



OIL AND GAS FREE ZONES AUTHORITY

SERVICE CHARTER



Fast & Predictable

Clear timelines for every service



Simple & Clear

Requirements



Transparent Fees

All costs listed upfront in USD and payable in Naira at the Prevailing CBN rate

IMPORTANT — Read This First:

- All fees are quoted in US Dollars (USD) but are PAYABLE IN NAIRA at the Central Bank of Nigeria (CBN) exchange rate on the date of payment.
- All timelines begin ONLY after OGFZA has received ALL required documents AND confirmed receipt of payment.
- If OGFZA fails to meet a stated timeline, you are entitled to a written explanation and escalation to senior management within 24 hours of the breach.
- Contact OGFZA's Customer desk at any time: contact@ogfza.gov.ng | +234 909 111 1184



**OIL AND GAS FREE ZONES AUTHORITY –
OGFZA
SERVICE CHARTER**

S/NO	SERVICES	PROCEDURE	REQUIREMENTS	TIMELINES	FEES IN USD\$
1	FREE ZONE SERVICE LICENCE	SUBMIT COMPLETED COPY OF APPLICATION FORM WITH ALL THE REQUIREMENTS WITH A COVER LETTER ADDRESSED TO THE MANAGING DIRECTOR/CEO OF THE AUTHORITY	<ul style="list-style-type: none"> - Application Form - Company Registration Documents - Company Brochure and Personnel Profile - Environmental Impact Assessment (EIA) Report - Report of Feasibility Study of the intended investment in the Zone (Business Plan) - Financial Profile; Source of funding, FDI details, Company's 3-year audited account (Not applicable to companies less than a year in operation) 	LICENCE IS ISSUED SEVEN (7) DAYS FROM DATE OF SUBMISSION OF THE LISTED REQUIREMENTS AND CONFIRMATION OF PAYMENT OF PRESCRIBED FEES.	Application Form - \$500.00 Licence Fee - \$3000.00 EIA Review - \$300 Stamp Duty - \$1,000 Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.
2	FREE ZONE ENTERPRISE LICENCE	SUBMIT COMPLETED COPY OF APPLICATION FORM WITH ALL THE REQUIREMENTS WITH A COVER LETTER ADDRESSED TO THE MANAGING DIRECTOR/CEO OF THE AUTHORITY	<ul style="list-style-type: none"> - Application Form - Company Registration Documents - Company Brochure and Personnel Profile - Environmental Impact Assessment (EIA) Report - Report of Feasibility Study of the intended investment in the Zone (Business Plan) - Financial Profile; Source of funding, FDI details, Company's 3-year audited account (Not applicable to companies less than a year in operation) 	LICENCE IS ISSUED SEVEN (7) DAYS FROM DATE OF SUBMISSION OF THE LISTED REQUIREMENTS AND CONFIRMATION OF PAYMENT OF PRESCRIBED FEES	Application Form - \$5,000 Developer Licence - \$250,000 EIA Review - \$3,000 Stamp Duty - \$7,500 Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.
3	FREE ZONE ENTERPRISE - SPECIAL ACTIVITY LICENCE	SUBMIT COMPLETED COPY OF APPLICATION FORM WITH ALL THE REQUIREMENTS WITH A COVER LETTER ADDRESSED TO THE MANAGING DIRECTOR/CEO OF THE AUTHORITY	<ul style="list-style-type: none"> - Application Form - Company Registration Documents - Company Brochure and Personnel Profile - Environmental Impact Assessment (EIA) Report - Report of Feasibility Study of the intended investment in the Zone (Business Plan) - Financial Profile; Source of funding, FDI detail Company's 3-year audited account (Not applicable to companies less than a year in operation) 	LICENCE IS ISSUED SEVEN (7) DAYS FROM DATE OF SUBMISSION OF THE LISTED REQUIREMENTS AND CONFIRMATION OF PAYMENT OF PRESCRIBED FEES	Application Form - \$5,000 Developer Licence - \$100,000 EIA Review - \$3,000 Stamp Duty - \$7,500 Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.
4	FREE ZONE DEVELOPER LICENCE	SUBMIT COMPLETED COPY OF APPLICATION FORM WITH ALL THE REQUIREMENTS WITH A COVER LETTER ADDRESSED TO THE MANAGING DIRECTOR/CEO OF THE AUTHORITY	<ul style="list-style-type: none"> - Application Form - Company Registration Documents - Company Brochure and Personnel Profile - Environmental Impact Assessment (EIA) Report - Report of Feasibility Study of the intended investment in the Zone (Business Plan) - Financial Profile; Source of funding, FDI details, Company's 3-year audited account (Not applicable to companies less than a year in operation) 	LICENCE IS ISSUED SEVEN (7) DAYS FROM DATE OF SUBMISSION OF THE LISTED REQUIREMENTS AND CONFIRMATION OF PAYMENT OF PRESCRIBED FEES	Application Form - \$5,000 Developer Licence - \$200,000 EIA Review - \$3,000 Stamp Duty - \$7,500 Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of Payment

