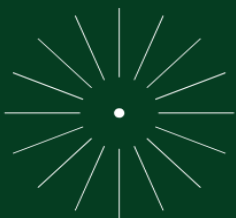




RURAL ELECTRIFICATION AGENCY

ENERGY \rightleftharpoons EMPOWERMENT \rightleftharpoons EFFICIENCY

**SERVICE LEVEL AGREEMENT
(SLA)**



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1.0 Foreword By the Managing Director/CEO, Rural Electrification Agency (REA)

As the implementing agency of the Federal Government's rural electrification drive, the Rural Electrification Agency remains committed to expanding access to reliable, affordable, and sustainable electricity across underserved and unserved communities in Nigeria. In alignment with national development priorities and global best practices, the Agency continues to strengthen its institutional frameworks to ensure efficient service delivery, transparency, and accountability in all its engagements.

A critical component of this commitment is the establishment of clear, predictable, and standardized service processes. This Service Level Agreement (SLA) reflects the Agency's dedication to simplifying procedures, enhancing stakeholder experience, and promoting operational efficiency in the delivery of its mandate. It provides a structured framework that defines timelines, responsibilities, and performance standards for services rendered by the Agency.

The REA recognizes that investors, developers, community stakeholders, and development partners require clarity, consistency, and timely responses to effectively participate in the rural electrification ecosystem. By institutionalizing this SLA, the Agency seeks to foster trust, improve coordination, and create a more enabling environment for private sector participation and sustainable energy access initiatives.

Furthermore, this SLA aligns with the broader objectives of the Federal Government of Nigeria to improve the ease of doing business and strengthen public sector service delivery. It underscores our resolve to adopt transparent processes, leverage digital solutions, and continuously improve our operations in line with international standards and stakeholder expectations.

The Agency will ensure diligent implementation, continuous monitoring, and periodic review of this SLA to reflect evolving needs and maintain service excellence. We therefore encourage all stakeholders to engage with the Agency as we collectively work towards achieving universal energy access and driving socio-economic development across Nigeria.

2.0 About REA

The Rural Electrification Agency (REA) is the Implementing Agency of the Federal Government of Nigeria (FGN) under the Federal Ministry of Power tasked with the electrification of unserved and underserved communities to catalyze economic growth and improve quality of life for Nigerians.

The REA was first established under the Electric Power Sector Reform Act (EPSRA) 2005 to promote and support rural electrification in Nigeria. The ESPRA 2005 has

been repealed and replaced with the Electricity Act, 2023 (As amended) which further reinforces the legal backing and mandate of the REA.

The REA is currently implementing the Rural Electrification Fund (REF), Capital Projects, Nigeria Electrification Project (NEP), Distributed Access through Renewable Energy Scale-up (DARES), National Public Sector Solarization Initiative (NPSSI), Solar Power Naija (SPN), Energizing Education Programme (EEP), Energizing Economies Initiative (EEI), Energizing Agriculture Programme (EAP), Energy for All – Mass Rural Electrification, Research and Innovation Hub, Africa Mini Grids Programme (AMP), Derisking Sustainable Off-Grid Lighting Solutions (DSOLS), the Korean Energy Project, Healthcare, Education, Agriculture, Rural Development And Transportation (e-HEART) and the Global Cleantech Innovation Programme (GCIP) etc.

The Agency creates an enabling environment for private sector-led projects, which includes conducting feasibility assessments, energy audits, enumeration, data analysis, identification of qualified private sector developers, and project stakeholder engagements.

2.1 Vision & Mission

Vision

Nigeria achieving universal access to affordable and sustainable electricity, thus improving the quality of life and economic opportunities for unserved and underserved communities.

Mission

To provide access to reliable electric power supply for rural dwellers irrespective of where they live and what they do, in a way that would allow for reasonable return on investment through an appropriate tariff that is economically responsive and supportive of the average rural customer.

2.2 Legal Mandate: A Brief Overview

The Rural Electrification Agency (REA) is the Federal Government of Nigeria's implementing agency responsible for rural electrification. Its legal framework has evolved from the repealed **Electric Power Sector Reform Act (EPSRA) 2005** to the **Electricity Act 2023 (as amended)**, and re-established the Agency with expanded functions.

The Electricity Act 2023 was signed into law on June 8, 2023, with core responsibilities that include promoting unfettered electricity access to rural, unserved and underserved areas as well as developing off-grid electrification solutions to meet the power needs of country. The Electricity Act 2023 has undergone further amendment in the year 2025.

