FOURTH REPUBLIC
8TH NATIONAL ASSEMBLY
SECOND SESSION
NO. 43

HOUSE OF REPRESENTATIVES
FEDERAL REPUBLIC OF NIGERIA

VOTES AND PROCEEDINGS

Wednesday, 23 November, 2016

1. The House met at 11.10 a.m. Mr Speaker read the Prayers.

2. **Votes and Proceedings**
Mr Speaker announced that he had examined and approved the *Votes and Proceedings* of Tuesday, 22 November, 2016.

The Votes and Proceedings was adopted by unanimous consent.

3. **Announcements**

(*a*) ***Visitors in the Gallery*:**
Mr Speaker recognized the presence of the following visitors:

(*i*) Staff and Students of ***Kimiyya International College***, Badarawa Saminaka, Lere LGA, Kaduna State;

(*ii*) Staff and Students of ***Key Science Academy***, Masaka, Nasarawa State; and

(*iii*) Staff and Students of ***Baptist Nursery/Primary School***, Garki, Abuja.

(*b*) ***Bereavement*:**
Mr Speaker read a communication from Hon. Babajimi Benson (*Ikorodu Federal Constituency*), announcing the demise of Chief Rasheed Gbadamosi, a former Minister of the Federal Republic of Nigeria, and one time Chairman, Petroleum Products Price Regulatory Agency (PPPRA).

The House observed a minute silence in honour of the deceased.

(*c*) ***Ad-hoc Committees*:**
Mr Speaker announced members of the following *Ad-hoc* Committees:

(*i*) ***Committee on $17 Billion Stolen From Undeclared Crude Oil and Liquefied Natural Gas Exports to global destinations involving twenty (20) companies, two agencies of government, two law firms, and the Consultant (Technical Expert) appointed by the past government* (HR.75/2016):**

(1) Hon. Namdas Abdulrazak Sa'ad — *Chairman*
(2) Hon. Solomon Mauren — *Member*

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(3)	Hon. Isiaka Ibrahim	—	*Member*
(4)	Hon. Ahmed Bichi	—	*Member*
(5)	Hon. Loveth Idisi	—	*Member*
(6)	Hon. Nicholas Sarkin Noma	—	*Member*
(7)	Hon. Iduma Igariwey Enwo	—	*Member*
(8)	Hon. Talatu Yohanna	—	*Member*
(9)	Hon. Oluwole Oke	—	*Member*
(10)	Hon. Joseph Edionwele	—	*Member*
(11)	Hon. Rabi'u Garba Kaugawa	-	Member
(12)	Hon. Austin Chukwu Ekere	—	*Member*
(13)	Hon. Sopulochukwu Ezeonwuka	—	*Member*
(14)	Hon. Soyinka Olatunji	—	*Member*
(15)	Hon. Johnson Agbonayinman E.	—	*Member*
(16)	Hon. Abiodun Olasupo	—	*Member*

(*ii*) ***Committee on the Investigation of the Activities of the Federally Owned Development Finance Institutions (DFIs)*** **(HR. 81/2016):**

(1)	Hon. Chukwuemeka Anohu Reginald	—	*Chairman*
(2)	Hon. Mohammed Sidi Karasuwa	—	*Member*
(3)	Hon. Kehinde Agboola	—	*Member*
(4)	Hon. Samson Olusunbo Olugbemi	—	*Member*
(5)	Hon. Hussaini Kangiwa	—	*Member*
(6)	Hon. Ekpoattai Owoidighe	—	*Member*
(7)	Hon. Jarigbe Agom Jarigbe	—	*Member*
(8)	Hon. Nasiru Sule Garo	—	*Member*
(9)	Hon. Darlington Nwokocha	—	*Member*
(10)	Hon. Danladi Baido	—	*Member*
(11)	Hon. Usman Ibrahim Awyo	—	*Member*
(12)	Hon. Garba Sabo	—	*Member*
(13)	Hon. Emeka Ujam	—	*Member*
(14)	Hon. Akinjo Victor	—	*Member*
(15)	Hon. Mahmud Maina	—	*Member*
(16)	Hon. Obasa Tajudeen Adekunle	—	*Member*
(17)	Hon. Emmanuel Akpan	—	*Member*

(*iii*) ***Committee on the Investigation of the Directive of the Director-General, Budget Office of the Federation to the Managing Director of FERMA*** **(HR. 191/2016**

(1)	Hon. Pwajok Edward Gyang	—	*Chairman*
(2)	Hon. Emmanuel Egwu	—	*Member*
(3)	Hon. Ibrahim Kemba Abdullahi	—	*Member*
(4)	Hon. Gabriel Onyewife	—	*Member*
(5)	Hon. Diri Douye	—	*Member*
(6)	Hon. B. A. Yusuf	—	*Member*
(7)	Hon. Sani Saidu Fago	—	*Member*
(8)	Hon. Garba Umar Durbunde	—	*Member*
(9)	Hon. Adekola Segun Alexander	—	*Member*

(*iv*) ***Committee on the Investigation of Inability of the Automobile Industry to access to Foreign Exchange from Central Bank of Nigeria*** **(HR.141/2016):**

(1)	Hon. Kazeem Mukaila	—	*Chairman*
(2)	Hon. Muhammed Gausu Boyi	—	*Member*
(3)	Hon. Philip Gutuwa	—	*Member*
(4)	Hon. Hassan Omale	—	*Member*
(5)	Hon. Omosede Igbinedion	—	*Member*
(6)	Hon. Sodaguno Festus Omini	—	*Member*
(7)	Hon. Abbas Tajudeen	—	*Member*

(8)	Hon. Chris Azubogu	—	*Member*
(9)	Hon. Samaila Muaza Kasheri	—	*Member*
(10)	Hon. Abdullahi Usman Kukuwa	—	*Member*
(11)	Hon. Yahaya Choda Gora	—	*Member*
(12)	Hon. Oladimeji Ayodele	—	*Member*
(13)	Hon. Emma Oghene	—	*Member*

(*v*) ***Committee on the Investigation of Huge Debts and Criminal act of Sabotage by Oil Marketers in Connivance with the Management of PPMC*** **(HR. 91/2016):**

(1)	Hon. Abdullahi Mahmood Gaiya	—	*Chairman*
(2)	Hon. Bode Ayorinde	—	*Member*
(3)	Hon. Salisu Zakkari	—	*Member*
(4)	Hon. Israel Famurewa	—	*Member*
(5)	Hon. Ibrahim D. Murtala	—	*Member*
(6)	Hon. Peter Akpatason	—	*Member*
(7)	Hon. Nasiru Ali Ahmed	—	*Member*
(8)	Hon. Francis Uduyok	—	*Member*
(9)	Hon. Dennis Agbo	—	*Member*
(10)	Hon. Rahis Abdulkadir	—	*Member*
(11)	Hon. Jimoh Ojugbele	—	*Member*
(12)	Hon. Gadaka Ismaila	—	*Member*
(13)	Hon. Tope Olayenu Danladi	—	*Member*
(14)	Hon. Muhammed D. Kurfi	—	*Member*
(15)	Hon. Mutiu Shadimu	—	*Member*
(16)	Hon. Johnbull Shekarau	—	*Member*
(17)	Hon. Aminu Ashiru Mani	—	*Member*

4. Petition

A petition from David Korikya Akure on his dismissal from the service of the Nigerian Railway Corporation, was presented and laid by Hon. Herman Hembe (*Konshisha/Vandekiya Federal Constituency*).

Petition referred to the Committee on Public Petitions.

5. Matters of Urgent Public Importance (Standing Order Eight, Rule 4)

(*i*) ***Need for an Action Plan to Ensure Food Security Amidst Competing Export Demands Threatening the Anticipated Bumper Harvest in the Country*:**

Hon. Danburam Abubakar Nuhu (*Kano Municipal Federal Constituency*) introduced the matter and prayed the House to:

(*a*) consider and approve the matter as one of urgent public importance; and

(*b*) suspend Order Eight, Rule 4 (3) to allow debate on the matter forthwith.

Question that the matter be considered as one of urgent public importance — Agreed to.

Question that the House do suspend Order Eight, Rule 4 (3) *to enable it debate the matter forthwith — Agreed to.*

Need for an Action Plan to Ensure Food Security Amidst Competing Export Demands Threatening the Anticipated Bumper Harvest in the Country:

The House:

Notes that the agricultural revolution in the country has since led to many States relishing bumper harvests and surpassing set targets particularly in the grain production;

Also notes that recently, the Minister of State for Agriculture in a meeting with foreign agro-investors and the Vice President at the Presidential Villa gave an assurance that the country would have sufficient food in the next harvest season;

Aware that the anticipated bumper harvests is expected to meet local demand as well as export needs by 2017;

Concerned that the Ministry of Agriculture and some agricultural associations have raised concerns about massive rate of exportation, which could lead to shortage of grains in Nigeria by January due to high demand for grains from African countries as distant as Libya and Algeria, and from other places as far away as Brazil;

Also concerned that this troubling exportation is largely facilitated in Dawanau market in Kano, Maigatari market in Jigawa, Bama Market in Borno, and Ilela Market in Sokoto, as well as three other main markets in Kebbi State amongst other markets, with an estimation that no fewer than 500 trucks loaded with grains leave these markets every week;

Desirous of ensuring food security amongst other competing ends in order to affirm the objective of diversification while also enhancing export opportunities and self sufficiency;

Resolves to:

Mandate the Committee on Agricultural Production and Services to urgently investigate this unfortunate situation with the view to ensuring that the Ministry of Agriculture synergizes efforts with relevant MDAs towards developing an action plan to avert this unhealthy competition of export at the expense of local demand and a possible famine in 2017 (*Hon. Danburam Abubakar Nuhu — Kano Municipal Federal Constituency*).

Debate.

Agreed to.

The House:

Noted that the agricultural revolution in the country has since led to many States relishing bumper harvests and surpassing set targets particularly in the grain production;

Also noted that recently, the Minister of State for Agriculture in a meeting with foreign agro-investors and the Vice President at the Presidential Villa gave an assurance that the country would have sufficient food in the next harvest season;

Aware that the anticipated bumper harvests is expected to meet local demand as well as export needs by 2017;

Concerned that the Ministry of Agriculture and some agricultural associations have raised concerns about massive rate of exportation, which could lead to shortage of grains in Nigeria by January due to high demand for grains from African countries as distant as Libya and Algeria, and from other places as far away as Brazil;

Also concerned that this troubling exportation is largely facilitated in Dawanau market in Kano, Maigatari market in Jigawa, Bama Market in Borno, and Ilela Market in Sokoto, as well as three other main markets in Kebbi State amongst other markets, with an estimation that no fewer than 500 trucks loaded with grains leave these markets every week;

Desirous of ensuring food security amongst other competing ends in order to affirm the objective of diversification while also enhancing export opportunities and self sufficiency;

Resolved to:

Mandate the Committee on Agricultural Production and Services to urgently investigate this unfortunate situation with the view to ensuring that the Ministry of Agriculture synergizes efforts with relevant MDAs towards developing an action plan to avert this unhealthy competition of export at the expense of local demand and a possible famine in 2017 (**HR. 204/2016**).

(*ii*) ***Need to Avert Imminent Total Blackout in Nigeria*:**
Hon. Albert Abiodun Adeogun (*Ife North/Ife Central/Ife South/Ife East Federal Constituency*) introduced the matter and prayed the House to:

(*a*) consider and approve the matter as one of urgent public importance; and

(*b*) suspend Order Eight, Rule 4 (3) to allow debate on the matter forthwith.