S/NO	PRODUCTS /SERVICES	PROCEDURE	REQUIREMENTS	TIMELINES	FEES IN USD\$
1	FREE ZONE SEA FREIGHT PROCEDURE	<ol style="list-style-type: none"> The Shipping Line or Terminal Operator shall provide the manifest to the Authority 7 days before the arrival of a vessel. The Authority shall capture data into the Free Zone Management System (ERP). Licensee shall submit request to transfer cargo to stacking area to the Authority together with a copy of Commercial invoice, bill of lading, packing list and attested invoice (Form C16) The Authority, after verification of the Licensee documents shall direct that a Transaction Request Order be generated. The Authority shall generate the Transaction Request Order The Authority shall thereafter submit an application letter to obtain Free Zone Customs approval for transfer of the goods. Nigeria Customs Service shall grant approval for transfer of goods. Copies of transfer approval shall be transmitted to the Authority, Licensee, shipping company and Port Gates Goods shall be transferred under Customs escort to licensee's stacking area or common stacking area as the case may be. 	<ul style="list-style-type: none"> - Commercial invoice, - Bill of lading, - Packing list - Attested invoice (Form C16) 	48 hours on submission of service request and complete documentation	<p>Documentation – Transfer by Sea (General Cargo up to first 20FreightTons) - \$200 per Bill Lading</p> <p>Documentation – Transfer by Sea (General Cargo After first 20FreightTons) – \$2 per Freight Ton.</p> <p>Transfer by sea (First 20ft Container) - \$200 per Container Each Additional 20ft Container - \$50 per Container</p> <p>Documentation – Transfer by sea (First 40ft Container) - \$400 per Container Each Additional 40ft Container - \$100 per Container</p> <p>Documentation – Transfer by Sea Bulk Cargo (Metric Tons) - \$0.30 per Metric Ton</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
2	FREE ZONE AIR FREIGHT PROCEDURE	<ol style="list-style-type: none"> The manifest shall be provided to OGFZA prior to or upon arrival of aircraft by the airline Handling Company The Authority shall capture data into the Free Zone Management System from the manifest Licensee shall submit a request to the Authority to transfer goods to the Free Zone attaching a copy of Commercial invoice, Airway bill and packing list. The Authority, after verification of the Licensee's documents shall direct that a Transaction Request Order be generated. The Authority shall submit application letter to obtain Free Zone Customs approval for transfer of goods to the Zone. Nigeria Customs Service shall give approval for transfer of goods and obtain other Agencies' approvals for transfer. The Authority pays cargo handling, terminal and other airport Agencies charges and obtain a Delivery Order. Where the Delivery Order and Request to Transfer is duly endorsed, Nigeria Customs Service shall tally the goods by reconciling with the airway bill, packing list and manifest and then issue a landing certificate to the customs escort. Goods shall be transferred under Custom Escort to the Free Zone warehouse or stacking area. Upon arrival of goods in the Free Zone, the Free Zone Customs Command and the Authority shall verify, tally and reconcile the goods with the landing certificate After verification, the Free Zone Customs shall endorse the landing certificate for the Customs 	<ul style="list-style-type: none"> - Commercial Invoice - Airway bill - Packing List 	48 hours on submission of service request and complete documentation	<p>Inward Transfer 0- 300kg - \$3.5</p> <p>Inward Transfer 301- 700kg - \$3</p> <p>Inward Transfer 701- 3,000kg – \$2.5</p> <p>Inward Transfer 3,001-10,000kg - \$1.5</p> <p>Inward Transfer above 10,000kg</p> <p>Oversized Heavy Lift Cargo - \$1 per Kg plus Outlay + 20% Admin Charge</p> <p>Chartered Flight - \$1 per Kg plus Outlay + 20% Admin Charge Free Zone Air freight Warehouse Storage (after initial 20 days) - \$0.10 per kg/night</p> <p>Extraneous Handling Charges – Actual cost plus 20% Admin Charge</p> <p>Extra attendance after 5pm/Weekend/Public Holidays - \$100/day person</p> <p>Overtime (After 5pm) Weekdays - \$10/hour/person</p> <p>Overtime (after 5pm on Weekend/Public Hols) - \$20/hour/person</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria</p>