Below are just some of electrification initiatives/programmes that REA has been involved in:

1. Strategic Electrification Planning and Coordination: The REA develops and implements electrification strategies that complement national and state-level grid

supply. This includes the **National Electrification Strategy and Implementation Plan (NESIP)**, which provides a unified framework for coordinating national and sub-national electrification efforts. Under the Electricity Act 2023, the REA drives NESIP implementation through strategic partnerships and community-driven energy solutions.

2. Grid Extension and Off-grid electrification Projects: Under the capital budget, the REA implements grid extension projects for communities located close to existing distribution infrastructure.

While for agrarian settlements, communities with cottage industries, and hard-to-reach areas, the REA also deploys renewable-powered mini-grids through capital budget funding.

3. Management of the Rural Electrification Fund (REF): The REA is statutorily responsible for administering the **Rural Electrification Fund (REF)**, originally established under EPSRA 2005 and continued under the Electricity Act 2023. The Fund is designed to stimulate innovation and finance electrification projects in rural and peri-urban areas, avoiding unsustainable consumption subsidies while supporting public and private sector-led initiatives.

4. Catalyzing Private Sector Investment and Local Manufacturing: The REA functions as a market enabler, leveraging **Results-Based Financing (RBF)** and Performance-Based Grants to de-risk investments and incentivize private sector participation. Under the Electricity Act 2023's enabling environment, the Agency has successfully attracted over **\$2 billion** in private sector investment commitments. The REA has completed the implementation of a **\$550 million** Nigeria Electrification Project with development partners and has secured an additional **\$750 million** to launch the Distributed Access through Renewable Energy Scale-Up (DARES) project—the largest publicly funded off-grid electrification project in the world.

5. Institutional and Public Sector Electrification: Under the **National Public Sector Solarization Initiative (NPSSI)**, the REA is mandated to electrify public institutions, including Ministries, Departments, and Agencies (MDAs), healthcare facilities (e-HEARTS initiative), and educational institutions. This function reduces government reliance on diesel generators and lowers operational costs while ensuring critical infrastructures have a reliable power supply.

6. Sub-national Collaboration under the Electricity Act 2023: The Electricity Act 2023 empowers the agency to collaborate with states. The Agency has responded by launching a **State-by-State Roundtable Engagement** series to guide and support states in taking ownership of their electricity value chains.

7. Productive Use of Energy and Economic Stimulation: The REA promotes **Productive Use of Energy (PUE)** as a core function to ensure electrification translates into sustainable livelihoods. Programs such as the **Energizing Agriculture Program (EAP)** and **Energizing Economies Initiative (EEI)** deploy mini-grids to agro-processing clusters, markets, and economic hubs, reducing energy costs and increasing productivity for Micro, Small, and Medium Enterprises (MSMEs).

2.3 REA Policy

The Rural Electrification Policy document is downloadable at the official REA website under *Home > Media > Policy Document* (www.rea.gov.ng/media)

2.5 Objectives and Functions

Pursuant to the provisions of **Sections 128 and 129** of the Electricity Act 2023, the objectives and functions of the Agency are as follows:

- create an enabling channel for entry into markets for rural, unserved and underserved electrification services, and to coordinate corporate bodies wishing to supply such services and facilities;
- ensure that rural, unserved and underserved electrification services are provided efficiently, economically and at such performance standards which reasonably meet social, industrial and agricultural needs of rural communities;
- promote the development and ensure the implementation of Government's policies on rural electrification and execution of all such other functions and responsibilities as are given to the Agency under this Act or are incidental or related thereto;
- promote electricity access for rural, unserved and underserved populace to have unfettered access to electricity facilities;
- promote the development of off-grid electrification to rural, unserved and underserved areas;
- provide the framework to support –
 - the development and utilisation of renewable energy sources and an enabling environment to attract investment in rural;
 - the promotion for the productive use of renewable energy;
 - provide the diversification of supplies to safeguard energy sources;
 - improved access to electricity through the use of various rural electrification and renewable energy technology sources;
 - public education for rural electrification and renewable energy production and consumption; and
 - the deployment of bio-energy technology for rural electrification; and
- promote, develop and implement any special electrification intervention programmes and projects, in both rural and peri-urban communities, as may be approved by the Federal Ministry of Power in furtherance of government objectives or initiatives by the Federal Government of Nigeria.
- promote universal access to affordable and sustainable electricity thereby improving the quality of life and economic opportunities for rural, unserved and underserved communities;
- provide access to reliable electric power supply for rural, unserved and underserved dwellers in a way that would allow for reasonable return on investment through appropriate tariffs that are economically responsive and supportive of the average rural customer;