Question that the matter be considered as one of urgent public importance — ***Agreed to.***

Question that the House do suspend Order Eight, Rule 4 (3) *to enable it debate the matter forthwith* — ***Agreed to.***

Need to Avert Imminent Total Backout in Nigeria:

The House:

Notes the widely published in newspapers the imminent blackout throughout Nigeria;

Also notes that the imminent threat of blackout is due to huge debts owed power generation and distribution companies by the Armed Forces, government Ministries, Departments and agencies;

Aware that the debts owed Gas Manufactures, GENCOs and DISCOs by customers which are over ₦400 bn (four hundred billion Naira) is distorting production, generation and distribution corridors;

Also aware that the umbrella association of gas producers — Nigeria Gas Association (NGA) — had, during their 10th International Conference and exhibition held between 31 October - 4 November, 2016, at Transcorp warned of the likelihood of blackout in Nigeria before the end of 31 December, 2016, for non-payment for Gas supplied for power generation and that it may attenuate their will to continue to supply gas for power;

Concerned that if the debts owed Gas Producers, GENCOs and DISCOs are not paid most of the power generation cannot go beyond 2016;

Also concerned that inability of the DISCOs to pay NBET which is the bulk purchaser of energy generated has hampered the ability to pay the GENCOs and who in turn is unable to pay Gas Manufacturers;

Worried that blackout in Nigeria will further cripple the economy, worsen the security situation particularly in the North East and lead to closure of all energy propelled Sectors;

Resolves to:

(*i*) Urge the Federal Government to intervene in the imminent threat of blackout by the Gas manufacturers and the energy Companies by under-writing and issuing treasury bills to cover the debt owed by the Armed Forces, Ministries Departments and Agencies so as to give life to the power sector to avoid the likelihood of the blackout;

(*ii*) also urge the Federal Government to fully privatise the power sector by removing the middle role of NBET and enhance NERC's responsibility as regulatory organ in the power sector; and

(*iii*) mandate the Committee on Power to promptly interface with Gas producers, GENCOs, NBET and DISCOs with a view to finding out the dislocation on the Gas to power attributed to debt profile of the stake holders in the energy sector (*Hon. Albert Abiodun Adeogun — Ife Central/Ife East/Ife South/Ife North Federal Constituency*).

Debate.

Agreed to.

The House:

Noted the widely published in newspapers the imminent blackout throughout Nigeria;

Also noted that the imminent threat of blackout is due to huge debts owed power generation and distribution companies by the Armed Forces, government Ministries, Departments and agencies;

Aware that the debts owed Gas Manufactures, GENCOs and DISCOs by customers which are over ₦400 bn (four hundred billion Naira) is distorting production, generation and distribution corridors;

Also aware that the umbrella association of gas producers — Nigeria Gas Association (NGA) — had, during their 10th International Conference and exhibition held between 31 October - 4 November, 2016, at Transcorp warned of the likelihood of blackout in Nigeria before the end of 31 December, 2016, for non-payment for Gas supplied for power generation and that it may attenuate their will to continue to supply gas for power;

Concerned that if the debts owed Gas Producers, GENCOs and DISCOs are not paid most of the power generation cannot go beyond 2016;

Also concerned that inability of the DISCOs to pay NBET which is the bulk purchaser of energy generated has hampered the ability to pay the GENCOs and who in turn is unable to pay Gas Manufacturers;

Worried that blackout in Nigeria will further cripple the economy, worsen the security situation particularly in the North East and lead to closure of all energy propelled Sectors;

Resolved to:

(*i*) Urge the Federal Government to intervene in the imminent threat of blackout by the Gas manufacturers and the energy Companies by under-writing and issuing treasury bills to cover the debt owed by the Armed Forces, Ministries Departments and Agencies so as to give life to the power sector to avoid the likelihood of the blackout;

(*ii*) also urge the Federal Government to fully privatise the power sector by removing the middle role of NBET and enhance NERC's responsibility as regulatory organ in the power sector; and

(*iii*) mandate the Committee on Power to promptly interface with Gas producers, GENCOs, NBET and DISCOs with a view to finding out the dislocation on the Gas to power attributed to debt profile of the stake holders in the energy sector **(HR. 205/2016)**.

6. Presentation and First Reading of Bills

The following Bills were read the *First Time*:

(1) Counterfeit and Fake Drugs and Unwholesome Processed Foods (Miscellaneous Provisions) Act (Amendment) Bill, 2016 (HB. 846).

(2) National Automotive Design and Development Council Bill, 2016 (HB. 845).

(3) Constitution of the Federal Republic of Nigeria, 1999 (Alteration) Bill, 2016 (HB. 847).

(4) Agricultural Produce Price Control Agency of Nigeria (Establishment) Bill, 2016 (HB. 848).

(5) Joint Admissions and Matriculation Board Act (Amendment) Bill, 2016 (HB. 849).

(6) National Business and Technical Examinations Board Act (Amendment) Bill, 2016 (HB. 850).

(7) National Examinations Council Act (Amendment) Bill, 2016 (HB. 851).

(8) Agriculture (Control of Importation) Act (Amendment) Bill, 2016 (HB. 852).

(9) National Defense Research and Development Center (Establishment) Bill, 2016 (HB. 853).

(10) Constitution of Federal Republic of Nigeria, 1999 (Alteration) Bill, 2016 (HB. 854).

(11) National Inland Waterways Authority Bill, 2016 (HB. 855).

(12) Nigerian Ports and Harbours Authority Bill, 2016 (HB. 856).

(13) Deoxyribonucleic Acid (DNA) Bill, 2016 (HB. 857)

7. Presentation of Reports

(*i*) ***Committee on Capital Market and Institutions:***

Motion made and Question proposed, "That the House do receive the Report of the Committee on Capital Market and Institutions on the Urgent Need to Address the Vexed Issue of Unclaimed Dividend Funds and its Effects on the Capital Market **(HR. 10/2016)**" (*Hon. Yusuf Ayo Tajudeen — Ijumu/Kabba-Bunu Federal Constituency*).

Agreed to.

Report laid.

(*ii*) ***Committee on Capital Market and Institutions*:**
Motion made and Question proposed, "That the House do receive the Report of the Committee on Capital Market and Institutions on the Downward Trend of the Nigerian Stock Market (**HR. 269/2015**)" (*Hon. Yusuf Ayo Tajudeen — Ijumu/Kabba-Bunu Federal Constituency*).

Agreed to.

Report laid.

(*iii*) ***Committee on Banking and Currency*:**
Motion made and Question proposed, "That the House do receive the Report of the Committee on Banking and Currency on a Call to Investigate the Implementation of the Cashless Policy to Ameliorate the Sufferings of Nigerians (**HR. 227/2015**)" (*Hon. Jones Chukwudi Onyereri — Nkwerre/Isu/Nwangele/Njaba Federal Constituency*).

Agreed to.

Report laid.

(*iv*) ***Committee on Banking and Currency*:**
Motion made and Question proposed, "That the House do receive the Report of the Committee on Banking and Currency on the Urgent Need for Banks to Comply with the Directive of the Central Bank of Nigeria on Zero Commission on Turnover (COT) charges by Banks (**HR. 01/2016**)" (*Hon. Jones Chukwudi Onyereri — Nkwerre/Isu/Nwangele/Njaba Federal Constituency*).

Agreed to.

Report laid.

(*v*) ***Committees on Defence, Army, Police, and Interior*:**
Motion made and Question proposed, "That the House do receive the Report of the Committees on Defence, Army, Police Affairs, and Interior on the Urgent Need to Stop the Incessant Armed Robbery Attacks, Abductions and Kidnappings in Birnin Gwari/Giwa Federal Constituency of Kaduna State (**HR. 29/2016**)" (*Hon. Ahwinahwi Solomon — Ughelli North/Ughelli South/Udu Federal Constituency*).

Agreed to.

Report laid.

(*vi*) ***Committee on Defence*:**
Motion made and Question proposed, "That the House do receive the Report of the Committee on Defence on the Urgent Need to Open the Magadali-Gwoza Road in Adamawa and Borno States, to Allow Free Movements of Persons, Food and Medical Supplies into Gwoza Town (**HR. 27/2016**)" (*Hon. Ahwinahwi Solomon — Ughelli North/Ughelli South/Udu Federal Constituency*).

Agreed to.

Report laid.

(*vii*) ***Committee on Defence*:**
Motion made and Question proposed, "That the House do receive the Report of the Committee on Defence on the Destruction of National Assets in the Niger Delta, and the Consequential Military Siege (**HR. 27/2016**)" (*Hon. Ahwinahwi Solomon — Ughelli North/Ughelli South/Udu Federal Constituency*).

Agreed to.

Report laid.

8. **A Bill for an Act to Authorize the issue from the Statutory Revenue Fund of the Nigerian Communications Commission the Total Sum of (₦70,672,492,000.00) Seventy Billion, Six Hundred and Seventy-Two Million, Four Hundred and Ninety-Two Thousand Naira only, out of which the sum of (₦22,211,186,000.00) Twenty-Two Billion, Two Hundred and Eleven Million, One Hundred and Eighty-Six Thousand Naira only, is for Recurrent Expenditure, the sum of (₦15,651,475,000.00) Fifteen Billion, Six Hundred and Fifty-One Million, Four Hundred and Seventy-Five Thousand Naira only, is for Capital Expenditure, the sum of (₦6,557,708,000.00) Six Billion, Five Hundred and Fifty-Seven Million, Seven Hundred and Eight Thousand Naira only, is for Special Projects while the sum of (₦8,584,000,000.00) Eight Billion, Five Hundred and Eighty-Four Million Naira only, and (₦17,668,123,000.00) Seventeen Billion, Six Hundred and Sixty-Eight Million, One Hundred and Twenty-Three Thousand Naira only, will be transferred to the Universal Service Provision Fund (USPF) and the Federal Government of Nigeria, respectively and from the Universal Service Provision Fund (USPF) the Sum of (₦16,325,268,000.00) Sixteen Billion, Three Hundred and Twenty-Five Million , Two Hundred and Sixty-Eight Thousand Naira only, for the Year Ending on 31 December, 2016 (HB. 740) — *Third Reading***
Motion made and Question proposed, "That a Bill for an Act to Authorize the issue from the Statutory Revenue Fund of the Nigerian Communications Commission the Total Sum of (₦70,672,492,000.00) Seventy Billion, Six Hundred and Seventy-Two Million, Four Hundred and Ninety-Two Thousand Naira only, out of which the sum of (₦22,211,186,000.00) Twenty-Two Billion, Two Hundred and Eleven Million, One Hundred and Eighty-Six Thousand Naira only, is for Recurrent Expenditure, the sum of (₦15,651,475,000.00) Fifteen Billion, Six Hundred and Fifty-One Million, Four Hundred and Seventy-Five Thousand Naira only, is for Capital Expenditure, the sum of (₦6,557,708,000.00) Six Billion, Five Hundred and Fifty-Seven Million, Seven Hundred and Eight Thousand Naira only, is for Special Projects while the sum of (₦8,584,000,000.00) Eight Billion, Five Hundred and Eighty-Four Million Naira only, and (₦17,668,123,000.00) Seventeen Billion, Six Hundred and Sixty-Eight Million, One Hundred and Twenty-Three Thousand Naira only, will be transferred to the Universal Service Provision Fund (USPF) and the Federal Government of Nigeria, respectively and from the Universal Service Provision Fund (USPF) the Sum of (₦16,325,268,000.00) Sixteen Billion, Three Hundred and Twenty-Five Million , Two Hundred and Sixty-Eight Thousand Naira only, for the Year Ending on 31 December, 2016 (HB. 740) be now read the Third Time" (*Hon. Femi Gbajabiamila — House Leader*).

