licensed verification agents	7 Working Days
9	Policy & Procedure Concerns	Confusing registration rules, sudden changes, unfair application	48 Hours (Acknowledged, then logged for action)
10	Technology Failures	Mobile app or portal not working, system downtime, OTP not	72 Hours

		delivered, integration problem	
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OTHER RELATED GRIEVANCES

S/N	CATEGORY	EXAMPLES	RESOLUTION TIME
1	Partner Non-Technical Issues	Payment delay, licensing issue, billing dispute	5 Working Days
2	Infrastructure & Civil Works Issues	Displacement, safety, traffic, or environmental issues	7–10 Working Days
3	GBV or Human Rights Violations	Sexual harassment, abuse, child violence, exploitation	7–10 Working Days
4	Corrupt Practices	Bribery, fraud, blackmail, extortion	7 Working Days
5	Criminal Conducts	Assault, harassment, violence, or murder	7–15 Working Days

7.0. STAKEHOLDERS' PARTICIPATION IN SERVICE PROVISION

NIMC believe say to deliver good service and improve constantly, e must carry all stakeholders along — both inside and outside the organisation.

We dey always engage our partners, government bodies, private sector, and the general public to make sure say our work follow standard and meet people needs.

A. Regular Stakeholder Engagements

NIMC dey hold these meetings and sessions to make sure say communication and collaboration dey strong:

- **Monthly Meetings** with NIMC's *Parastatal SERVICOM Committee (PSC)*
- **Periodic Meetings** with *Front-End Partners (FEPs)* wey dey operate inside the Identity Ecosystem
- **Quarterly Zonal Meetings** with SERVICOM Focal Officers nationwide
- **Resource Centre Meetings** with the SERVICOM National Office
- **Quarterly Breakfast Meetings** with SERVICOM Team
- **Public Awareness and Community Outreach Sessions**

B. Stakeholders and Their Roles

Our key partners include:

- Government Ministries, Departments, and Agencies
- Private Sector Partners
- Civil Society Organizations (CSOs)
- Community and Religious Leaders
- Development Partners
- Media and Communication Outlets

All these stakeholders dey contribute ideas, monitor progress, and help ensure say NIMC identity services reach everybody.

C. Stakeholders' Role in Solving Challenges

Apart from supporting normal operations, stakeholders also dey help NIMC solve existing challenges through advice and collaboration.

Some examples include:

- **Inter-Agency Collaboration for Identity Verification:** NIMC work together with the Central Bank of Nigeria (CBN) and financial institutions to fix BVN-NIN linking problems. This effort help reduce wrong identity matches for banks.
- **Partnerships with JAMB, WAEC, and PenCom:** These collaborations help make data sharing easier and verification faster.
- **Improving Access for Persons with Disabilities (PWDs):** NIMC and partners dey provide more inclusive services for people with special needs.
- **Public Awareness and Information Sharing:** Through the media and local community programs, stakeholders dey help spread correct information about NIN and NIMC services.

All these efforts show say NIMC service delivery no be one-man work, e require joint effort between the Commission and all its partners.

8.0. SPECIAL NEEDS PROVISION

NIMC understand say some citizens get physical or other challenges wey fit make am hard to access normal services. Because of that, we don design special provisions to support **Persons With Disabilities (PWDs)** and others with special needs.

1. Dedicated SERVICOM Officers for Inclusive Support

- **Personalized Assistance:** SERVICOM officers go attend specially to people wey get special needs.
- **Accessibility Coordination:** Dem go make sure say all facilities fit serve PWDs.
- **Feedback Mechanism:** These officers go also collect feedback from PWDs to help improve NIMC services.

2. Priority Seating and Accessible Waiting Areas

All NIMC offices and enrolment centres go get priority seats and easy-access waiting spaces for elderly people and PWDs.

3. Mobile Enrolment Services

- For people wey no fit come centre by themselves — whether because of health, movement, or location — NIMC go carry **Mobile Enrolment Unit** go meet them.
- This program make sure say *nobody go left behind* in the identity registration process.

4. Staff Training on Disability Etiquette and Sensitivity

NIMC dey train staff to know how to treat people with special needs with respect, patience, and care.

5. Inclusive Service Policies and Practices

NIMC policies dey follow inclusive principles so that all Nigerians, no matter their ability, fit get access to identity management services.

These measures show NIMC commitment to equality, fairness, and accessibility for all citizens. We also dey use feedback from PWDs to improve our facilities and training.

9.0. EXISTING LIMITATIONS

Even as NIMC dey work hard to give top-quality service, we still face some challenges wey fit affect service delivery from time to time. These limitations no mean say we go stop our work, but we dey open about them so customers go understand wetin fit cause small delay sometimes.