		<p>escort to return to the Airport as evidence of delivery.</p> <p>10. Upon arrival of goods in the Free Zone, the Free Zone Customs Command and the Authority shall verify, tally and reconcile the goods with the landing certificate</p> <p>11. After verification, the Free Zone Customs shall endorse the landing certificate for the Customs escort to return to the Airport as evidence of delivery.</p>			(CBN) rate as of the date of payment.
3	PROCEDURES FOR GOODS IMPORTED BY ROAD	<p>Goods shall be imported into the Free Zone by road in accordance with the following procedures:</p> <ol style="list-style-type: none"> The commercial invoice relating to the goods shall specify the value of the insurance, cost of the goods and freight The licensee shall apply in writing to the Authority to transfer under Customs Escort, any of its goods to the Free Zone at the expense of the licensee; The application referred to in paragraph (b) of this regulation shall be delivered to the Authority together with a copy of each of the following: Commercial Invoice, Waybill, and Packing List; The Authority may, after verification of the licensee's documents referred to in paragraph (c) of this regulation, forward a Transfer Request to the Nigeria Customs Service and the Free Zone Customs Command, which shall issue a Transfer Request Order to the Nigeria Customs Service at the point of entry; The Nigeria Customs Service at the point of entry shall tally and reconcile the waybill with the packing list and issue a landing certificate to the Custom Escort; and Upon arrival of the goods in the Free Zone, the Free Zone Customs Command shall verify, tally and reconcile the goods with the landing certificate. 	<ul style="list-style-type: none"> - Commercial Invoice - Waybill, - Packing List; 	48 hours on submission of service request and complete documentation	<p>Documentation – Transfer by road (General Cargo up to first 20FreightTons) - \$200 per Bill Lading</p> <p>Documentation – Transfer by road (General Cargo After first 20FreightTons)</p> <p>Documentation – \$2 per Freight Ton.</p> <p>Transfer by road (First 20ft Container) - \$200 per Container Each Additional 20ft Container - \$50 per Container</p> <p>Documentation – Transfer by road(First 40ft Container) - \$400 per Container Each Additional 40ft Container - \$100 per Container</p> <p>Documentation – Transfer by road Bulk Cargo (Metric Tons) - \$0.30 perMetric Ton</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
4	PROCEDURE FOR UNSTUFFING AND UNPACKING	<ol style="list-style-type: none"> The Licensee shall submit request for un-stuffing/un-packing of cargo to the Authority together with a copy of bill of lading/AWB, C16 Invoices and Transfer approval. The Authority, after verification of the licensees documents shall generate a Transaction Request Order The Authority shall submit a letter to obtain Free Zone Customs approval. The Nigeria Customs Service shall give approval for unstuffing/unpacking. 	<ul style="list-style-type: none"> - Bill of lading/AWB, - C16 Invoices - Transfer approval 	48 hours on submission of service request and complete documentation	<p>Documentation for Un-stuffing – unpacking - \$2 per Package</p> <p>Documentation for Un-stuffing – 20ft Container - \$50 per Container</p> <p>Documentation for Un-stuffing – 40ft Container - \$100 per Container</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
5		<ol style="list-style-type: none"> The Licensee shall submit application for free zone consumption to the Authority together with a copy of bill of lading/AWB, C16 Invoice, Single Goods Declaration (SGD), Packing List and Transfer approval. The Authority, after verification of the licensees documents shall generate a Transaction Request Order. 	<ul style="list-style-type: none"> - Bill of lading/AWB, - C16 Invoice, - Single Goods Declaration (SGD), - Packing List 	48 hours on submission of service request and complete documentation	<p>Zero Duty Documentation for CIFValue (\$0- 10,000) -\$300</p> <p>Zero Duty Documentation for CIF Value (\$10,001- \$200,000) - \$1000</p> <p>Zero Duty Documentation for CIF</p>