Agreed to.

Bill read the Third Time, and passed.

9. **A Bill for an Act to Establish the National Postgraduate College of Medical Laboratory Science and for Other Matters Connected Therewith (HB. 405) — *Third Reading***
Motion made and Question proposed, "That a Bill for an Act to Establish the National Postgraduate College of Medical Laboratory Science and for Other Matters Connected Therewith (HB. 405) be now read the Third Time" (*Hon. Femi Gbajabiamila — House Leader*).

Agreed to.

Bill read the Third Time, and passed.

10. **A Bill for an Act to Provide for the Domestication and Enforcement in Nigeria of the Avoidance of Double Taxation Agreement between the Federal Republic of Nigeria and the Kingdom of Spain and for Other Related Matters (HB. 444) — *Third Reading***
Motion made and Question proposed, "That a Bill for an Act to Provide for the Domestication and Enforcement in Nigeria of the Avoidance of Double Taxation Agreement between the Federal Republic of Nigeria and the Kingdom of Spain and for Other Related Matters (HB. 444) be now read the Third Time" (*Hon. Femi Gbajabiamila — House Leader*).

Agreed to.

Bill read the Third Time, and passed.

11. **A Bill for an Act to Provide for the Domestication and Enforcement in Nigeria of the Avoidance of Double Taxation Agreement between the Federal Republic of Nigeria and the Republic of South Korea and for Other Related Matters (HB. 445) — *Third Reading***
Motion made and Question proposed, "That a Bill for an Act to Provide for the Domestication and Enforcement in Nigeria of the Avoidance of Double Taxation Agreement between the Federal Republic of Nigeria and the Republic of South Korea and for Other Related Matters (HB. 445) be now read the Third Time" (*Hon. Femi Gbajabiamila — House Leader*).

Agreed to.

Bill read the Third Time, and passed.

12. **A Bill for an Act to Provide for the Domestication and Enforcement in Nigeria of the Avoidance of Double Taxation Agreement between the Federal Republic of Nigeria and the Kingdom of Sweden and for Other Related Matters (HB. 443) — *Third Reading***
Motion made and Question proposed, "That a Bill for an Act to Provide for the Domestication and Enforcement in Nigeria of the Avoidance of Double Taxation Agreement between the Federal Republic of Nigeria and the Kingdom of Sweden and for Other Related Matters (HB. 443) be now read the Third Time" (*Hon. Femi Gbajabiamila — House Leader*).

Agreed to.

Bill read the Third Time, and passed.

13. **A Bill for an Act to Amend the Small and Medium Scale Enterprises Development Agency Act, Cap. S19, Laws of the Federation of Nigeria, 2004, to expressly provide the Agency with Powers to Protect Artisans, Market Women and Traders and Organize them into Clusters for Optimum Benefits, and a Bill for an Act to Repeal the Small and Medium Scale Enterprises Development Agency Act, Cap. S19, Laws of the Federation of Nigeria, 2004, and Re-enact the Small and Medium Enterprises Development Agency of Nigeria (SMEDAN) and for Other Related Matters (HBs 803 and 808) — *Second Reading***
Motion made and Question proposed, "That a Bill for an Act to Amend the Small and Medium Scale Enterprises Development Agency Act, Cap. S19, Laws of the Federation of Nigeria, 2004, to expressly provide the Agency with Powers to Protect Artisans, Market Women and Traders and Organize them into Clusters for Optimum Benefits, and a Bill for an Act to Repeal the Small and Medium Scale Enterprises Development Agency Act, Cap. S19, Laws of the Federation of Nigeria, 2004, and Re-enact the Small and Medium Enterprises Development Agency of Nigeria (SMEDAN) and for Other Related Matters (HBs 803 and 808) be now read a Second Time" (*Hon. Ossai Nocholas Ossai — Ndokwa West/Ndokwa East/Ukwuani Federal Constituency and 1 other*).

Debate.

Question that the Bill be read a Second Time — Agreed to.

Bill read the Second Time.

Bill referred to the Committee on Industry.

14. **A Bill for an Act to Ensure that Diverse Resources are Available in Sustainable Quantities and at Affordable Prices in Support of Economic Growth and Poverty Alleviation, Taking into Account Environmental Management Requirements and Interactions Amongst Economic Sectors to Provide for Energy Planning, Increased Generation and Consumption of Renewable Energies, Contingency Energy Supply and for Other Related Matters (HB. 823)** — *Second Reading*

Order read; deferred by leave of the House.

15. **A Bill for an Act to Amend the Administrative Staff College of Nigeria Act, Cap. A.4, Laws of the Federation of Nigeria, 2004, to Provide for the Tenure of Office of the Director-General of the Staff College and Expand the Scope of the Act, and for Other Related Matters (HB. 666)** — *Second Reading*

Order read; deferred by leave of the House.

16. **A Bill for an Act to Provide for the Prevention, Control and Management of Cerebrospinal Meningitis and for Other Related Matters (HB. 785)** — *Second Reading*

Order read; deferred by leave of the House.

17. **A Bill for an Act to Provide for the Establishment of an Agency and for the Use of the Sum Received from the Allocation of the Federation Account for Tackling Erosion and Desert Encroachment Problems in Parts of the Federation and for Other Related Matters (HB. 621)** — *Second Reading*

Order read; deferred by leave of the House.

18. **Receipt and approval of the Request for Virement of Funds in the Appropriation Act, 2016**
Motion made and Question proposed:

The House:

Recalls that on Wednesday, November 16, 2016, the House by Resolution committed the request for virement of funds in the Appropriation Act, 2016, to the Committee on Appropriations for further Legislative inputs;

Aware that the Committee had on Thursday, November 17, 2016, and Monday, November 21, 2016, met with the relevant stakeholders;

Also aware that the affected MDAs justified the need for intervention and approval of the virement for their respective Agencies;

Notes that the Committee observed that there are other areas of critical needs with potentials for development and stimulating the economy and for which additional funds could be provided through virement from the Special Intervention Programme;

Resolves to:

Receive and approve the request for virement of funds in the Appropriation Act, 2016 as follows:

		(₦)
	Recurrent	
(*i*)	Service Wide Vote: Public Service Wage Adjustment (PSWA)	71,800,215,270
(*ii*)	Service Wide Vote: Contingency	1,200,000,000
(*iii*)	Service Wide Vote: Margin for increase in Cost (MIC)	2,000,000,000
(*iv*)	Ministry of Interior: Cadet feeding-Police Academy, Wudil, Kano	932,400,000
(*v*)	Service Wide Vote: Amnesty Programme	35,000,000,000
(*vi*)	Service Wide Vote: Internal Operations of the Armed Forces	5,205,930,270
(*vii*)	Service Wide Vote: Operation Lafiya Dole	13,933,093,000
(*viii*)	Ministry of Youth and Sports Development: NYSC	19,792,018,400
(*ix*)	Ministry of Foreign Affairs: Foreign Missions	16,349,647,078
(*x*)	Federal Ministry of Education: Augmentation of Meal Subsidy/Direct Teaching & Lab Cost	900,000,000
	Sub Total:	**167,113,304,018**
	Statutory Transfer	
(*i*)	Statutory Transfer: Public Complaints Commission	2,500,000,000
	Sub Total:	**2,500,000,000**
	Special Intervention (Recurrent) Sub-Total	**169,613,304,018**
	Capital	
(*i*)	Ministry of Defence: Nigerian Air Force (NAF)	12,708,367,476
(*ii*)	Capital Supplementation: Presidential Initiative for the North East (PINE)	1,500,000,000
(*iii*)	Payment of local Contractors Debts/Other Liabilities	25,000,000,000
	Special Intervention (Capital) Sub-Total	**39,208,367,476**
	Grand Total:	**208,821,671,494**

Federal Ministry of Power, Works and Housing:
That the sum of ₦300 Million appropriated in the 2016 Budget under the Transmission Company of Nigeria (TCN) for the construction of 132 KVA Substation at Gwaram, Jigawa State be vired for the Reconstruction of Fallen Towers, Replacement of Glass Insulators, etc. for Gagarawa, Jigawa State (TCN01B021775) (*Hon. Mustapha Bala Dawaki — Dawakin Kudu/Warawa Federal Constituency*).

Agreed to.

19. **Abandonment of Contract for the Dualization of Airport to Iwofe Road, Rivers State**

Order read; deferred by leave of the House.

20. **Need to Rehabilitate the Dilapidated Aba-Onicha-Ngwa and Old Aba-Owerri Ekeapara NNPC Federal Highways**
Motion made and Question proposed:

The House:

Notes the deplorable conditions of Aba-Onicha-Ngwa and old Aba-Owerri Ekeakpara NNPC Federal highways which serve as a link between Abia, Imo, Ebonyi, Akwa Ibom and Cross River States;

Also notes the poor condition of Aba-Onicha-Ngwa road has made several trailers, tankers and other heavy duty vehicles carrying petroleum products to resort to using other local routes, while traders, as well as farmers who move their agricultural products, now spend several hours on a journey which ordinarily should take forty-five minutes, as vehicles have to pass through Umuahia which is a longer route; thus impacting adversely on the commercial and economic activities, particularly as Aba is the commercial nerve centre of the South East;

Concerned that with the continuous neglect of the ever busy Old Aba-Owerri Ekeakpara NNPC Federal Highways, the Osisioma industrial layout which is home for several large industries like Guinness, Geometrics, Chemlap Ltd, NNPC depot, which is the only functional depot in the South East, would become inaccessible;

Resolves to:

(*i*) urge the Federal Roads Maintenance Agency (FERMA) to repair the Highways as an interim measures; and

(*ii*) mandate the Committees on Works, and FERMA to interface with the Federal Ministry of Works, Power and Housing and the Federal Road Maintenance Agency (FERMA) to include the reconstruction of the Highways in the 2017 budget proposal (*Hon. Solomon Adaelu — Obingwa/Osisioma/Ugunagbo Federal Constituency*).

Agreed to.

(HR. 206/2016).

Motion referred to the ***Committees on Works, and Federal Roads Maintenance Agency (FERMA)****, pursuant to Order Eight, Rule* 9 (5).

21. **Need to Dualize the Kano-Danbatta-Kazaure-Sandamu-Daura-Kangolam-Mai'adua Federal Road**

Motion made and Question proposed:

The House:

Notes that the single lane road which links Kano, Jigawa and Katsina States through to Niger Republic is in such a pitiably deplorable condition that it portends a great danger to the lives of commuters;

Also notes that since the construction of the 149 kilometres Road decades ago, no major rehabilitation work has been carried out on it despite the magnitude of vehicular movements on a daily basis;

Informed that the deplorable state of the road is adversely affecting socio-economic activities in the areas;

Cognizant that the dualization of the road will ease the movements of commuters and goods across the States, save lives from avoidable accidents and eliminate the menace of miscreants who take advantage of the bad road to harass and rob commuters;

Resolves to:

(*i*) urge the Federal Roads Maintenance Agency (FERMA) to carry out a rehabilitation of the road as an interim measure to ease the hardships of the people;

(*ii*) call on the Federal Ministry of Works, Power and Housing to include the dualization of the road in the 2017 Budget estimates; and

(*iii*) mandate the Committees on Federal Roads Maintenance Agency (FERMA), and Works to ensure compliance and report back to the House within eight (8) weeks for further legislative action (*Hon. Sani Saidu Fago — Daura/Mai'adua/Sandamu Federal Constituency and 2 others*).