The main limitations include:

- Network downtime from service providers
- Temporary service interruption from payment platforms
- Power outages for some locations
- Poor network coverage for remote areas
- Incomplete or wrong documentation from applicants
- Language barriers for different communities
- Technical or software problems
- High customer turnout may pass centre capacity
- Misunderstanding about new products or processes
- Changes in regulation or government policy
- Security issues for some regions
- Geographical distance from service centres

NIMC always look for ways to reduce these challenges and improve access for everybody.

10.0. CHARTER REVIEW

The NIMC Service Charter is not a static document. We always review it **every two years (bi-annually)** or anytime we see an important reason to update it — especially when new services, technology, or government policies come up.

This review process helps make sure that the Charter still matches customer needs and reflects NIMC's current level of service, so that both staff and stakeholders always get clear guidance.



You can do this by dialing *346# on your phone or visiting the NIMC enrolment center for finger print verification.



11.0. STANDARD RESPONSE TIME (SRT) FOR SERVICE DELIVERY

This table show how long different departments for NIMC suppose take respond or deliver their services.

E dey help customers know what to expect and hold us accountable.

S/N	TYPE OF SERVICE	DEPARTMENT/UNIT IN CHARGE	EXPECTED TIME
1	General Enquiries (Phone, Email, Social Media)	SERVICOM	Instantly / 10 mins / 72 hrs for escalation
2	Stakeholder Queries (including social media)	Corporate Communications Unit	24–72 hrs / Instantly
3	Payment Processing for Vendors, Contractors, Staff	Finance & Investment	48 hrs (if documents complete)
4	Investigation of Infractions	Inspectorate & Enforcement Unit (IEU)	72 hrs
5	Enrolment & Registration (NIN issuance, slip reprint, data verification)	Operations	24–72 hrs for most cases / 3–5 days for verification
6	Date of Birth Modification (above 5 years difference)	Modification Unit	2 weeks

7	Printing or Reprinting of GMPC (Card Management)	Card Management Services	48–72 hrs (2–3 working days) / 5 days for support issues
8(a)	Relationship & Query Resolution (FEP-related)	Business Development Unit	24–72 hrs
8(b)	Front-End Partners (FEPs) Onboarding / Revalidation / Licensing	Commercial Services Unit	2–4 weeks (depending on DG/CEO approval)
9	Network Setup, Maintenance, and Device Activation	Enterprise Service & Network Infrastructure (ESNI)	72 hrs to 1 week
10	Advertisement Requests & Quotes	Procurement	4–6 weeks
11	Data Processing Errors, Uploads, or Modifications	IT / Identity Database Department (IT/IDD)	72 hrs
12	Self-Service Modification (via portal/app)	Software & Biometric Unit	48–72 hrs

These timelines fit change small based on workload or technical challenges, but NIMC dey always try to meet them or communicate delay early to customers.

12.0. SCHEDULE OF FEES FOR SERVICES RENDERED

NIMC dey offer both **premium** and **regular** identity management services. Some of these services free, while others get small fee wey cover operation and maintenance cost.

All payments must follow NIMC approved channels — no cash handover to any officer.

12.1. ENROLMENT SERVICES

Premium Enrolment:

This one na pre-paid service wey NIMC dey run through premium partners — like for Visa Application Centres, Passport Offices, or special lounges wey you fit book in advance.

S/N	SERVICE	FEE (₦)
1	Premium Enrolment (VIP Service)	~~₦~~ 20,000
2	NIN Slip Re-issuance (Local)	~~₦~~ 3,500
3	Child-to-Adult NIN Migration	Free

12.2. CARD SERVICES

These services cover printing, replacement, and delivery of the General Multi-Purpose Card (GMPC).

S/N	SERVICE	FEE
1	Card Issuance (Local)	₦7,000
2	Card Replacement (Local)	₦7,000
3	Card Delivery (Inter-City)	₦5,000
4	Card Delivery (Inter-State)	₦7,500
5	Card Issuance (Diaspora)	\$20
6	Card Replacement (Diaspora)	\$20
7	Card Delivery (Diaspora)	\$25

12.3. SYSTEM ACTIVATION AND MANAGEMENT (DIASPORA)

S/N	SERVICE	NEW LICENSE (\$)	ANNUAL RENEWAL (\$)
1	Diaspora Enrolment (New Centre Creation)	500	–
2	Sub-License (Diaspora)	1,000	600
3	Enrolment System Activation (Per System)	200	–

12.4. NON-PREMIUM SERVICES (REGULAR ENROLMENT)

These ones na free or low-cost services wey NIMC staff dey handle for official offices across Nigeria.