	PROCEDURE FOR PASSAGE OFFREE ZONE CONSUMPTION	<ol style="list-style-type: none"> 3. The Authority shall submit a letter to obtain Free Zone Customs approval. 4. The Nigeria Customs Service shall give approval for free zone consumption 5. Where approval is given on any good no duty shall be paid on such goods. 6. On the strength of the approval, the goods shall be examined by Customs and released for use within the Free Zone. 	<ul style="list-style-type: none"> - Transfer approval. 		<p>Value (\$200,001 and above) - \$3000</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
6	PROCEDURE FOR EXAMINATION / ASSESSMENT	<ol style="list-style-type: none"> 1. The Licensee shall submit an application for examination/assessment to the Authority together with a copy of bill of lading/AWB, C16 Invoice, Form M, PAAR, Commercial invoice, Declaration Form, Packing List, Transfer Approval and e-Payment/Duty Payment Receipt, if the Examination and Assessment, is for release on duty payment. 2. The Authority, after verification of the licensee's documents shall generate a Transaction Request Order. 3. The Authority shall submit a letter to obtain Free Zone Customs approval. 4. The Nigeria Customs Service shall give approval for the release and immediate use of goods. 5. With respect to application for Examination and Assessment on Exempt Bill of Entry, such as goods exempted from duty payment or paying minimal duty, a copy of the Exemption Certificate must be attached to the application for release. 	<ul style="list-style-type: none"> - Bill of lading/AWB, - C16 Invoice, - Form M, - PAAR, - Commercial invoice, - Declaration Form, Packing List, - Transfer Approval - E-Payment/Duty Payment Receipt 	<p>48 hours on submission of service request and complete documentation</p>	<p>Delivery Documentation- Import by Air - \$250 per AWB</p> <p>Delivery Documentation- Import by Sea - \$250 per Bill Lading</p> <p>Export Documentation by Air (0-300kg) - \$3.50kg</p> <p>Customs Examination: \$100 perBL/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
7	PROCEDURE FOR PRE-RELEASE (BOND)	<p>The release of goods into the Customs Territory through the Customs Scheduling System (Pre-Release) of cargo release shall be in accordance with the following procedures:</p> <ol style="list-style-type: none"> 1. The licensee shall apply to the Authority for registration under the Customs Scheduling System and the Authority shall endorse and forward the application to the Free Zone Customs Command for approval; 2. where approval is granted by the Free Zone Customs Command, the release of the goods shall be entered into a separate cargo tracking system opened by the Authority; 3. the licensee shall, provide a bank guarantee or bond to the Free Zone Customs Command for an amount sufficient to cover the duties; 4. the licensee shall submit an application for "Pre-Release of Free Zone Goods by Bond", attaching Custom's Transfer Approval, a copy of bank guarantee or bond, Report of Inspection, Bill of Lading or Airway Bill, Attested Invoice, Form M, Declaration or Exam Notice, to the Authority, for the release of the goods through Customs Scheduling System. 5. where the estimated duty on the goods under pre- lease has been paid, the Licensee shall, in addition to the requirement under paragraph (d) of this regulation, submit the PAAR and E-payment or Bank Receipt to the Authority, for the release of the goods; and 6. the Free Zone Customs shall, issue a Duty Scheduling Release Request Form to the licensee, who shall perfect the Free Zone 	<ul style="list-style-type: none"> - Custom's Transfer Approval, - A copy of bank guarantee or bond, - Report of Inspection, - Bill of Lading or Airway Bill, - Attested Invoice, - Form M, Declaration or Exam Notice 	<p>48 hours on submission of service request and complete documentation</p>	<p>\$150 per BL/AWB</p> <p>Processing of Bond: \$100 per Bond</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>

		Customs entry within 14 days of the release of the goods.			
8	CARGOTRACK INVENTORY SYSTEM	<ol style="list-style-type: none"> All deliveries of goods in the Free Zone shall be entered into the Authority's "cargotrack" inventory system (ERP). The Authority shall issue stock reports, from time to time, showing the movement of goods in the Free Zone. The licensee shall, on demand by the Authority or the Free Zone Customs Command, provide statistical data, delivery and receipt returns and any other information that may be required by the Authority. The Authority and the Free Zone Customs Command shall, at reasonable times have access to the factory, warehouse, assembly plant or any other premises of the licensee, for the purposes of examining any goods or records of the licensee. 			NO FEE
9	EXPORT OF GOODS FROM THE FREE ZONE TO THE CUSTOMS TERRITORY	<ol style="list-style-type: none"> The licensee shall submit a completed Form M to the bank with the original shipping documents relating to the transfer of the goods into the Free Zone and the country of origin of the goods on the Form M shall be the country where the goods were originally manufactured or produced, while the country of supply shall be Oil The licensee shall, submit a request for export to the Authority together with copies of the following documents, attested to by the bank: The Authority, after verification of the licensee's documents shall generate a Transaction Request Order. The Authority shall request the Free Zone Customs Command to examine, assess, value and classify the goods for importation into the Customs Territory. Examination of the goods by the Free Zone Customs Command shall be carried out and a Clean Report of Inspection issued. The licensee or its agent shall present a Clean Report of Inspection together with other relevant documents to the bank for the purposes of payment of duty. The licensee or its agent shall complete the Single Goods Declaration, Form attaching the Clean Report of Inspection, invoice, Bill of Lading, Packing List, Form C16 and the bank pay-in-slip for endorsement, processing and release to the licensee or its agent. 	<ul style="list-style-type: none"> - Commercial Invoice;; - Form M;; - Bill of Lading/AWB; - Packing List;; - Form C16(CCVO); - PAAR <p>- E-Payment or Receipt</p>	48 hours on submission of service request and complete documentation	<p>Export Documentation by Air: \$250</p> <p>Export Documentation by Sea: \$250</p> <p>Customs Examination: \$100</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
10	EXPORT OF GOODS OVERSEAS BY SEA	<ol style="list-style-type: none"> A Licensee shall submit application to the Authority together with copies of the following documents: <ol style="list-style-type: none"> Commercial Invoice; Bill of Lading; Packing List; and Export Declaration Form. The Authority, after verification of the licensee's documents shall generate a Transaction Request Order. The Authority shall request the Free Zone Customs Command to examine the goods, before the goods are released. The licensee or its agent shall submit the released documents to the shipping line for cargo booking. 	<ul style="list-style-type: none"> - Commercial Invoice; - Bill of Lading; - Packing List; - Export Declaration Form 	48 hours on submission of service request and complete documentation	<p>Export Documentation by Sea: \$250</p> <p>Customs Examination: \$100</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>