Agreed to.

(HR. 207/2016).

Motion referred to the Committees on Federal Roads Maintenance Agency (FERMA), and Works, pursuant to Order Eight, Rule 9 (5).

22. **The Non Availability of Telecommunications Services in More than Two Hundred Rural Communities Spread Across the Six Geopolitical Zones in Nigeria**
Motion made and Question proposed:

The House:

Recalls that about 15 years ago, the Federal Government liberalized the telecommunications sector which opened a flood gate of investments in the sector;

Notes that the liberalization was equivalent to a telecommunications revolution which transformed the way people do business, communicate and live their lives, but ironically, most Nigerians who live in the rural areas have not been part of this revolution as they have remained "marginalized";

Aware that the Federal Government recently identified over two hundred and seven subsidy clusters across the six geopolitical zones of Nigeria where telecoms services are not available;

Also aware that an investigation carried out showed that over 36.8 million Nigerians are still living in the "dark", completely cut off from the super highway of the telecommunications revolution that swept across the country like a hurricane;

Concerned about the refusal of operators of the telecommunications networks to invest in providing services to rural communities which may, essentially be due to pecuniary considerations;

Cognizant that the provision of these service to the rural communities would enhance exploitation of the economic potentials of the communities and improve the standards of living of the rural dwellers;

Resolves to:

(*i*) urge the Nigeria Communications Commission to synergize with telecommunications operators with a view to making telecommunications services available to the rural populace;

(*ii*) also urge the Federal Government to extend the National Electricity grid to every nook and cranny of the country, to reduce infrastructural investment costs by telecommunications operators in providing services to rural communities as well as providing them electricity for improved economic activities; and

(*iii*) mandate the Committees on Telecommunications, and Power to ensure adherence and report back to the House within eight (8) weeks for further legislative action (*Hon. Joseph Edionwele — Esan Central/Esan West/Igueben Federal Constituency*).

Debate.

Agreed to.

The House:

Recalled that about 15 years ago, the Federal Government liberalized the telecommunications sector which opened a flood gate of investments in the sector;

Noted that the liberalization was equivalent to a telecommunications revolution which transformed the way people do business, communicate and live their lives, but ironically, most Nigerians who live in the rural areas have not been part of this revolution as they have remained "marginalized";

Aware that the Federal Government recently identified over two hundred and seven subsidy clusters across the six geopolitical zones of Nigeria where telecoms services are not available;

Also aware that an investigation carried out showed that over 36.8 million Nigerians are still living in the "dark", completely cut off from the super highway of the telecommunications revolution that swept across the country like a hurricane;

Concerned about the refusal of operators of the telecommunications networks to invest in providing services to rural communities which may, essentially be due to pecuniary considerations;

Cognizant that the provision of these service to the rural communities would enhance exploitation of the economic potentials of the communities and improve the standards of living of the rural dwellers;

Resolved to:

(*i*) urge the Nigeria Communications Commission to synergize with telecommunications operators with a view to making telecommunications services available to the rural populace;

(*ii*) also urge the Federal Government to extend the National Electricity grid to every nook and cranny of the country, to reduce infrastructural investment costs by telecommunications operators in providing services to rural communities as well as providing them electricity for improved economic activities; and

(*iii*) mandate the Committees on Telecommunications, and Power to ensure adherence and report back to the House within eight (8) weeks for further legislative action (**HR. 208/2016**).

23. **Need to Re-Circulate and Enforce the Use of Coins as a Medium of Exchange in the Nigerian Economy in Order to Boost Business Transactions and Reduce Inflation**
Motion made and Question proposed:

The House:

Notes the general non-acceptance or limited use of coins as legitimate medium of exchange in Nigeria;

Recalls that coins, in different denominations like 1 Kobo, 5 Kobo, 10 Kobo, one Naira and two Naira, were introduced into the economy as recently as 2007, as a way of revitalizing commercial activities and stemming the hyper-inflationary trend in the economy;

Aware that many countries of the developed and developing countries of the worlds, such as the United States of America, the United Kingdom, Canada, India, the Republic of South Africa, Cote D'Ivoire and even Zimbabwe are using a mixture of notes and coins as legitimate means of business transactions, while Nigeria neglects the use of coins and indulges in production of high denominational currency notes;

Cognizant of the economic benefits of the use of coins as have been witnessed in the several countries where such medium of exchange is widely in use;

Worried that notwithstanding the economic challenges confronting the nation, the Central Bank of Nigeria (CBN) has not deemed it fit to appreciate the common economic correlation between high denomination currencies and inflation rate, a phenomenon attributable to the tendency of manufacturers, suppliers and service providers to make the existing currency denominations the basis for fixing prices of goods and services;

Concerned that the huge resources committed by the government to produce the coins, which were confirmed to be available in the vaults of the nation's commercial banks but are not being issued for use, constitute a major source of wastage that need to be addressed;

Also concerned that the phenomenon of coin jettisoning in Nigeria has greatly handicapped small-scale economic players, such as petty traders, artisans, subsistence farmers, hawkers, shuttle bus operators and the likes, whose low capital base can only accommodate coins and other low denomination currencies;

Further concerned that non-availability of 'small change' in the cause of small business transactions, which is traceable to coins-jettisoning phenomenon, has generally been detrimental to the general wellbeing of the ordinary citizens and the economy as a whole;

Convinced that a properly designed monetary policy which accommodates the use of such low-denominated coins as 25 Kobo, 50 Kobo, one Naira, two Naira and five Naira could boost the current efforts at checking inflation, as some goods and services consumed by low income earners with prices being rounded up to the existing naira notes would be appropriately priced (according to their actual production cost);

Also convinced that recirculating and enforcing the use of coins is far more cost effective than currency notes in terms of wear and tear as well as replacement; and

Believing that a proper programme of systematic encouragement of the use of coins through a combination of wide circulation, low denominational pricing of goods and services as well as massive enlightenment and re-orientation of the general populace on the economic importance of the use of coins would go a long way in endearing the average Nigerian to the use of this instrument;

Resolves to:

(*i*) urge the Central Bank of Nigeria (CBN) to reaffirm the use of coins as an acceptable medium of exchange and consider the possibility of Naira re-denomination as a way strengthening the currency and facilitating quick recovery from the current economic recession;

(*ii*) call on the Federal Ministry of Information and Culture to initiate wide advocacy and sensitization programmes to raise public awareness on the advantages accruable to the economy by the use of coins for commercial transactions; and

(*iii*) mandate the Committee on Banking and Currency to liaise with the Central Bank of Nigeria (CBN) and commercial banks to determine the amount of coins currency in their vaults and modalities of leveraging its usage to strengthen the Naira, moderate inflationary trends and boost economic activities, report back to the House within eight (8) weeks for further legislative action (*Hon. Mojeed Alabi — Ede North/Ede South/Egbedore/Ejigbo Federal Constituency*).

Debate.

Amendments Proposed:

(*i*) *Leave out* Prayer (*i*) (*Hon. Leo Ogor — Isoko North/Isoko South Federal Constituency*).

Question that the amendment be made — Negatived.

(*ii*) *Leave out* Prayer (*ii*) (*Hon. Jones Onyereri — Nkwerre/Isu/Nwagele/Njaba Federal Constituency*).

Question that the amendment be made — Negatived.

Main Question on the Motion — Negatived.

24. **Consideration of Reports**

(*i*) ***Committee on Aviation*:**

Motion made and Question proposed, "That the House do consider the Report of the Committee on Aviation on the Investigation conducted on the Need to Rescue the Airline Industry from Imminent Collapse and approve the recommendations therein (**HR. 84/2016**)" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Question agreed to.

Question that the House do resolve into the Committee of the Whole to consider the Report — Agreed to.

(HOUSE IN COMMITTEE)

(*Mr Deputy Speaker in the Chair*)

***Recommendation* (*i*):**

"Urge the Hon. Minister of State, Aviation to stay action on the proposed concession of airports until the Minister has been able to brief the House and Nigerians on how the proposed concession will remedy the challenges facing the sector and benefit consumers" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

***Recommendation* (*ii*):**

"Invite the Hon. Minister of State, Aviation to appear and brief the House on his plans and programmes for the aviation sector, including the current status of the on-going remodeling of international airports, the reasons behind the scope and design of the remodeling and provide detailed drawings and specifications of the current design in order to enable the ascertainment of the actual cost of ongoing remodeling, compared to the loan received" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Recommendation (iii):
"Refrain from taking any action on the concession agreement between FAAN and Bi-Courtney till the case is determined by the Supreme Court" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Recommendation (iv):
"Invite the Governor of Central Bank of Nigeria and airline operators (Domestic and International) to deliberate on the possibilities of CBN's intervention in the crisis of foreign exchange for the airline industry" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Recommendation (v):
"Call on the Economic and Financial Crimes Commission (EFCC) to investigate the diversion of the ₦120 billion aviation intervention fund provided by the CBN in 2012" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Recommendation (vi):
"Meet with the Management of Aviation Regulatory Agencies (FAAN, NCAA, NAMA, AIB, etc.) to deliberate on the possibilities of denominating the aviation sector in local currency (Naira)" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Recommendation (vii):
"Urge the Management of Arik Air to reconcile its accounts with FAAN with a view to paying off its debts" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Debate.

Amendment Proposed:
Leave out all the words in Prayer (*vii*) and *insert* as follows:
"Urge the Management of Arik Air and other Airlines to reconcile its accounts with FAAN, NAMA, and NCAA, with a view to paying off their debts" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

*Question that the amendment be made — **Agreed to.***

*Question that Recommendation (vii) as amended, stand part of the Report — **Agreed to.***

Recommendation (viii):
"Invite Asset Management Company of Nigeria (AMCON), to appear before the House and fully brief the House on its plan of action to resuscitate Aero Contractors airlines" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Recommendation (ix):
"Invite Asset Management Company of Nigeria (AMCON), Management of Aero Contractors airlines and leaders of Labour Union in the airline industry to discuss the continuation of the redundancy negations between Management of Aero Contractors airlines and labour union leaders, which was suspended by Asset Management Company of Nigeria (AMCON's) refusal to finance the outcome of the negotiation" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Recommendation (x):
"Investigate the status of payment to Aero by Chevron and discover full details and where the funds are currently domiciled" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Recommendation (xi):
"Urge the Nigerian National Petroleum Corporation (NNPC) to as a matter of urgency make aviation fuel available regularly at affordable prices" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Recommendation (xii):
"Also urge the Nigerian National Petroleum Corporation (NNPC) to make effort to refine aviation fuel (Jet A1) locally" (*Hon. Nkeiruka Onyejeocha — Isuikwuato/Umunneochi Federal Constituency*).

Agreed to.

Chairman to report proceedings.

(HOUSE IN PLENARY)

Mr Deputy Speaker in the Chair, reported that the House in Committee of the Whole considered the Report of the Committee on Aviation, on the Investigation conducted on the Need to Rescue the Airline Industry from Imminent Collapse and approved Recommendations (*i*) - (*vi*), approved Recommendation (*vii*) as amended, and approved Recommendations (*viii*) - (*xii*) of the Report.