- oversee, manage and execute the funding of the Rural Electrification Fund in accordance with the operational guidelines approved by the Board;
- the Agency shall promote the exploitation, utilization and development of renewable energy sources in accordance with the regulations or other subsidiary legislation issued by the Commission and collaborate with relevant Federal ministries, departments and agencies and State Boards for Rural Electrification responsible for the development, promotion, management, and utilization of renewable energy sources;
- provide learning opportunities to educate interested communities, students and individuals on the opportunities for rural, unserved, and underserved electrification business ventures;
- Promote the use of low-cost options in rural, unserved and underserved electrification projects that apply for subsidy grants towards start-up cost;
- advocate and facilitate for tax incentives, investment capital allowance and low interest loans for local producers of renewable energy products for electrification;
- encourage the economic growth of rural, unserved and underserved communities through rural electrification projects; and
- perform such other ancillary functions which are necessary and incidental to its objectives and functions under this Act or any other Act of the National Assembly.
- insure its property against any loss or all forms of risks;
- acquire, purchase, hold, construct or maintain any property whatsoever whether movable or immovable required for or in connection with the performance of its functions and to sell, dispose of or otherwise deal with such property or any part thereof;
- establish zonal offices and maintain Liaison and state offices for the performance of such functions as the Agency may determine;
- foster gender mainstreaming in rural electrification activities;
- in accordance with the provisions of this act, receive, manage and disburse funds accruing to the REF established under section 142 of this act for the carrying out of approved projects;
- collect, collate, process and disseminate rural electrification data and information; and
- perform any other thing necessary and instrumental to the execution of its functions under this act.

3.0 REA Strategic Goals

The Rural Electrification Agency (REA) has outlined an ambitious roadmap centered on universal energy access by 2030, driven by a private-sector-led, technology-neutral approach. The agency's core strategic goals focus on three interconnected pillars: massive scaling of infrastructure, localization of the renewable energy value chain, and the productive use of energy to drive economic growth.

1. Accelerating National Electrification through the DARES Programme

The cornerstone of REA's strategy is the **Distributed Access through Renewable Energy Scale-Up (DARES)** programme. As the world's largest publicly funded renewable energy access initiative, DARES aims to provide electricity to 17.5 million Nigerians by connecting over 2.5 million households and deploying 1,350 mini-grids. The goal is to utilize a results-based financing model to catalyse an additional \$1.1 billion in private sector investment alongside the \$750 million in public funding.

2. Enhancing Energy Access for Public Institutions

To reduce the federal government's reliance on the national grid and lower operational costs, the REA is pursuing the **National Public Sector Solarization Initiative (NPSSI)**. With a significant allocation of N100 billion proposed for the 2026 fiscal year, the goal is to deploy hybrid mini-grids to Ministries, Departments, and Agencies (MDAs). This strategy ensures critical infrastructure, such as hospitals (e.g., National Hospital, Abuja), have uninterrupted power while reducing energy expenses.

3. Building a Domestic Renewable Energy Industrial Base (RELIP)

Recognizing that the economic value of clean energy has largely flowed offshore, the REA launched the **Renewable Energy Localization and Industrialization Programme (RELIP)**. This strategic goal focuses on building a domestic manufacturing base for solar panels, batteries, and inverters. By moving from 120 MW to 300 MW in local solar manufacturing capacity (with 3.7 GW in the pipeline), the REA aims to create skilled jobs, retain economic value locally, and position Nigeria as a regional export hub—evidenced by recent solar panel exports to Ghana.

4. Promoting Productive Use and Economic Diversification

Beyond household lighting, the REA aims to electrify economic clusters. Strategic goals include the **Energizing Economies Initiative (EEI)** and the **Energizing Agriculture Program (EAP)**. The focus is shifting toward **Productive Use of Energy (PUE)**, supporting Agro-processing, cold storage, irrigation, and e-mobility. This approach is designed to reduce post-harvest losses, stimulate rural enterprise, and ensure that electrification translates directly into sustainable livelihoods.

5. Driving Regional Integration and Regulatory Reform

To sustain these goals, the REA is leveraging regulatory reforms, such as the 2026 Mini-Grid Regulations, which increased allowable capacities to 10MW for interconnected systems, boosting investor confidence. Furthermore, the agency is pursuing a regional strategy to build a complementary off-grid electricity market across West Africa, with neighboring countries like Mozambique and Benin already adopting the REA's access model.

4.0 Purpose of the Service Level Agreement

The Rural Electrification Agency (REA) Service Level Agreement (SLA) establishes clear service standards and mutual expectations between the Agency and its stakeholders, including communities, developers, contractors, investors, and the

general public. In line with national public service reforms and best practices, the SLA aims to enhance transparency, accountability, and service efficiency.