		<p>5. The Authority shall request the Terminal Operator to deliver the goods to the vessel under the Free Zone Customs Escort.</p> <p>6. The Free Zone Customs Escort shall present the release documents to the captain of the vessel for endorsement as evidence of shipment of the goods.</p> <p>7. The Free Zone Customs Escort shall, deliver the endorsed release documents to the Authority and the Free Zone Customs, for purposes of deleting the goods from the cargo inventory.</p> <p>8. The licensee shall perfect an Export Bill of Entry for the purposes of effecting final release by the Free Zone Customs Command.</p>			
11	EXPORT OF GOODS OVERSEAS BY AIR	<p>1. A licensee shall submit application to the Authority together with copies of each of the following documents:</p> <p>2. The Authority, after verification of the licensee's documents shall generate a Transaction Request Order.</p> <p>3. The Authority shall request the Free Zone Customs Command to examine the goods, before the release of the goods.</p> <p>4. The Authority shall request the Airport Customs Command to, approve the release documents for the purposes of the export of the goods.</p> <p>5. The licensee or its agent shall submit the release documents to the Nigerian Aviation Handling Company or any other handling company which shall endorse the Export Declaration Form.</p> <p>6. The Authority shall transfer the goods under the Free Zone Customs Escort to the Airport Customs Command and the Nigerian Aviation Handling Company or any other handling company for tallying, reconciliation, verification and delivery on-board the aircraft.</p> <p>7. The Free Zone Customs Escort shall, present the release documents to the captain of the aircraft for endorsement as evidence of air freight of the goods.</p> <p>8. The Free Zone Customs Escort shall deliver the endorsed release documents to the Authority and the Free Zone Customs Command for the purposes of deleting the goods from the cargo inventory.</p> <p>9. The licensee or the beneficiary of the services shall, perfect an Export Bill of Entry for final release by the Free Zone Customs Command</p>	<ul style="list-style-type: none"> - Commercial Invoice; - Air Way Bill; - Packing List; and - Export Declaration Form. 	48 hours on submission of service request and complete documentation	<p>Export Documentation by Air \$250</p> <p>Customs Examination: \$100</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
12	GOODS FROM THE CUSTOMS TERRITORY FOR REPAIRS OR MAINTENANCE IN THE FREE ZONE	<p>1. A licensee or any other person may, apply to the Authority for, the repairs or maintenance in the Free Zone of goods situate at or from the Customs Territory.</p> <p>2. The application for repairs or maintenance of the goods shall, be made to the Authority, stating the reasons for such repairs or maintenance.</p> <p>3. The Authority, after verification of the licensee's or other person's documents, shall generate a Transaction Request Order.</p> <p>4. The Authority shall approve the movement of the goods into the Free Zone and notify the Nigeria Customs Service.</p> <p>5. The Authority shall request the Free Zone Customs Command, to examine the items to be utilized for the repairs or maintenance of the goods.</p> <p>6. The Free Zone Customs Command shall issue a Clean Report of Inspection on the goods utilized for the repairs or maintenance, for the purposes of payment of duties.</p>		48 hours on submission of service request and complete documentation	<p>Repair and Maintenance of Goods: \$100 per BL/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>