Question that the House do adopt the Report of the Committee of the Whole — ***Agreed to.***

(*ii*) ***Committee on Commerce:***
Motion made and Question proposed, "That the House do consider the Report of the Committee on Commerce on a Bill for an Act to Establish the Chartered Institute of Customers Relationship Management to be charged with the Responsibility for Registration and Disciplining of its Members, Regulation and Control of the Practice of Customer Service Profession and for Other Related Matters (HB. 69) and approve the recommendations therein" (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question ***agreed to.***

Question that the House do resolve into the Committee of the Whole to consider the Report — ***Agreed to.***

(HOUSE IN COMMITTEE)

(Mr Deputy Speaker in the Chair)

A BILL FOR AN ACT TO ESTABLISH THE CHARTERED INSTITUTE OF CUSTOMER RELATIONSHIP MANAGEMENT TO BE CHARGED WITH THE RESPONSIBILITY FOR REGISTRATION, DISCIPLINE OF ITS MEMBERS, TO REGULATE AND CONTROL THE PRACTICE OF CUSTOMER SERVICE PROFESSION AND FOR RELATED MATTERS

PART I — ESTABLISHMENT OF THE CHARTERED INSTITUTE OF CUSTOMER RELATIONSHIP MANAGEMENT

Committee Recommendation:

Clause 1: Establishment of the Chartered Institute of Customer Relationship Management, of its Functions, etc.

(1) There is established a body to be known as the Chartered Institute of Customer Relationship Management (in this Bill referred to as "the Institute") which shall be a body corporate under that name and be charged with the general duty of:

(*a*) determining and reviewing, from time to time, the academic standards, knowledge and skills that shall be attained by persons seeking to qualify as registered members of the Chartered Institute of Customer Relationship Management (in this Bill referred to as "the Professional");

(*b*) ensuring that its members maintain a reputable and high standard of behaviour expected of any professional in customer care, customer service and customer management and customer relationship management in Nigeria and other parts of the world;

(*c*) providing for the training, education and examination of persons desiring to become professional customer service manager according to the provisions of this Bill whether in Nigeria or abroad;

(*d*) regulating the discipline and professional conduct of its members;

(*e*) promoting and projecting the welfare of its members both in Nigeria and abroad;

(*f*) arranging conferences, seminars, symposia and meeting for discussion of supplies and related matters, reading of papers and delivery of lectures, publishing copies of abridgement of papers, books, lectures, records and other memoranda instilling high standard of professional ability and knowledge by means of periodic issue of journals of the Institute and to organize post qualification courses for its members; and

(*g*) performing such functions as are incidental to the objects or as the Council may deem necessary for the attainment of all or any of these objects.

(2) The Institute shall have perpetual succession and a common seal which shall be kept in such custody as the Council may, from time to time, authorize.

(3) The Institute may sue and be sued in its corporate name and may, subject to the Land Use Act, hold, acquire and dispose of any property movable or immovable.

(4) The Institute shall, in accordance with the provisions of this Bill, ensure the establishment and maintenance of a register of fellows, honorary fellows, full members, associates, graduates, and corporate members of the Institute and the publication of their lists from time to time (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 1 *stand part of the Bill* — ***Agreed to.***

***Committee Recommendation*:**

Clause 2: Establishment and composition of the governing council of the Institute.

(1) There is established for the Institute a Governing Council (in this Bill referred to as "the Council") which shall be charged with the responsibility for the administration and general management of the Institute.

(2) The Council shall consist of the following members, who are fellows and full members of the Institute —

(*a*) a President of the Institute, who shall be the Chairman;

(*b*) the two Vice-Presidents of the Institute;

(*c*) a representative of the Federal Ministry of Education;

(*d*) a representative of the Consumer Protection Council a Parastatal of the Federal Government of Nigeria, supervised by the Federal Ministry of Industry Trade and Investment.

(*e*) a co-ordinator from each of the geopolitical zones of the Federation;

(*f*) immediate past President of the Institute;

(*g*) a Registrar of the Institute, who shall also be the Secretary of the Council.

First Schedule.

(3) The provisions set out in the First Schedule to this Bill shall have effect with respect to the qualifications and tenure of office of members of the Council and other matters therein mentioned (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 2 *stand part of the Bill* — ***Agreed to.***

***Committee Recommendation*:**

Clause 3: Election of President and Vice- President of the Institute.

There shall be for the Institute a President, and two Vice-President, who shall be full members or fellows of the Institute, to be elected by the fellow members at an annual general meeting and hold office each for a term of two years from the date of election and shall not be eligible for re-election after two terms of two years each (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 3 *stand part of the Bill* — ***Agreed to.***

***Committee Recommendation*:**

Clause 4: Qualifications for election of the President and Vice-President.

(1) A person shall be qualified for election to the office of the President and Vice-President of the Institute if he:

(*a*) is a citizen of Nigeria;

(*b*) has attained the age of 45;

(*c*) has been educated up to at least University or Polytechnic level with a First Degree, Higher National Diploma, professional membership certificates or their equivalent;

(*d*) has paid all his dues for five consecutive years immediately preceding the year of election;

(*e*) has not been adjudged to be a lunatic or declared to be of unsound mind or adjudged or declared bankrupt; and

(*f*) a fellow of the Institute.

(2) The President shall preside at the meetings of the Institute but in the event of death, resignation, incapacity or inability for any reason and the President can no longer perform the functions of his office, the first Vice-President shall act in his stead for the unexpired portion of the term of office.

(3) The President and the First Vice-President shall respectively be Chairman and Vice Chairman of the Council.

(4) If the President or Vice-President ceases to be a member of the Institute, he shall cease to hold any of the offices designated under this section (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 4 stand part of the Bill — ***Agreed to.***

***Committee Recommendation*:**

Clause 5: Admission to the Institute, classes of members and recognition of national service.

(1) Subject to the provisions of this Bill, a person or body admitted to the Institute shall possess adequate knowledge of purchasing and supply and be registered as a member of the Institute in the category of —

(*a*) Fellow;

(*b*) Honorary Fellow;

(*c*) Full Member;

(*d*) Associate Member;

(*e*) Graduate Member;

(*f*) Corporate Member; and

(*g*) Student Member.

(2) A person or body accorded by the Council the status of a member shall be enrolled as —

(*a*) a Fellow, if he is a full member of high professional standing who —

(*i*) has served the institute and had not less than 10 years experience in a senior customer service and relationship management post in a private or public organization at the time of his application or enrollment, or

(*ii*) is not currently engaged in customer service but has been employed in a senior management position in private or public organization for not less than 10 years;

(*b*) Full Member if —

(*i*) he has passed all the examinations prescribed by the Council, and has a minimum of five years continuous working experience in customer service and relationship management in any private or public organization, or

(*ii*) he is a full member or a foreign customer service professional body recognized by the Council and his class of the membership is, in the opinion of the Council equivalent to that of membership of the Institute and he has a minimum of five year working experience in any private or public organization in Nigeria, and shall have passed a stipulated examination before enrollment,

(*iii*) he has updated his professional knowledge at least once in a year through the Institute's mandatory proficiency programme, or

(*iv*) he is eligible for election into any position in the Institute and has paid his fees for five consecutive years immediately preceding the year of election;

(*c*) Graduate Member, if he is in possession of requisite academic qualification and has passed all the examinations prescribed by the Council;

(*d*) Associate Member if he is in possession of requisite qualifications from other fields of study as may be determined from time to time by the Council and he shall not be eligible to vote or be voted for at elections of the Institute;

(*e*) Honorary fellow if he is a person of distinction in the field of customer service, taw, marketing, public relations, politics economy, human resources management, engineering or any similar discipline, but he shall not be eligible to vote or be voted for at any election of the Institute;

(*f*) Corporate Member if it is an employer of labour and meets the criteria set by the Council for registration in that category; and

(*g*) Student Member if he is pursuing a course in customer relationship management or customer service management in any institution approved by the Council but:

(*i*) he shall not be eligible to vote or be voted for at elections of the Institute, and

(*ii*) his name shall not appear in the membership register.

(3) For the purpose of subsection (2) (*f*) of this section, all corporate members shall cause their staff in customer relationship management or customer service management functions to register with the Institute to foster their ethical standards and self regulation in the customer relationship management or customer service management profession.

(4) A person who desires to be admitted into the Institute shall make a formal application to the Registrar of the Institute on the appropriate form as shall, from time to time be prescribed by the Council and shall state under what class of membership he seeks for admission.

(5) A person applying for membership shall, in addition to evidence of qualification, satisfy the Council that:

(*a*) he is of good character and has attained the age of 18 years; and

(*b*) he has not been convicted by any court or tribunal in Nigeria or elsewhere of an offense involving fraud or dishonesty, or such other offense as, in the opinion of the Council, would render the applicant unfit to be a member of the Institute.

(6) The Registrar shall place before the Council all applications for admission stating in each case whether the applicant is qualified for registration in the class under which he seeks for admission and if not so qualified, whether he qualifies for admission under any other class.

(7) Where the Council is satisfied that the person is qualified for admission:

(*i*) under the class for which he applied, the Registrar shall, upon payment of the prescribed fees by the applicant, enroll the person in that class, and issue him a certificate of membership appropriate for that class, and

(*ii*) into another class other than for which he applied, the Registrar shall, upon the person's application amend his application to state the class under which he is qualified and the Registrar shall, after the amendment and upon payment of the prescribed fees by the applicant, register him and issue a certificate of membership appropriate for that class.

(8) Fellows, Full Members and Associates of the Institute shall be entitled to the use after their names the word "Fellow (or Honorary Fellow) of the Chartered Institute of Customer Relationship Management" respectively or the initials "FICRM", "MICRM" and "AICRM."

(9) At the completion of the Institute's final professional examination, an eligible student shall proceed for the National Youth Service in line with the relevant law establishing it.

(10) A holder of the final professional certificate of the Institute shall be entitled to employment in private and public service on the same rank applicable to members of other Chartered professional bodies in Nigeria.

(11) A holder of the final professional certificate of the Institute shall, after 3 years of graduation, be eligible for a practicing certificate as a "Chartered Customer Service Management Professional" on satisfying the Institute's requirements by attending two consecutive mandatory professional assessment courses, at least once in a year and the certificate is subject to renewal every year, on a fee to be determined by the Council (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 5 stand part of the Bill — Agreed to.

PART II — FINANCIAL PROVISIONS

Committee Recommendation:

Clause 6: Funds of the Institute.

(1) There shall be established for the Institute a fund which shall be managed and controlled by the Council.

(2) There shall be paid into the Fund established pursuant to subsection (1) of this section —

(*a*) all fees and other monies payable to the Institute;

(*b*) such monies as may be payable to the Institute whether in the course of the discharge of its functions or otherwise; and

(*c*) such monies as may be held by the Institute of Customer Relationship Management incorporated under the Companies and Allied Matters Act, 1990 (in this Bill referred to as "the Incorporated Institute") on its ceasing to exist as provided in this Bill.

(3) There shall be paid out of the Fund of the Institute:

(*a*) all expenditure incurred by the Council in the discharge of its functions under this Bill;

(*b*) the salaries and allowances of the Registrar and other employees of the Institute; and

(*c*) such reasonable travelling and subsistence allowances of members of the Council in respect of the time spent on official duties of the Council, as the Council may determine.

(4) Subject to guidelines issued by the Council from time to time, the Institute's funds and assets shall be invested in any bond, bill or other security issued or guaranteed by the Federal Government or the Central Bank of Nigeria.

