

Lagos State Waste Management Authority (LAWMA) Service Charter

Introduction

The Lagos State Waste Management Authority (LAWMA) is the first waste management outfit in West Africa. It started as Lagos State Refuse Disposal Board (LSRDB) in Nigeria, under Edict 9 of 1977. In 1981, its name was changed to Lagos State Waste Disposal Board (LSWDB) because of the added responsibilities for industrial-commercial waste collection and disposal, drain clearing and disposal of derelict / scrapped vehicles. In December 1991, its current name, the Lagos State Waste Management Authority (LAWMA) was christened under Edict No. 55, which made the agency to be responsible for the collection and disposal of municipal and industrial waste. LAWMA is government's cutting edge response to the need to create a clean and green Lagos State. Within the last few years Lagos State has metamorphosed into one of the cleanest cities in Nigeria.

This charter is in a bid to achieve lasting partnership with the Lagos public. This Partnership is an initiative for transforming the Waste Management and related sectors in Lagos State, an invitation to partner with Lagos state to actualize the vision of creating Africa's premier mega city and economic power house; a global destination where things truly work.

The Purpose and Features of our Charter

This Client Service Charter sets out the commitments that we are making to our clients and stakeholders with regard to the quality of service that they expect from us. The Charter will improve awareness among our clients and stakeholders of the availability and quality of the service that we offer. It will achieve its purpose by providing the following information:

- Details on our Organization in terms of our Vision, Mission and Core Values, our functions and strategic direction;
- A statement of the Standards of Service our clients can expect to receive;
- The rights that clients shall enjoy and also, the responsibilities of clients to help us provide good services to them by paying promptly for services provided;
- Information on how the Charter will be reviewed and how we shall monitor and report our performance, and
- Brief information about how to contact us and obtain further information.

Mission

- To provide a professional, efficient and sustainable waste management and disposal service to the generality of Lagosians, corporate bodies and Governments (Local and State) in Lagos State.

Vision

- To provide unprecedented efficient waste management services to all its domestic, industrial and commercial clients, government inclusive.

- To provide unparalleled professional services to Government, especially in the area of landfill management.
- To ensure adequate provision of waste receptacles, as an alternative to indiscriminate waste dumping.
- To promote unequalled professionalism and efficiency in public service administration.
- To ensure adequate public enlightenment and education for reorientation and decent waste collection and disposal habits.
- To ensure effective partnership with the private sector and other stakeholders in waste management.
- To ensure a conducive work environment and promote good working relationship, among its internal and external public

To make the organization a household name in the area of waste management and other related services

Our Core Values

Our staff shall be guided and commit themselves to the core values as follows:-

- Practicing professionalism in all undertakings;
- Promoting customer friendly practices;
- Developing and promoting teamwork spirit;
- Applying cost – consciousness and value for money principles in all activities.
- Implementing environmentally – friendly measures, and
- Practicing total quality management style.

Our Clients

We have a variety of Clients and Stakeholders both national and international, categorised as follows:

- Customers (Domestic, Commercial, Institutional, Industrial and General Public);
- Staff;
- Financiers/ Donors;
- Suppliers;
- Government and The Local Government Council;
- Non-Governmental Organizations (NGO's), Community Based Organizations (CBO's) and Pressure Groups;
- The Media;
- Lagos State Internal Revenue Service

Our Service Delivery Standards

Our clients and stakeholders expect services as follows:

- Adequate and safe disposal of domestic waste at affordable tariffs;
- Prompt and accurate billing;
- Prompt response to their complaints;

- Shortest time at the pay point;
- Prompt disposal of street waste;
- Our staff to be professional, and treat clients and stakeholders with courtesy, helpfulness, friendliness and on a case-by-case basis;
- Giving prior information/notice regarding service interruption/tariff changes;
- Creating and maintaining a good public image;
- Harmonious co-existence with other Authorities and stakeholders;
- Carrying out our functions in an environmentally friendly manner;
- Good utilization of public funds and proper financial record keeping;
- Timely payment of suppliers' invoices;
- Our staff to exercise a high degree of integrity and transparency in all of our transactions;
- Adherence to laid down Government Policy and guidelines;
- Involvement and consultation with stakeholders when our Authority is making important decisions;
- Impartiality in all our undertakings;
- Ensuring adequate coverage by the media on development activities of waste management and be willing to release information;
- Impart practical knowledge for students who come for field training;
- Proper maintenance and upkeep of the Authority's infrastructure to achieve sustainability.