13	<p>REPAIRS AND MAINTENANCE OF GOODS IN THE FREE ZONES FROM THE CUSTOMS TERRITORY FOR EXPORT</p>	<ol style="list-style-type: none"> 1. A licensee or any other person may apply to the Authority for the repairs or maintenance in the Free Zone of good from the Customs Territory, for purposes of export. 2. The application for the repairs or maintenance of the goods shall, be made to the Authority, stating the reasons for such repairs or maintenance. 3. The Authority, after verification of the documents shall generate a Transaction Request Order. 4. The Authority shall, request the Free Zone Customs Command to, examine and release the items to be utilized for the repairs and maintenance of the goods. 5. Upon the completion of repairs or maintenance, the licensee shall, issue an invoice showing the description and value of spare parts and components from the Free Zone stock items, which have been utilized in the repairs or maintenance of the goods 6. The Authority shall request the Terminal Operators to, deliver the goods repaired or maintained on board the vessels or aircraft under Free Zone Customs Escort. 7. The Free Zone Customs Escort shall present the release documents to the captain of the vessel or aircraft for endorsement as evidence of shipment or air freight of the goods. 8. The Free Zone Customs Escort shall, deliver the endorsed release documents to the Authority and the Free Zone Customs Command for the purposes of deleting the goods from the cargo inventory. 9. The licensee or the beneficiary of the services shall perfect an Export Bill of Entry for final release by the Free Zone Customs Command for purposes of export. 		<p>48 hours on submission of service request and complete documentation</p>	<p>Repair and Maintenance of Goods: \$100 per BL/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
14	<p>GOODS FOR REPAIRS OR MAINTENANCE IN THE CUSTOMS TERRITORY FROM THE FREE ZONES</p>	<ol style="list-style-type: none"> 1. A licensee may apply to the Authority, for the repairs or maintenance of the goods situate at or from the Customs Territory in the Free Zone. 2. The application for the repairs or maintenance of the goods shall be made to the Authority, stating the reasons for such repairs or maintenance. 3. The Authority, after verification of the licensee's documents shall generate a Transaction Request Order. 4. The Authority shall request the Free Zone Customs Command to, examine and release the goods from the Free Zone for repairs or maintenance in the Customs Territory. 5. The goods for repairs or maintenance shall be exported under Free Zone Customs Escort to the Customs Territory. 6. The release documents issued by Free Zone Customs Command shall specify the duration of the repairs or maintenance, provided that, the Free Zone Customs Command and the Authority may extend the duration for the repairs or maintenance. 7. Customs duty shall, be charged on any goods not returned within the time limit specified in the release documents, unless an application for an extension of time is made by the licensee and approved by the Free Zone Customs Command and the Authority. 		<p>48 hours on submission of service request and complete documentation</p>	<p>Repair and Maintenance of Goods: \$100 per BL/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>

		<p>8. Upon the completion of the repairs or maintenance of the goods, the licensee shall, import the goods under the Free Zone Customs Escort into the Free Zone.</p> <p>9. The Free Zone Customs Command shall examine, reconcile and verify the repaired or maintained goods imported into the Free Zone.</p>			
15	<p>PROCEDURES FOR TRANSFERRING GOODS BETWEEN LICENSEES</p>	<p>1. Where a licensee desires to sell goods situate in the Free Zone to another licensee, the licensee purchasing the goods shall complete and submit a Transaction Request Order to the Authority, together with all the relevant documents relating to the goods to be purchased.</p> <p>2. The procedures relating to exportation of goods from the Free Zone into the Customs Territory set out in regulation 40 of these Regulations shall apply to the transfer of goods between licensees, if the goods are destined for the Customs Territory.</p> <p>3. Where a licensee sells goods situate in the Free Zone to another licensee, the vendor licensee shall complete a Transaction Request Order specifying, among other things, that the goods are not for immediate consumption, transfer or export, as the case may be.</p> <p>4. Where the purchased goods are for consumption in the Free Zone, by the buyer, the provisions of regulation 50 of these Regulations shall apply.</p>	<ul style="list-style-type: none"> - Bill Lading/AWB, - Packing List, - Customs approval 	<p>48 hours on submission of service request and complete documentation</p>	<p>\$100 per BL/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
16	<p>PROCEDURES FOR TRANSFERRING GOODS FROM A FREE ZONE TO ANOTHER</p>	<p>1. The transfer of goods from a Free Zone overseas to a Free Zone in Nigeria shall, in the normal course of business be regarded as export.</p> <p>2. Where the transfer of goods is between two Free Zones in Nigeria, the approval of the Authority shall, be obtained and the goods shall, be transferred under Customs Escort.</p> <p>3. The licensee shall apply to the Authority for the transfer and the Authority shall forward the application to the Customs Area Controller in the Free Zone Command where the request was made.</p> <p>4. The Customs Area Controller in the Free Zone Command where the request was made shall forward the application to the Customs Area Controller in the Free Zone Command where the goods are located, requesting that the goods be transferred under Customs escort to his Command.</p> <p>5. The Customs Command in the Free Zone where the goods are located shall generate a Trans ire (Transit Manifest) and transfer the goods to the Free Zone Command where the request originated from.</p> <p>6. The Customs escort shall endorse landing certificate to the Authority and Free Zone Customs Command where the request originated from, who shall in turn endorse the landing certificate as evidence of transfer of the goods and for purposes of deleting the goods from the cargo inventory.</p>	<ul style="list-style-type: none"> - Transire (Transit Manifest) - BL/AWB. - Transfer approval, - Packing list 	<p>48 hours on submission of service request and complete documentation</p>	<p>Actual Cost (in USD) plus 10% AdminCharge</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
	<p>PROCEDURE FOR TEMPORARY MOVEMENT</p>	<p>1. A licensee may apply to the Authority in writing for Temporary Movement of goods to the Customs Territory.</p> <p>2. The application for Temporary Movement shall state the reasons and duration for the Temporary Movement.</p> <p>3. The licensee shall forward the application to the Authority together with copies of following documents:</p> <ul style="list-style-type: none"> (i) Commercial invoice/CCVO; (ii) Oil & Gas Free Zone Bond; 	<ul style="list-style-type: none"> - Commercial invoice/CCVO; - Oil & Gas Free Zone Bod;)Packing List; - Airway Bill/Bill of Lading or Free Zone waybill; - Customs Transfer Approval. 	<p>48 hours on submission of service request and complete documentation</p>	<p>\$500 per Transaction</p>