(5) The Council may, from time to time, borrow money for the purposes of the Institute and may mortgage or charge the properties and assets of the Institute or any part thereof and may issue of debenture and other securities whether outright or as securities for any debt, liability or obligation of the Institute and any interest or charge payable on monies so borrowed shall be paid out of the Fund of the Institute.

(6) The Council shall keep proper accounts on behalf of the Institute in respect of each year and proper records in relation to those accounts to be audited by an auditor and in accordance with the guidelines of the Federation.

(7) The auditor, appointed for the purpose of this section, shall not be a member of the Council (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 6 *stand part of the Bill — Agreed to.*

Committee Recommendation:

Clause 7: Transfer to the Institute of certain properties, etc.

(1) As from the commencement of this Bill:

(*a*) all assets and liabilities held or incurred immediately before the commencement date, by or on behalf of the Incorporated Institute shall vest in the Institute and beheld by it for the purpose of the Institute;

(*b*) the Incorporated Institute shall cease to exist; and

(*c*) subject to subsection (2) of this section, any act, matter or thing made or done by the Incorporated Institute shall be deemed to have been done by the Institute.

(2) The provisions of Second Schedule to this Bill shall have effect with respect to the matters arising from their transfer by this section to the Institute of the properties of the Incorporated Institute and with respect to other matters mentioned in that Schedule (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 7 *stand part of the Bill — Agreed to.*

PART III — APPOINTMENT OF REGISTRAR AND OTHER STAFF AND THEIR DUTIES

Committee Recommendation:

Clause 8: Appointment of Registrar and other staff and their duties.

(1) The Council shall:

(*a*) appoint a fit and proper person who shall be a member of the Institute to be the Registrar for the purpose of this Bill; and

(*b*) appoint such other persons as the Council may, from time to time, deem necessary to assist the Registrar in the performance of his functions under this Bill.

(2) A person shall be qualified to be appointed to the office of the Registrar of the institute if he:

(*a*) is a citizen of Nigeria;

(*b*) possesses a relevant qualification from a recognized institution of higher learning;

(*c*) has at least 10 years cognate experience; and

(*d*) possesses professional qualification of:

(*i*) Chartered Institute of Customer Relationship Management,

(*ii*) Customer Service Institute of Australian,

(*iii*) Institute of Customer Service, UK,

(*iv*) Customer Service Institute of Canada and shall have held position of Deputy Registrar in any recognized institutions.

(3) The Registrar shall prepare and maintain, in accordance with rules made by the Council, a register of names, addresses and approved qualifications and of such particulars, as may be specified in the rules, of all persons who are entitled, in accordance with the provisions of this Bill, to be registered as members of the profession in the categories of fellows, chartered members, associate members or honorary members and who in the manner prescribed by such rules, apply to be so registered.

(4) The register shall consist of six parts one for each class of membership namely:

(*a*) Fellows;

(*b*) Full Members;

(*c*) Graduate Members;

(*d*) Associate Members;

(*e*) Corporate Members; and

(*f*) Honorary Fellows.

(5) Subject to this section, the Council shall make rules with respect to necessary professional forms and keeping of the register and the making of entries of particulars therein:

(*a*) regulating the making of applications for enrolment or registration, as the case may be, and providing for the nature of evidence to be produced in support of applications;

(*b*) providing for the notification to the Registrar by the persons to whom any registered particulars concern, of any changes in those particulars;

(*c*) authorizing a registered member to have any qualification which is in relation to the relevant division of the profession, for the purpose of this Bill;

(*d*) specifying the fees, including annual subscription, to be paid in the Institute; and

(*e*) specifying anything failing to be specified under this section.

(6) Any rule for the purpose of subsection (5) (*d*) of this section shall not come into force until they are confirmed at a special meeting of the Institute convened for the purpose or at the next annual general meeting, as the case may be.

(7) The Registrar shall together to prove that a member of the Institute was so registered at the date of the edition or the list of corrections, as the case may be, and that any person not so named was not so registered.

(8) Where in accordance with subsection (2) of this section, a person is, in any proceeding, shown to have been, or not have been, registered at a particular date, he shall, unless the contrary is proved, be taken for the purposes of those proceedings having at all material times thereafter continued to be or not to be so registered (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 8 *stand part of the Bill — Agreed to.*

***Committee Recommendation*:**

Clause 9: Qualification for appointment and duties of Deputy Registrar.

(1) There shall be —

(*a*) a Deputy Registrar (Academics);

(*b*) a Deputy Registrar (Administration); and

(2) A person shall be qualified to be appointed to the office of the Deputy Registrar if he has made the criteria for the post of the Registrar except that the minimum years of experience required shall be 10 years.

(3) The duties of Deputy Registrar shall be assigned to him by the Council through the Registrar from time to time (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 9 *stand part of the Bill — Agreed to.*

PART IV — REGISTRATION OF MEMBERS

***Committee Recommendation*:**

Clause 10: Registration of Members.

(1) Subject to section 5 of this Bill, a person shall be entitled to be registered as a member of the profession if he satisfies the Council that —

(*a*) immediately before the commencement of this Bill, he holds a qualification approved for members of the Institute and has the prescribed post qualification experience;

(*b*) he is by law entitled to practice for all purposes as a procurement practitioner in the country in which the qualification was granted; and

(*c*) he holds at least one of the qualifications prescribed for the purpose of registration on the register and has complied with the other requirements prescribed under this Bill.

(2) A person shall be entitled to be registered under this Bill if he holds such certificate as approved by the Council.

(3) A person shall be entitled to be accredited as a member of the Institute if he produces sufficient evidence to the Council that prior to the commencement of this Bill he has been in:

(*a*) correct, in accordance with the directions of the Council, any entry in the register which the Council directs him to correct as being in the opinion of the Council an entry which was incorrectly made;

(*b*) make, front time to time, any necessary alteration to the registered particulars of registered persons;

(*c*) delete from the register the name of tiny registered member who died, or ceased to be a member or any member convicted of professional misconduct; and

(*d*) record the names of members of the Institute who are in default for more than six months in the payment of annual subscriptions and take such action in relation thereto as type Council may direct or require.

(8) If the Registrar —

(*a*) sends by post, e-mail, telephone or e-fax to any registered person, a registered letter endorsed to him at his address on the register inquiring whether the registered particulars relating to him are correct and receives no reply to the letter within a period of six months from the date of dispatch; and

(*b*) upon the expiration of that period, sends in like manner to the person in question a second similar letter and receives no reply to that letter within three months from the date of dispatch, the Registrar may remove the particulars relating to the person in question from the register, but the Council may for a reason which seems to it to be sufficient, direct the Registrar to restore to the appropriate part of the register, any particular deleted there from under this subsection (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 10 *stand part of the Bill — **Agreed to.***

Committee Recommendation:

Clause 11: Publication of registers of fellows and Full Members.

(1) The Registrar shall —

(*a*) cause the first edition of the register to be printed, published and put on sale to members of the public within one year from the date of commencement of this Bill;

(*b*) cause the first and subsequent editions of the register to be distributed to the members of the Institute and members of the public on such terms, as the Council may from time to time decide; and

(*c*) cause a print of each edition of the register and of each list of corrections to be deposited at the principal office of the Institute and the Registrar shall make the register and lists so deposited available at all reasonable times for inspection by members of the public.

(2) A document purporting to be a print of an edition of the register published under this section by authority of the Registrar, or edition of a register so published and of the list of corrections to that edition so published, shall (without prejudice to any other mode of proof) be documents read active practice continuously for a period of five years as a customer relationship manager: provided that his application is sponsored by two members of the Institute who shall have been members for a minimum of five years and the application is made within period prescribed by this Bill.

(4) An applicant for registration under this Bill shall, in addition to evidence of qualification, satisfy the Council that he:

(*a*) is of good character;

(*b*) has attained the age of 16 years; and

(*c*) has not been convicted by any court or tribunal in Nigeria or elsewhere for an offence involving fraud or dishonesty.

(5) The Council may, in its discretion, provisionally accept a qualification produced in respect of an application for registration under this section or direct that the application be renewed within such period as may be specified.

(6) Any entry directed to be made in the register under subsection (3) of this section, shall show that the registration is provisional and no entry so made shall be converted to full registration without the consent of the Council signified in writing in that behalf.

(7) The Council shall, from time to time, publish, in the Federal Government Gazette, particulars of qualification for the time being accepted for registration under this Bill.

(8) The Customer Service Management Professionals from abroad who reside in Nigeria and wish to practice shall, within 12 months after the commencement of this Bill, seek registration with the Institute to become members.

(9) A person shall not be entitled to be appointed or engaged to head any Customer Service or Customer Relationship Management department of any organization unless he is duly registered as a member of the Institute qualified by examination (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 11 *stand part of the Bill — Agreed to.*

Committee Recommendation:

Clause 12: Approval of qualification.

(1) The council may approve any qualification for the purposes of this Bill and may for that purpose approve —

(*a*) any course of training of any approved institution which is intended for persons who are seeking to become or are already customer service professionals and which the Council considers relevant to confer on persons completing it, sufficient knowledge and skill for admission to the Institute; and

(*b*) any qualification which, as a result of an examination taken in conjunction with a course of training approved by the Council under this section is granted to candidates reaching a specific standard at the examination indicating in the opinion of the members of the council that the candidates have sufficient knowledge and skill to practice customer service and relationship management.

(2) The Council may, if it deems fit, withdraw any approval, given under this section in respect of any course, qualification or institution, but before withdrawing such an approval the Council shall —

(*a*) give notice that it proposes to do so to persons in Nigeria appearing to the Council to be persons by whom the course is conducted or the qualification is granted or the institution is controlled as the case may be;

(*b*) afford such persons or institutions an opportunity to make to the Council, representations with regards to the proposal; and

(*c*) take into consideration any representation made in relation to the proposal in pursuance of paragraph (*b*) of this subsection.

(3) During a period in which the approval of the Council under this section for a course, qualification or institution is withdrawn, the course, qualification or institution shall be treated as having been withdrawn under this section, but the withdrawal of such an approval shall be without prejudice to the registration or eligibility for registration immediately before the approval was withdrawn.

(4) The giving or withdrawal of an approval under this section shall have effect from such date, as the execution of the instruction signifying the giving or withdrawal of the approval as the Council may specify in the instrument, and the Council shall —

(*a*) as soon as possible publish a copy of every such instrument so executed in the Federal Government Gazette; and

(*b*) not later than 14 days before its publication, send a copy of every such instrument so executed in the Federal Government Gazette to the Minister (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 12 *stand part of the Bill* — ***Agreed to.***

***Committee Recommendation*:**

Clause 13: Supervision of instruction and examination leading to approved qualifications.

(1) The Council shall keep itself informed of the nature of —

(*a*) the instrument given by an approved institution to persons attending approved course of training; and

(*b*) the examinations as a result of which approved qualifications are obtained, and for the purposes of performing that duty the Council may appoint, either from among its own members or otherwise, persons to visit approved institutions to observe such examination.

(2) The Institute shall have powers to accredit any institution of higher learning offering courses leading to the award of Degrees, Post Graduate Diploma, Higher National Diploma and Diploma in Customer Service or Customer Relationship Management in order to maintain standard.

(3) A person appointed under subsection (1) of this section shall report to the Council on the adequacy of:

(*a*) the instruction given to persons attending approved course of training at institutions visited by him;

(*b*) the examinations conducted in his presence; and

(*c*) any other matter relating to the institutions or examinations which the Council may, either generally or in a particular case, request him to report, but no such person shall interfere with the giving of any instruction or the holding of any examination.