PURPOSE	DESCRIPTION
TRANSPARENCY & ACCOUNTABILITY	Clearly defines service standards, roles, and responsibilities, ensuring that the REA is accountable for its commitments to stakeholders.
IMPROVED SERVICE DELIVERY	Provides structured feedback and complaint mechanisms to identify gaps and continuously improve electrification services and project implementation.
STAKEHOLDER SATISFACTION	Demonstrates REA’s commitment to stakeholder engagement through effective communication, timely service delivery, and responsive complaint resolution.
MANAGING EXPECTATIONS	Sets realistic timelines, deliverables, and service benchmarks for both the REA and its stakeholders.
CONTINUOUS IMPROVEMENT	Establishes a framework for monitoring performance, identifying challenges, and implementing corrective actions to enhance operational efficiency and impact.

4.1 Establishing Service Commitments

The Rural Electrification Agency (REA) is committed to delivering reliable, transparent, and impact-driven electrification services to underserved and unserved communities across Nigeria. In pursuit of this mandate, the Agency defines clear service commitments that outline the standards, timelines, and quality of service that stakeholders including communities, developers, contractors, investors, and partners can expect.

These commitments, as articulated in this Service Level Agreement (SLA), are designed to promote accountability, strengthen stakeholder confidence, and ensure consistency in service delivery across all REA programmes and projects. They also provide a structured basis for measuring performance, managing expectations, and addressing service gaps.

The Agency recognizes that achieving sustainable rural electrification requires strong collaboration with stakeholders. Accordingly, the Agency remains dedicated to upholding these commitments through continuous improvement, innovation, and adherence to best practices, thereby fostering an inclusive, efficient, and responsive electrification system.

5.0 REA Services/Programs

The Rural Electrification Agency (REA) implements a wide range of programs and initiatives aimed at expanding access to reliable, affordable, and sustainable electricity across Nigeria.

Through strategic partnerships with government, development partners, and the private sector, REA delivers innovative energy solutions to underserved and off-grid communities, public institutions, health, education, agriculture, transportation, and other sectors of the economy.

Our programs are designed to:

- Increase electricity access nationwide
- Support economic growth and job creation
- Promote renewable energy adoption
- Improve livelihoods in unserved and underserved areas

5.1 List and Description OF REA Programs

1. DSOLS – Derisking Sustainable Off-Grid Lighting Solutions

DSOLS is a strategic program implemented by the REA in collaboration with the **United Nations Development Programme (UNDP)** and the **Global Environment Facility (GEF)**. Rather than simply deploying solar systems, the program focuses on systemic reforms to address long-standing market barriers that have constrained the off-grid solar sector.

Key Interventions:

- Promotes mobile money adoption for Solar Home System (SHS) payments
- Developed a national framework for the safe take-back and disposal of solar components
- Integrated gender-responsive safeguards against sexual exploitation and abuse (SEA) into project implementation
- Established a **\$500,000 Working Capital Finance Facility** backed by 12 private companies

Impact: In 2025 alone, DSOLS deployed **1,400 Solar Home Systems** in unserved rural communities, contributing to over **5,000 cumulative installations**. Beneficiary firms subsequently sold more than 5,000 systems independently, created jobs, and secured additional financing.

2. EAP – Energizing Agriculture Program

The **Energizing Agriculture Program (EAP)** is an impact-focused initiative designed to deploy renewable energy infrastructure specifically for agricultural development. The program recognizes agriculture as a central industry that will aid economic growth and inclusion if well harnessed.

Key Interventions:

- Deployment of solar mini-grids (30kWp to 200kWp capacity) to agricultural clusters across Nigeria's six geo-political zones
- Focus on grain processing, cold storage to reduce post-harvest losses, and value addition for cash crops
- Enabling over **600 productive use connections** and **375 social connections**

Impact: Under the Africa Mini-grids Programme (AMP), the EAP has prioritized 23 sites impacting over **70,000 Nigerians**, with a 48-month implementation timeline targeting small-holder farmers in last-mile communities.

3. EEI – Energizing Economies Initiative

Launched in September 2017, the **Energizing Economies Initiative (EEI)** is a Federal Government initiative implemented by the REA to support the rapid deployment of off-grid electricity solutions to Micro, Small, and Medium Enterprises (MSMEs) in economic clusters such as markets, shopping complexes, and agricultural/industrial clusters.