17		<p>(iii) Packing List; (iv) Airway Bill/Bill of Lading or Free Zone waybill; and (v) Customs Transfer Approval.</p> <p>4. The Authority shall request the Free Zone Customs Command to examine and release the goods on Temporary Movement from the Free Zone to the Customs Territory for a specified period, not exceeding 30 days.</p> <p>5. The Free Zone Customs Command release documents shall also specify the duration for the Temporary Movement.</p> <p>6. Customs duty shall be charged on the goods on Temporary Movement not returned within the specified duration, unless an application for the extension is made by the licensee and approved by the Authority and Customs.</p> <p>7. The licensee shall return the goods on Temporary Movement at the end of the approved time and shall notify the Authority in writing.</p> <p>8. The Authority shall request the Free Zone Customs Command to examine, reconcile and verify the returned goods on Temporary Movement.</p> <p>9. The Authority shall update the Free Zone stock with the returned goods</p>			<p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
18	<p>PROCEDURE FOR PROCESSING AND VALUE ADDITION IN THE FREE ZONE</p>	<p>1. The licensee shall apply to the Authority for examination and processing of Free Zone goods attaching the following documents:</p> <p>2. The Authority shall forward the application to the Free Zone Customs Command, who shall grant approval for the processing of the raw materials and duty shall be paid on the finished production before taken out of the Free Zone.</p> <p>3. The Authority shall raise a transaction request order in respect of the application.</p> <p>4. Upon completion of the processing, the licensee shall make another application to the Authority for the confirmation of the processed goods within the Free Zone attaching the following documents in addition to the documents specified in sub-regulation (1) of this regulation:</p> <p>5. The Authority, after verification of the licensee's documents and confirmation of the processing by the Free Zone Customs, the Authority shall generate Transaction Request Order.</p> <p>6. The Authority shall request the Free Zone Customs Command to examine, assess, value and classify the goods for importation in to the Customs Territory.</p> <p>7. Examination of the goods by the Free Zone Customs Command shall be carried out and a Clean Report of Inspection issued.</p> <p>8. The licensee or its agent shall present a Clean Report of Inspection together with other relevant documents to the bank for the purposes of payment of duty.</p> <p>9. The licensee or its agent shall, complete the Single Goods Declaration Form attaching the Clean Report of Inspection, pay-in-slip, Form M, PAAR and all other relevant documents for endorsement and processing for the release of the goods</p>	<ul style="list-style-type: none"> - Customs Transfer Letter - Bill of Lading or Airway Bill, - Attested Invoice - Commercial / Proforma Invoice - Packing List. 	<p>48 hours on submission of service request and complete documentation</p>	<p>\$100 per Bill Lading/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
		<p>Cargo on transit through the Free Zone, such as ship spares on transit, goods on export and goods transiting to another Free Zone, may be released by Customs without payment of duty, as follows:</p>	<ul style="list-style-type: none"> - Customs Transfer Letter - Bill of Lading or Airway Bill, - Attested Invoice 		<p>\$100 per Bill Lading/AWB</p>