(4) On receiving such a report made under this section, the Council may, if it deems fit and if so required by the Institute, send a copy of the report to the person appearing to the Council to be in charge of the institution or responsible for the examination to which the report relates, requesting that person to make observations on the report to the Council within such period as may be specified in the request, not being less than one month beginning with the date of the request (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 13 *stand part of the Bill* — ***Agreed to.***

PART V — PROFESSIONAL DISCIPLINE

Committee Recommendation:

Clause 14: Establishment of Disciplinary Tribunal and Investigating Panel.

(1) There shall be a body to be known as the Chartered Institute of Customer Relationship Management Disciplinary Tribunal charged (in this Bill referred to as "the Tribunal") charged with the duty of considering and determining all cases referred to it by the Investigating Panel established under subsection (3) of this section, and any other case which the Tribunal takes cognizance under this Bill.

(2) The Tribunal shall consist of a Chairman and six other members who shall be appointed by the Council from among members of the Institute who are not members of the Council.

(3) There shall be a body to be known as the Chartered Institute of Customer Relationship Management Investigating Panel (in this Bill referred to "the Panel") charged with the duties of —

(*a*) conducting a preliminary investigation into any case where it is alleged that a member has committed an act of professional misconduct, or should for any other reason by the subject of proceedings before the Tribunal; and

(*b*) deciding whether the case shall be referred to the Tribunal after affording such a member are opportunity of being heard either personally or by a legal practitioner of his own choice in Nigeria.

(4) The Council shall appoint members of the Panel from members of the Institute who are not members of the Council or the Tribunal.

(5) A person shall not be appointed as a member of the Tribunal or of the Panel unless such a person is a full member or fellow of the Institute.

Third Schedule.

(6) The provisions of Third Schedule to this Bill shall so far as they are applicable to the Tribunal and Panel, respectively have effect with respect to these bodies.

(7) The Council may, from time to time, make rules consistent with this Bill as to acts, conducts or omissions which constitute professional misconduct (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 14 *stand part of the Bill — **Agreed to.***

Committee Recommendation:

Clause 15: Penalties for professional misconduct.

(1) Where —

(*a*) a person enrolled or registered under this Bill is adjudged by the Tribunal to be guilty of infamous conduct in any professional respect; or

(*b*) a person enrolled or registered under this Bill is convicted by any court or tribunal in Nigeria or elsewhere having power to impose a term of imprisonment for an offence (whether or not punishable with imprisonment) which in the opinion of the Tribunal is incompatible with the status of a Customer Service and Customer Relationship Management Professional; or

(*c*) the Tribunal is satisfied that the name of any person has been fraudulently enrolled or registered, he shall be guilty of an offence and shall on the decision of the Federal High Court be convicted and liable to a term of imprisonment not exceeding five years or a fine or ₦1,000,000 or both.

(2) The Tribunal may, if it deems fit —

(*a*) give a directive reprimanding that person or ordering the Registrar to strike his name off the relevant part of the register; or

(*b*) defer or further defer its decision as to the giving of such directive under this section until a subsequent meeting of the Tribunal but —

(*i*) no decision shall be deferred under this section for periods exceeding one year in the aggregate, and

(*ii*) no person shall be a member of the Tribunal for the purposes of reaching a decision which has been deferred or further deferred unless he was absent as a member of the Tribunal when that decision, was deferred.

(3) For the purpose of subsection (1) (*b*) of this section, a person shall not be treated as convicted unless the conviction stands at a time when no appeal or further appeal is pending or no application for extension of time to appeal is brought in connection with the conviction.

(4) When the Tribunal gives a directive under subsection (2) of this section, the Tribunal shall cause notice or the directive to be served on the person to whom it relates.

(5) The person to whom a directive given under subsection (2) of this section relates may, at any time within 21 days from the date of service on him or notice of the directive, appeal against the directives to the Federal High Court and the Tribunal may appear as respondent to the appeal and for the purpose or enabling directives to be given as to the costs or the appeal of proceedings before the Federal High Court, the Tribunal shall be deemed to be a party thereto whether or not it appears on the hearing of the appeal.

(6) A directive of the Tribunal under this section shall take effect where —

(*a*) no appeal under this section is brought against the directive within the time limited in the appeal;

(*b*) such an appeal is brought and is withdrawn or struck out for want of prosecution on the withdrawal or striking out of appeal;

(*c*) such appears brought and is not withdrawn or struck out, if and when the appeal is dismissed and shall not take effect in accordance with foregoing provisions of this subsection.

(7) A person whose name is struck off the register in pursuance of a directive of the Tribunal under this section shall not be entitled to be registered again except in pursuance of a direction on that behalf given by the Federal High Court on the application of that person.

(8) A directive under this section for the striking off of a person's name from the register may prohibit an application under this subsection by that person until the expiration of such period from the date of the directive (and where he has recently made such an application from the date of his last application) as may be specified in the directive (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 15 *stand part of the Bill — Agreed to.*

PART VI — MISCELLANEOUS

Committee Recommendation:

Clause 16: Offences.

(1) If a person for the purpose of procuring the registration of any name, qualification or other matter —

(*a*) makes a statement which he believes to be false in a material particular; or

(*b*) recklessly makes a statement which is false in a material particular, is guilty of an offence.

(2) If, on or after the commencement date of this Bill, a person who is not a member of the Institute practices or holds himself out as a member in expectation of a reward or takes or uses any name, title, addition or description implying that he is a member, he is guilty of an offence.

(3) If the Registrar or any other person employed by or on behalf of the Institute willfully makes any falsification in any matter relating to the register, he is guilty of an offence.

(4) A person guilty of an offence under this section is liable-

(*a*) on summary conviction to a fine not exceeding ₦50,000.00;

(*b*) on conviction or indictment to a fine not exceeding ₦20,000.00 or to imprisonment for a term not exceeding two years, or both such fines and imprisonment.

(5) Where an offence under this section which has been committed by a body corporate is proved to have been committed with the consent or connivance of or attributable to any neglect on the part of any director, manager, secretary or outer similar officer of the corporate body or any person purporting to act in such capacity, he, as well as the body corporate shall be deemed to have committed the offence and shall be liable to be prosecuted and punished accordingly (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 16 *stand part of the Bill — **Agreed to.***

***Committee Recommendation*:**

Clause 17: Regulations.

(1) Any regulation made under this Bill shall be published in the Federal Government Gazette as soon as they are made, and a copy of the regulations shall be forwarded to the Minister not less than seven days before they are published.

(2) The rules proposed for the purposes of this Bill shall be subject to confirmation by the Institute at its next general meeting or at any special meeting of the Institute convened for that purpose, and if then annulled shall cease to have effect on the day after the date of annulment, but without prejudice to anything done in pursuance or intended pursuance of any such rule (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 17 *stand part of the Bill — **Agreed to.***

***Committee Recommendation*:**

Clause 18: Rules as to practice, etc.

(1) The Council may make rules —

(*a*) for the training of registered members of the profession or suitable persons in customer service and relationship management methods; and

(*b*) for the supervision, regulation, engagement and training of such persons;

(*c*) prescribing the amount and date for payment of the annual subscriptions, and for such purpose, different amounts may be prescribed by the rules according to whether the member of the Institute is a fellow member, full member, graduate member, associate member, corporate member or honorary fellow member;

(*d*) prescribing the form of license to practice to be issued annually or if the Council deems fit, by endorsement on an existing license;

(*e*) restricting the right to practice as a member of the profession in default of payment of the amount of the annual subscriptions where the default continues for longer than such period as may be prescribed by the rules;

(*f*) restricting the right to practice as a member of the profession if the qualification granted outside Nigeria does not entitle the holder in practice to be completed before a person qualifies for a licence to practice as a member of the profession; and (g) prescribing the period of practical training in the office of a member of the profession in a practice to be completed before a person qualifies for a license to practice as a member of the profession.

(2) The rules, when made, shall be published in the Federal Government Gazette (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 18 *stand part of the Bill — **Agreed to.***

Committee Recommendation:

Clause 19: Provisions of library facilities, Training College facilities, etc.

The Institute shall —

(*a*) provide and maintain a library comprising books and publications for the advancement of knowledge of customer service and relationship management and such other books and publications as the Council may think necessary for the purpose;

(*b*) set up an independent training school with separate management from the institute to be known as "Nigerian College of Supply Chain Management" for training of students to be qualified as Graduate Members or Chartered Members of the institute in order to maintain expected standard; and

(*c*) encourage research into customer service, customer care and customer relationship management methods and such allied subjects to the extent that the Council may, from time to time, consider necessary (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 19 *stand part of the Bill — **Agreed to.***

Committee Recommendation:

Clause 20: Interpretation.

In this Bill —

"Council" means the Council established as the governing body of the Institute under Section 2 (1) of this Bill (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the word "Council" be as defined in the interpretation to this Bill — **Agreed to.***

"Corporate member" means an employer of labour that qualifies under section 5 (1) of this Bill (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the words "Corporate member" be as defined in the interpretation to this Bill — **Agreed to.***

"Enrolled" means in relation to a Fellow, Full Member, Associate, Graduate and Students, as the case may be (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the word "Enrolled" be as defined in the interpretation to this Bill — **Agreed to.***

"Fees" includes annual subscriptions (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the word "Fees" be as defined in the interpretation to this Bill — **Agreed to.***

"Institute" means the Chartered Institute of Customer Relationship Management established under section 1 (1) of this Bill (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the word "Institute" be as defined in the interpretation to this Bill — **Agreed to.***

"Investigating Panel" means the Chartered Institute of Customer Relationship Management Investigating Panel established under section 14 (3) of this Bill (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the words "Investigating Panel" be as defined in the interpretation to this Bill — **Agreed to.***

"Member" means a member of the Institute registered in any of the six classes of membership (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the word "Member" be as defined in the interpretation to this Bill — **Agreed to.***

"President" means the overall head of the Council of the Institute (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the word "President" be as defined in the interpretation to this Bill — **Agreed to.***

"Customer Service or Customer Relationship Management Professional" means any qualified member or person registered who is into practice or employed by any organization, ministry, corporation and engaged in Customer Service, Customer Care, Service Management, Customer Relationship Management or Front Deck Management under this Bill (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the words "Customer Service or Customer Relationship Management Professional" be as defined in the interpretation to this Bill — **Agreed to.***

"Customer Relationship Management" denotes the general coordination of activities that involve in Customer Service, Customer Care, Service Management, Customer Relationship Management or Front Deck Management; and (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the words "Customer Relationship Management" be as defined in the interpretation to this Bill — **Agreed to.***

"Tribunal" means the Chartered Institute of Customer Relationship Management Disciplinary Tribunal established under section 14 (1) of this Bill (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the meaning of the word "Tribunal" be as defined in the interpretation to this Bill — **Agreed to.***

*Question that Clause 20 stand part of the Bill — **Agreed to.***

Committee Recommendation:

Clause 21: Citation.

This Bill may be cited as the Chartered Institute of Customer Relationship Management Bill, 2016 (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that Clause 21 *stand part of the Bill — Agreed to.*

SCHEDULES

FIRST SCHEDULE

[*Section* 2 (3)]

SUPPLEMENTARY PROVISIONS RELATING TO THE COUNCIL

Qualification and Tenure of Office of Members

1. (1) Subject to the provisions of this paragraph, a member of the Council shall hold for a period of two years beginning from the date of his appointment or election.

