

NIGERIAN PRESS COUNCIL SERVICE DELIVERY CHARTER

INTRODUCTION

Nigerian Press Council is an agency under the Federal Ministry of Information and Communications. It was established by Act No. 85 of 1992 as amended in Act No. 60 of 1999 to promote high professional standards for the Nigeria Press.

The functions of the Nigerian Press Council include:

1. Enquiring into complaints about the conduct of the press and the conduct of any person or organization towards the press and exercising in respect of the complaints the powers conferred upon it under this Act;
2. Monitoring the activities of the press with a view to ensuring compliance with the code of Professional and Ethical Conduct of the Nigerian Union of Journalists;
3. Receiving application from, and documenting the print media and monitoring their performance to ensure that owners and publishers comply with the terms of their mission statements and objectives in liaison with the Newspaper Proprietors Association of Nigeria;
4. Research into contemporary press development and engaging in updating press documentation;
5. Fostering the achievement and maintenance of high professional standards by the Press;
6. Review developments likely to restrict the supply through the press, of information of public interest and importance or which are liable to prevent free access of press to information and advising on measures necessary to prevent or remedy such development; and
7. Ensure the protection of the rights and privileges of journalists in the lawful performance of their professional duties;

VISION

To create a culture of Ethical Press in Nigeria.

MISSION STATEMENT

To serve journalism and its publics by facilitating access to information; protecting the privileges of journalists and ensuring conformity with the code of ethics; accredit journalism training institutions and carry out capacity building, documentation and research on press development and provide the cheapest and effective means of adjudication for complaints between journalists and the public.

SERVICES

<p>Services to:</p> <ul style="list-style-type: none">- Media- Government- Public- Journalism Training Institutions <p>Complaint Adjudication Process</p>	<p>The Nigerian Press Council (NPC) as the buffer between the media and the public provides variety of services to the media, the public and of course the government. It ensures the maintenance of the highest ethical and professional standards in the media by rendering the following services to relevant stakeholders:</p> <ol style="list-style-type: none">i. Adjudication of complaints about or by the press;ii. Research into and documentation of contemporary press development;iii. Accreditation of programmes of journalism training institutions;iv. Defence of press freedom;v. Media monitoring;vi. Protection of Journalists rights and privileges in the course of performing their lawful duties;vii. Human Capital Development;viii. Rendition of appropriate advice to stakeholders on media issuesix. Other services<ul style="list-style-type: none">- Library services- Media consultancy <p>Adjudication of Complaints</p> <ul style="list-style-type: none">• The duty of processing complaints in the Council is resident in the Complaint unit of the Research and Documentation Department headed by a Chief Research Officer.• Upon receipt of any complaint, the unit in charge ensures that the complaint is acknowledged within 48 hours.• The processing of the complaint is then carried out within two weeks to allow for wide consultations and reflections on the matter.• This is then followed by a written notification to the media, corporate body or persons concerned if there is a prima facie breach of media ethics or rights.• A brief for the adjudication of complaints is then prepared for
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the Council Adjudication Committee.

- The decision of the Adjudication Committee is then communicated to the parties involved.

What is to be complained about

Any member of the public (or party for that matter) is entitled to lodge a complaint against a newspaper or magazine or any other media in print, provided the complaint is one of unethical conduct. You can complain if:

- Anything unethical is published about you in any medium of information in Nigeria.
- Anything considered unethical is done in respect of you by any journalist in his capacity as a journalist.
- Anything is done against the journalist that is capable of limiting the preservation of the freedom of the press guaranteed by the Constitution of the Federal Republic of Nigeria.

When to complain

You can complain only when you are satisfied that you have invited the attention of the medium concerned to what you deem objectionable and you are not satisfied with the way the matter was handled by the medium.

How to complain

A written complaint stating the crux of the matter and accompanied with evidence for ease of reference should be sent to the Nigerian Press Council. The import of the complaint being in writing is that Council will only treat written complaint.

Where to complain

Complaints may be delivered by hand or by post to the Council's corporate head office in Abuja or its liaison office, Lagos. Complaints may also be lodged through Council's e-mail with relevant documents scanned and attached.