19	PROCEDURE FOR TRANSITING GOODS THROUGH THE FREE ZONE	<ol style="list-style-type: none"> The Licensee shall apply to the Authority requesting for "Examination and Release" and attaching the following documents: The Authority shall generate a Transaction Request Order and apply to Customs for examination and release of the goods on transit, and On the strength of the examination, the goods shall be released. 	<ul style="list-style-type: none"> Commercial / Proforma Invoice Packing List. 	48 hours on submission of service request and complete documentation	Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.
20	PROCEDURE FOR RELEASE OF PERSONAL EFFECTS IN THE FREE ZONE	<ol style="list-style-type: none"> The procedure specified in regulation 54 of these Regulations shall apply to the release of the personal belongings of a Free Zone Licensee imported for or on behalf of their employee(s) for personal use either within the Free Zone or in the Customs' Territory. Without prejudice to the requirements specified in regulation 54 of these Regulations, the Data and Statistics Page of the Employee International Passport and Visa page shall be properly endorsed. 	<ul style="list-style-type: none"> Customs Transfer Letter Bill of Lading or Airway Bill, Attested Invoice Commercial / Proforma Invoice Packing List. 	48 hours on submission of service request and complete documentation	<p>\$100 per Bill Lading/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
21	PROCEDURE FOR TRANSLOADING OF GOODS IN THE FREE ZONE.	The procedure for unstuffing and unpacking specified in regulation 49 of these Regulations shall apply to the bulk transfer of good from the Barge to the Free Zone storage facilities.	<ul style="list-style-type: none"> Bill of Lading or Airway Bill, C16 Invoices Customs Transfer Approval, 	48 hours on submission of service request and complete documentation	<p>\$100 per Bill Lading/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
22	PROCEDURE FOR TESTING AND CALIBRATION OF GOODS IN THE FREE ZONE	For the purpose of testing and calibration, the Licensee shall apply to the Authority who shall forward the application to Customs for approval and if approval is granted, the exercise shall be done under the Customs observation	<ul style="list-style-type: none"> Bill of Lading or Airway Bill, Customs Transfer Approval, Commercial Invoice Packing List. 	48 hours on submission of service request and complete documentation	<p>\$100 per Bill Lading/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
23	PROCEDURE FOR PHYSICAL SIGHTING OF GOODS IN THE FREE ZONE	<ol style="list-style-type: none"> The licensee shall make application to the Authority for physical sighting of the goods attaching Bill of Lading or Airway Bill, Customs Transfer Approval, Commercial Invoice and Packing List. The Authority shall forward the application to Customs for approval and if approval is granted, the Customs and the Authority shall jointly carry out the sighting. 	<ul style="list-style-type: none"> Bill of Lading or Airway Bill, Customs Transfer Approval, Commercial Invoice Packing List. 	48 hours on submission of service request and complete documentation	<p>\$100 per Bill Lading/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
24	PROCEDURE FOR EXAMINATION AND ASSEMBLY IN THE FREE ZONE	<ol style="list-style-type: none"> The Licensee shall apply to the Authority for "Examination and Assembly" attaching Customs Transfer Approval, Bill of lading or Airway bill, Commercial Invoice and Packing list. The Authority shall forward the application to Customs for approval and after approval: <ol style="list-style-type: none"> the process of assemblage shall be carried out by the Licensee; and the Licensee shall keep proper records of the materials used during the operation Payment of duty through SGD shall be made when the goods are being taken to Customs Territory. 	<ul style="list-style-type: none"> Bill of Lading or Airway Bill, Customs Transfer Approval, Commercial Invoice Packing List. 	48 hours on submission of service request and complete documentation	<p>\$100 per Bill Lading/AWB</p> <p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
25	PROCEDURE FOR EXAMINATION AND CONVERSION FOR HOME USE	<ol style="list-style-type: none"> Where a Vendor Licensee wants to scrap goods released on Zero Duty Consumption and consumed in the Free Zone, he shall provide the following documents to the purchaser: After payment of the purchase price, the Vendor Licensee shall issue an official receipt and invoice the purchaser. 	<ul style="list-style-type: none"> Customs Transfer Approval; Letter of Sale; and Bill of lading or Airway bill. 	48 hours on submission of service request and complete documentation	\$100 per Bill Lading/A WB

		<p>3. The purchaser shall apply to the Authority attaching all the documents specified in sub-regulations (1) and (2) of this regulation.</p> <p>4. The Authority shall forward the application to Customs for examination and valuation of duty based on current devaluation of the goods.</p> <p>5. The goods shall be released by Customs after payment of duty</p>				<p>Payable in the Naira equivalent of the applicable fee using the prevailing Central Bank of Nigeria (CBN) rate as of the date of payment.</p>
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ESCLATION & COMPLAINTS FRAMEWORK

S/N	LEVEL	CONTACT POINT	CONTACT DETAILS	WHEN TO USE	RESPONSE TIME
1	Level 1	Customer Service	contact@ogfza.gov.ng +234 909 111 1184	Routine queries, document questions, minor delay, status update request	Instantly to maximum of 4 working hours
2	Level 2	Investor Relations Officer	michelle.woluchem@ogfza.gov.ng	SLA missed without explanation; no acknowledgement after 24 hours; inter-agency coordination failure disrupting operations	24 hours
3	Level 3	Director, Trade & investment	stella.ejire@ogfza.gov.ng	Level 2 response unsatisfactory; significant operational disruption caused by OGFZA delay	24 hours
4	Level 4	Office of the MD/CEO	lto.ro.ibokette@ogfza.gov.ng	Critical disruption; formal complaint; dispute over licence decision or appeal outcome requiring executive resolution	5 working days