Client Rights and Responsibilities

Our Clients should expect high standard service delivery from us. In this respect they have the right to:

- Participate in the charter review process;
- Appeal against the services provided;
- Lodge complaints;
- Privacy and confidentiality; and
- Seek information subject to prescribed procedures

Client Responsibilities

Equally, our clients have the responsibility to:

- Pay bills promptly.
- Treat Authority's staff with courtesy;
- Attend scheduled meeting punctually;
- Give accurate and timely information in response to requests;
- Abide by legal requirements of our services;
- Abide by requirements of LAWMA regulations, and
- Report to LAWMA all cases of improper disposal of waste
- Refrain from acts/behaviour that encourages corruption.

Our Service Delivery Principles

Customers are the most important visitors on our premises. They are not dependent on us, we are dependent on them. They are not an interruption of our work; they are the purpose of it. They are not outsiders to our business, they are part of it. We are not doing them a favour by serving them; they are doing us a favour by giving us opportunities to serve

Our Service Delivery Target

- Improvement on the present level of city cleansing by way of introducing new strategies and methods for efficient service, which is socially acceptable and economically viable for the private sector.
- Introduction of cost-saving measures for public and private waste storage system for efficient collection and improvement in the public aesthetic systems.
- Increase the number of available waste collection trucks by 300% within the next 2 years.
Construction of 20 Transfer Loading Stations throughout the State in the next 7 years (2008 - 2015).
- Construction for additional 3 IWMF (Integrated Waste Management Facility) in metropolitan Lagos
- Attainment of zero waste initiative, which is geared towards waste reduction within the next 4 years improvement in zero waste initiative by attaining 40% reduction in 4 years (2008 - 2012).
- Increase the level of public awareness from 30% to 90% in the next 3 years (2008 - 2010).

Service	Standards
Waste Collection	<ul style="list-style-type: none"> • All household must be serviced at least once weekly • All highways must be cleared of refuse by 8am daily • Medical waste must be parked in customized receptacle and taken to designated pretreatment plants before disposal • Markets waste must be cleared weekly • The shorelines of the state must be cleared regularly • Abandoned illegal dumpsites must be cleared as soon as note • Abandoned and or unserviceable vehicles must be removed • Disposal of carcasses of dead animals
Waste Recycling	Recycle banks are to be placed in designated places all over

	the state Recyclables materials are to be sorted and transported to designated places
Waste Receptacles	All waste generators must bag their wastes and place them in appropriate locations for ease of collection
Advocacy, Enlighten and Education	Ensure a robust relationship with the host communities Continues dissemination of information on effective waste management practices on electronic media(regular phone-in-programmes) to ensure efficient feedback mechanism regular publication of key officers phone numbers for ease of access
Marine Waste collection	Regular collection of waste along Lagos shorelines
Billing and waste service charge	All clients are to receive bills as at when due for services rendered and make payments accordingly as specified on the bills
Licensing and regulatory issues	issuances of licenses to private waste operators

Stakeholder Participation

Stakeholder participation is very important for us at LAWMA. We believe that to be successful we must continue to seek input from our service users because they alone can determine quality service.

Monitoring our Performance against set Standards

The Service Delivery Unit (SDU) is empowered to monitor the implementation of service charter. We will also involve our clients in this process through customer panels and surveys. Reports from these exercises will be used to improve service.

Charter Review

Our charter will be reviewed every two years. We will continue to seek improvement to our services through regular interactions with our stakeholders.

Consideration for People with Special Needs

Our clientele is vast and reaching and satisfying them might prove cumbersome, we will however continue evolve potent mechanisms to reach our special customers like physically challenged and senior citizens. We will train our staff to provide helpful services to these special customers

Customer Complaints

We encourage feedback on our service delivery in form of compliments, suggestions, unfulfilled expectations and dissatisfaction through; mail, telephone, fax, e-mail, feedback forms at customer care desk, suggestion boxes and personal discussion.

We guarantee to:

- Acknowledge receipt of all written complaints within 7 working days, and
- Act appropriately on all complaints.

All complainants are required to identify themselves: We guarantee that all information including personal names and details will get treated with the utmost confidentiality.

Our offices are opened on Mondays to Fridays from 08.00 AM

Our Contact

Where to find us: Our corporate head office is at 3, Otto road,Ijora-Olopa,Lagos while our branch offices are in Ogudu,Ikeja,Mushin,Surulere,Ojo,Apapa,Lagos Island,Ebute metta and Rowe Park-Yaba. Visit our website www.lawma.gov.ng for further information

Our Officials/Staff: We have a team of trained, committed and dedicated staff. At LAWMA, we are passionate about what we do.

Customer Complaints: for complaints and enquiries, our customers can reach us on our toll free lines

5577(free from Glo line), 07080601020(free from Airtel line). Complaints can also be forwarded to info@lawma.gov.ng. Our response to complaints is within 24hours maximum.

Kindly reach us on any of the above phone nos and email address for complaints, suggestion, observation and advice.