S/N	SERVICE	FEE (₦)
1	First-Time Enrolment and NIN Slip	Free
2	NIN Slip Re-issuance (Lost/Damaged Slip)	₦600
3	NIN Slip via Self-Service Portal	₦1,000

12.5. REGULAR MODIFICATION SERVICES (WITHIN NIGERIA)

For correction of information wey dey your NIN record.

S/N	SERVICE	FEE (₦)
1	Correction of Date of Birth (Day/Month/Year)	₦28,574
2	Change of Other Information (Name, Address, etc.)	₦2,000

13.0. DIASPORA SERVICES

NIMC don expand enrolment and modification services to Nigerians wey dey live for other countries.

13.1. REGULAR ENROLMENT FOR AFRICAN COUNTRIES

S/N	SERVICE	FEE (\$)
1	New Enrolment (Adult)	\$50
2	New Enrolment (Child)	\$30
3	Child-to-Adult Migration	Free
4	NIN Slip Re-issue	\$6

13.2. REGULAR MODIFICATION FOR AFRICAN COUNTRIES

S/N	SERVICE	FEE (\$)
1	Correction of Date of Birth	\$55
2	Change of Other Fields (e.g. Name, Address)	\$10

14.0. PREMIUM ENROLMENT FOR AFRICAN COUNTRIES

S/N	SERVICE	FEE (\$)
1	New Enrolment (Adult)	\$60
2	New Enrolment (Child)	\$30
3	Child-to-Adult Migration	Free
4	NIN Slip Re-issue	\$6
5	GMPC Issuance/Reissuance	\$50

14.1. PREMIUM MODIFICATION FOR AFRICAN COUNTRIES

S/N	SERVICE	FEE (\$)
1	Correction of Date of Birth	\$60
2	Change of Other Fields	\$10

15.0. REGULAR ENROLMENT FOR NON-AFRICAN COUNTRIES

S/N	SERVICE	FEE (\$)
1	New Enrolment (Adult)	\$70
2	New Enrolment (Child)	\$50
3	Child-to-Adult Migration	Free
4	NIN Slip Re-issue	\$8
5	GMPC Issuance/Reissuance	\$50

16.0. VERIFICATION SERVICES

16.1. NIMC VERIFICATION SERVICE (NVS)

S/N	SERVICE	AGGREGATOR SUBSCRIPTION FEE (₦)	ANNUAL LICENSE FEE (₦)
1	Verification API (Private Sector)	₦50,000,000	₦3,000,000
2	Verification API (Other Government Agencies – Non-Security)	₦10,000,000	₦2,000,000
3	Verification for Security Agencies	Free	Based on Use Case

16.2. INFORMATION PERMITTED BY ACCESS LEVELS

Each access level determine what information partner agencies fit see. The higher the level, the more details available — but with strict data security control.

Access Level	Information Allowed	Verification Token Units
Level 0	Yes/No NIN Validation	1
Level 1	Name, Photo, DOB, Gender, NIN	5
Level 2	Level 1 + Address, Signature, Phone Number	8
Level 3	Level 2 + Birth Info (Country, State, LGA)	12
Level 4	Level 3 + Origin Info, Next of Kin, Modifications	15
Level 5	All Info + Biometrics and Security Details	20

16.3. ACCESS LEVEL CHARGES

- Fee per verification go depend on the level and transaction volume.
- Prices range from **₦25 to ₦2,000 per verification**.
- Government and security agencies dey pay flat rate of ~~₦20–₦30~~.

Bulk Verification Packages (For Aggregators):

Package	Volume Range	Unit Price (₦)
P1	500,000 – 999,999	12.75
P2	1,000,000 – 4,999,999	7.52
P3	5,000,000 – 19,999,999	4.25
P4	20,000,000+	2.50
P5	50,000,000+	1.50

16.4. DATA AS A SERVICE (DaaS)

For organizations we need data reports by age, gender, location, or occupation.

Volume Range Fee per Record (₦)

Below 5 million 20

5–10 million 15

10–20 million 10

Above 20 million 5

16.5. OTHER SERVICES & FEES

SERVICE	FEE
NIN Retrieval via Query	~~₦~~ 75
Card Inquiry by SMS	~~₦~~ 50
NIN Retrieval (Diaspora via SMS)	\$1

16.6. TELCOS USSD SERVICES

SERVICE	FEE (₦)
NIN Retrieval (via 346#)	~~₦~~ 50

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DID YOU KNOW?

Your National Identification Number (NIN) is essential for travel and security purposes.



ENROLL TODAY AND BE IDENTIFIED FOR LIFE