	<p>Head office address: Executive Secretary Nigerian Press Council, No. 26, Bissau Street, Zone 6, Wuse, P.M.B. 377, Garki, Abuja.</p> <p>Tel: 096233004; 0096233005</p> <p>Lagos Liaison office: Nigerian Press Council, 15, Awolowo Road, Ikoyi, P.M.B. 3451, Surulere, Lagos.</p> <p>Tel: 07098205199</p> <p>E-mail address: info@presscouncil.gov.ng Website: www.presscouncil.gov.ng</p> <p>What the Council will do</p> <p>The Complaints Committee will review the complaint and make recommendations to the Council for ratification. The decision of the Council will be conveyed to the parties involved and published.</p> <p>Research and Documentation</p> <p>Research/documentation materials</p> <p>Council from time to time conducts research into press documentation.</p> <p>Enquiring on Council's publications and outcome of research/documentation shall be in writing and addressed to the Executive Secretary. The Council shall respond to such enquiry in 48 hours.</p> <p>Accreditation</p> <p>Accreditation of journalism training institutions</p> <p>The Council is responsible for the accreditation of the professional content of journalism training in universities and polytechnics in Nigeria. It is carried out on periodic basis. All enquiries on accreditation should be addressed to the Executive Secretary. The receipt of such enquiry shall be acknowledged within 24 hours</p>
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<p>Monitoring the Media</p>	<p>Monitoring the Media</p> <p>Council is statutorily expected to monitor the activities of the media. Essentially, this is performed through content analysis to ensure that the Code of Professional and Ethical Conduct is strictly adhered to.</p>
<p>Defence of Press Freedom</p>	<p>Defence of Press Freedom</p> <p>The Council reviews media laws, policies and programmes or developments perceived as inimical to the press in its performance and advises on remedies.</p> <p>It does this through the writing and presentation of position papers, which are sent to the relevant government authorities.</p> <p>When and where necessary, the Council also initiates dialogue with government officials and organises parleys between the government and the media aimed at improving government-media relations.</p>
<p>Rights and Privileges of Journalists</p>	<p>Protection of Journalists Rights and Privileges</p> <p>The protection of the right and privileges of Nigeria journalists is an important component of the Nigerian Press Council's functions.</p> <p>Council monitors all laws, regulations and development likely to inhibit the practice of journalism. It works in relationship with the Nigeria Union of Journalists, Newspaper Proprietors Association of Nigeria, Nigerian Guild of Editors and Broadcasting Organisations of Nigeria.</p>
<p>Human Capital Development</p>	<p>Human Capital Development</p> <p>The Council carries out its capacity building function for journalists through the organisation of workshops and seminars for media professionals.</p> <p>The Council works in conjunction with stakeholders - such as the</p>

<p>Stakeholders Participation</p>	<p>Nigeria Union of Journalists, Nigerian Guild of Editors, Newspaper Proprietors Association and non-governmental media organisations.</p> <p>Stakeholders Participation</p> <p>The Council encourages effective participation of the stakeholders in its activities through consultations and media fora.</p>
<p>Other Services</p>	<p>Other Services</p> <p>Council also performs other services to Journalists, Scholars, Researchers and Media Consultancy Services to the public.</p>
<p>Enquiries</p>	<p>Enquiries</p> <p>All other enquiries about the press or the Council should be addressed to the Executive Secretary, NPC, either through its corporate head office in Abuja or liaison office in Lagos. A person can also call for information through the Council telephone numbers:</p>
<p>Challenges</p>	<p>Challenges</p> <ul style="list-style-type: none"> • The non-constitution of the Board <p>Two critical functions of the Council are adjudication of complaints and accreditation of programmes in Journalism Training Institutions. The outcome or decisions on both functions statutorily require confirmation by the Council as contained in section 3 of the enabling Act.</p> <ul style="list-style-type: none"> • Lack of conducive working environment for staff to operate efficiently and effectively.. <p>Following the seizure of its head office at 6, Lake Chad Street, Maitama, Abuja in 2006, Council has been unable to secure befitting office accommodation as a result of which staff performance has been hampered.</p> <ul style="list-style-type: none"> • Funding <p>The funding of the Council has been inadequate as a result of which some essential services have not been optimally rendered.</p>