(2) Any member of this Institute who ceases to be a member thereof shall ifhe is also a member of the Council, cease to hold office on the Council.

(3) Any elected member of the Council may by notice in writing, under his hand addressed to the President of the Institute resign his office.

(4) If for any reason there is a vacation of office by a member and —

(*a*) such member was appointed by the Minister, the Minister shall appoint another fit and proper person to replace such member; or

(*b*) if such member was elected, the Council may if the time between the unexpired portion of the term of office and the annual general meeting of the Institute appears to warrant the filling of the vacancy, co-opt some fit and proper persons.

Power of the Council, etc.

2. The Council shall have power to do anything which in its opinion is calculated to facilitate the carrying on of the activities of the Institute.

Proceeding of the Council

3. (1) Subject to the provisions of this Bill, the Council may in the name of the Institute make standing orders regulating the proceedings of the Institute, the Council or any of their Committees.

(2) Standing order shall provide for decisions to be taken by a majority of the members and in the event of equality of votes, the President of the Institute or the Chairman as the case may be, have a second or casting vote.

(3) Standing orders made for committee shall provide for committee to report back to the Council on any matter referred to it by the Council.

(4) The quorum of the Council shall be 10 and the quorum of a committee of the Council shall be determined by the Council.

Meetings of the Institute

4. (1) The Council shall convene an annual general meeting of the Institute on the 30th day of October every year or such other day as the Council may, from time to time, appoint so that if the meeting is not held within one year after the previous meeting not more than 15 months shall elapse between the respective dates of the two meetings.

(2) A special meeting of the Institute may be convened by the Council at anytime, lifeless than 20 members of the institute are informed by notice in writing addressed to the Registrar of the institute setting out the objects of the proposed meetings, the Chairman of the Council shall overcome a special meeting of the Institute.

(3) The quorum of any meeting of the Institute shall be 25 members and that of any special meeting of the Institute shall be 20 members.

Meetings of the Council

5. (1) Subject to the provisions of any standing order, the Council shall meet whenever it is summoned by the Chairman, and if the Chairman is required to do so by notice in writing given to him by not less than seven other members, he shall summon a meeting of the Council to be held within seven days from the day on which the notice is given.

(2) At any meeting of the Council, the Chairman or in his absence, the Vice-Chairmen in their order (first, second) shall preside, but if both are absent, the members present at the meeting shall appoint one of them to preside at the meeting.

(3) Where the Council desires to obtain the advice of any person on a particular matter, the Council may co-opt him as a member for such period as the Council deems fit, but a person who is a member by virtue of this sub-paragraph, shall not be entitled to vote at any meeting of the Council and shall not count towards a quorum.

(4) Notwithstanding anything in the foregoing provisions of this paragraph, the first meeting of the Council shall be summoned by the Minister who may give such directions as he thinks fit as to the procedure which shall be followed at the meeting.

Meetings of the committees

6. (1) The Council may appoint one or more committees to carry out on behalf of the Institute or " the Council such functions as the Council may determine.

(2) A committee appointed under this paragraph shall consist of the number of persons determined by the Council or whom not more than one-thirds may be persons who are not members of the Council and a person other than a member of the Council shall hold office on the committee in accordance with the terms of the instrument by which he is appointed.

(3) A decision of a committee of the Council shall be of no effect until it is confirmed by the Council.

Miscellaneous

7. (1) The fixing of the common seal of the Institute shall be authenticated by the signature of the President or any other member of the Council authorized generally or specially by the Institute to act for that purpose.

(2) Any contract or instrument which, if made or executed by a person not being a body corporate would not be required to be under seal, may be executed on behalf of the Institute or the Council, as the case may require, by any person generally or specially authorized to act for that purpose by the Council.

(3) Any document purporting to be a document duly executed under the seal of the Institute shall be received in evidence and shall, unless the contrary is proved, be deemed to be executed.

8. The validity of any proceeding of the Institute or the Council or of a committee of the Council shall not be adversely affected by any vacancy in membership, or by any defect in the appointment of a member of the Institute or of the Council or of a person to serve on the committee or by reason that the person is not entitled to do so took part in the proceedings.

9. Any member of the Institute or Council, and any person holding office on a Committee of the Council, who has a personal interest in any contractor arrangement entered into or proposed to be considered by the Council or a committee thereof, shall forthwith disclose his interest to the President or Council, as the case may be, and shall not vote on any question relating to the contract or arrangement (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the provisions of the First Schedule stand part of the Bill — **Agreed to.***

SECOND SCHEDULE

[*Section* 7 (2)]

TRANSITIONAL PROVISIONS AS TO PROPERTIES, ETC.

Transfer of Properties

1. (1) Every agreement to which the incorporated Institute was a part immediately before the commencement of this Bill, whether it is in writing or not and whether or not is of such nature that the rights, liabilities and obligations there-under could be assigned by the incorporated Institute, shall, unless the terms or subject matter make it impossible that it should have effect or been modified in the manner provided by this sub-paragraph have effect from the appointed day so far as it relates to property transferred by this Bill to the Institute as if —

(*a*) the Institute had been a party to the agreement;

(*b*) for any reference (however worded and, whether express or implied) to be Incorporated Institute, there were substituted as respects anything failing to be done on or alter the commencement of this Bill, a reference to the Institute; and

(*c*) for any reference (however worded and whether express or implies) to a member or members of the Council of the Incorporated Institute there were substituted, as respects anything failing to be done on or after the commencement of the Act, a reference to a member or members of the Council under this Bill.

(2) Other documents which refer, whether specifically or generally, to the Incorporated Institute shall be constructed in accordance with sub-paragraph (1) of this paragraph so far as applicable.

(3) Without prejudice to the generality to the foregoing provisions of this Schedule, where, by the operation of section 7 of this Bill, any right, liability or obligation shall vest in the Institute and all other persons shall, as from the commencement of this Bill, have the same rights as to the taking or resisting of legal proceedings or the making or resisting of applications to any authority for ascertaining, perfecting or enforcing that right, liability or obligation of the Institute.

(4) Any legal proceeding or application to any authority pending on the commencement of this Bill or against the Incorporated Institute may be combined on or after that day or against the Institute.

(5) On the commencement of this Bill, any person holding any paid appointment in the Incorporated Institute shall hold corresponding appointment in the Institute on the same terms and conditions as to tenure or otherwise but shall not be entitled to receive remuneration both from the Incorporated Institute in respect of the same period of service.

(6) If the law in force at the place where any property transferred by this Bill is situated provides for the registration or transfer of property of the kind question (whether by reference to instrument of transfer or otherwise), the law shall, so far as it provided for alteration of a register (but not for avoidance to transfer the payment of fees or any other matter) apply with the necessary modifications to the transfer of the property and the institute shall transfer to the officer of the registration authority and the officer shall register the transfer accordingly (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Question that the provisions of the Second Schedule stand part of the Bill — Agreed to.

THIRD SCHEDULE

Section 13 (6).

SUPPLEMENTARY PROVISIONS RELATING TO THE DISCIPLINARY TRIBUNAL AND INVESTIGATING PANEL

The Tribunal

1. The quorum of the tribunal shall be four of whom at least two shall be members of the profession.

2. (1) The Council may make rules as to the selection of the Tribunal for the purposes of proceedings and the procedure to be followed and the rules of evidence to be observed in proceedings before the Tribunal.

(2) The rules shall in particular provide:

(*a*) for securing that notice or the proceedings is given at such time and in such manner as may be specified by the rules, to the person who is the subject of the proceedings;

(*b*) for determining who in addition to the person aforesaid, shall be a party to the proceedings;

(*c*) for securing that any party to the proceedings shall, if he so requires, be entitled to be heard by the Tribunal; and

(*d*) for publishing in the Gazette notice of any directive of the Tribunal which has taken effect providing that a person's name shall be struck off a register.

3. For the purpose of any member, the Tribunal may administer oaths and any party to the proceedings may issue out of the registry of the Federal High Court writs of *subpoena ad testificandum* and *deuces tecum*; but no person appearing before the Tribunal shall be compelled:

(*a*) to make any statement before the Tribunal tending to incriminate himself; or

(*b*) to produce any document order such a writ which he could not be compelled to produce at the trial of an action.

4. (1) For the purpose of advising the Tribunal on questions of law arising in proceedings before it, there shall in all proceedings be an assessor to the Tribunal who shall be appointed by the Council on the recommendation of the Council and shall be a legal practitioner of not less than seven years standing.

(2) The Council shall make rules to the functions of an assessor appointed under this paragraph, part in particular such rules shall contain provisions for securing:

(*a*) that where an assessor advises the Tribunal on any question of law as to evidence, procedures or any other than is specified by the rules, he shall do so in the presence of every party or person representing a party to the proceedings who appear here at or, if the advice is tendered while the Tribunal is deliberating in private, that every party or person shall be informed about the advice the assessor has tendered; and

(*b*) every such party or person shall be informed if in any case the Tribunal does not accept the advice of the assessor on such a question.

(3) An assessor may be appointed under this paragraph either generally or for any particular proceeding or class of proceedings and shall hold and vacate office in accordance with the terms of the instrument by which he is appointed.

The Panel

5. The quorum of the panel shall be three.

6. (1) The Panel may, at any of its meeting attended by all the members of the panels, make standing order with respect to the Panel.

(2) Subject to the provisions of any such standing order, the Panel may regulate its own procedures.

Miscellaneous

7. (1) A person on ceasing to be a member of the Tribunal or the Panel shall not be eligible for appointment as a member of that body.

(2) A person shall not, if otherwise eligible, be a member of both the Tribunal and the Panel, and a person who acted as a member of the Panel, with respect to a matter shall not act as a member of the Tribunal with respect to that case or any other case.

8. The proceedings of both the Tribunal and the Panel shall not be invalidated by any irregularity in the appointment of any member or vacancy in the membership of the bodies not by reason of the fact that any person who was not entitled to do so took part in the proceedings of the body.

9. Any document authorized or required by virtue of this Bill to be served on the Tribunal or the Panel shall be served on the Registrar appointed in pursuance of section 8 of this Bill.

10. Any expenses of the Tribunal or the Panel shall be defrayed by the Institute library facilities (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

*Question that the provisions of the Third Schedule stand part of the Bill — **Agreed to.***

Long Title:
A Bill for an Act to Establish the Chartered Institute of Customer Relationship Management to be charged with the Responsibility for Registration, Discipline of Its Members, to Regulate and Control the Practice of Customer Service Profession and for Related Matters (*Hon. Sylvester Ogbaga — Abakaliki/Izzi Federal Constituency*).

Agreed to.

Chairman to report Bill.

(HOUSE IN PLENARY)

Mr Deputy Speaker in the Chair, reported that the House in Committee of the Whole considered the Report of the Committee on Commerce on a Bill for an Act to Establish the Chartered Institute of Customers Relationship Management to be charged with the Responsibility for Registration and Disciplining of its Members, Regulation and Control of the Practice of Customer Service Profession and for Other Related Matters (HB. 69) and approved Clauses 1 - 21, the First, Second and Third Schedules, and the Long Title of the Bill.

*Question that the House do adopt the Report of the Committee of the Whole — **Agreed to.***

25. **Adjournment**
That the House do adjourn till Thursday, 24 November, 2016 at 11.00 a.m. (Hon. Orker-Jev Emmanuel Yisa — Buruku Federal Constituency).

The House adjourned accordingly at 2.53 p.m.

Yakubu Dogara
Speaker