Program Objectives:

- Provide clean, reliable, and affordable power to economic clusters with high growth impact on the economy
- Promote efficient, clean, safe, and sustainable power to catchment areas

Impact Statistics:

Metric	Value
Jobs Created	Over 287
MSMEs Empowered	Over 12,789
Shops Powered	Over 12,789
Traders Benefited	Approximately 85,969
CO ₂ Reduction (MT)	Over 128 million tons annually
Power Generated	Over 14,208 KW

4. e-HEART – Energizing Healthcare, Education, Agriculture, Rural Communities, and Transportation

E-HEART (Electricity for Health, Education, Agriculture, Rural Development, and Transportation) is an REA-promoted initiative designed to enhance sustainable electricity delivery across critical sectors, particularly in rural areas. The program aims to address critical infrastructural gaps through a tripartite funding arrangement.

Funding Structure: The initiative is funded at a ratio of **60:30:10** by partners, with States empowered under the Electricity Act 2023 to generate and regulate electricity in their domain.

Implementation: States are establishing Steering Committees to drive implementation, with Ondo State among the first to pioneer the transformative programme.

5. KEP – Korean Energy Project

The **Korean Energy Project (KEP)** is a strategic Official Development Assistance (ODA) intervention implemented by the REA in partnership with the Government of the Republic of Korea. On **February 12, 2026**, the REA commissioned a **1MW combined capacity** clean energy infrastructure serving two communities in the Federal Capital Territory.

Project Components:

- **Rubochi Community:** 900 kWp solar hybrid facility
- **Ikwa Community:** 100 kWp solar system

Impact:

- Approximately **2,500 households and institutions** connected in Rubochi alone
- **300 connections** recorded in Ikwa
- 24/7 reliable electricity to households, small businesses, schools, healthcare facilities, and commercial clusters
- Advanced energy management system deployed at REA headquarters for real-time operational visibility

6. NEP – Nigeria Electrification Programme

The **Nigeria Electrification Programme (NEP)** is the REA's flagship initiative, funded by **\$350 million from the World Bank** and **\$200 million from the African Development Bank**. The program has positioned Nigeria as a hub for knowledge transfer and policy innovation across Africa, with other nations benchmarking its approach.

Financing Models under NEP:

Model	Description
Performance-Based Grant (PBG)	Private developers independently undertake project development and receive incentives upon verified performance
Minimum Subsidy Tender (MST)	REA conducts site assessments; developers bid competitively for the lowest subsidy required to deliver power

Achievements: Over **7 million Nigerians** electrified. The program has laid the groundwork for the **\$750 million Distributed Access through Renewable Energy**

Scale-Up (DARES) project, which scales proven models and introduces new approaches.

Digital Tools: The program utilizes **VIDA** and **Odyssey** platforms to ensure transparency, real-time monitoring, and accountability in project implementation.

7. Capital Projects

REA's Capital Projects portfolio includes government-funded electrification projects aimed at expanding infrastructure and improving energy access in targeted communities and public facilities through grid capital projects (**GCAP**) and off-grid capital projects (**OGCAP**).

i. GCAP – Grid Capital Projects

Grid Capital Projects (GCAP) represent the REA's interventions focused on extending the national grid to communities located close to existing distribution infrastructure. Under the capital budget appropriation, these projects involve extending distribution lines and deploying transformers to connect households and businesses directly to the national grid.

ii. OGCAP – Off-Grid Capital Projects

Off-Grid Capital Projects (OGCAP) encompass the REA's deployment of renewable energy solutions in areas where grid extension is not economically viable. These include solar mini-grids, solar home systems, solar street lights, and solar-powered irrigation pumps.

9. NPSSI – National Public Sector Solarization Initiative

The **National Public Sector Solarization Initiative (NPSSI)** is a Federal Government program implemented by the REA to provide reliable electricity to public institutions across Nigeria. President Bola Tinubu approved **₦100 billion** for the initiative as part of broader efforts to expand electricity access through renewable energy solutions.

Target Institutions:

- Ministries, Departments, and Agencies (MDAs)
- Security services (DSS, EFCC, ICPC)
- Healthcare facilities (e.g., National Hospital Abuja)
- Educational institutions (including the National Judicial Institute)

Implementation Approach: The REA conducts energy audits to determine optimal mini-grid capacity and distribution network requirements for each beneficiary institution.

10. RHIDF – Renewed Hope Infrastructure Development Fund

The **Renewed Hope Infrastructure Development Fund (RHIDF)** is a Federal Government funding vehicle established to support critical infrastructure

development across Nigeria. Under the broader Renewed Hope agenda, the fund is being leveraged to finance projects including the Renewed Hope Social Housing Programme, which aims to construct **100 housing units in each of the 774 local government areas** (77,400 units total), which requires electric power supply by the REA.

11. REF – Rural Electrification Fund

The **Rural Electrification Fund (REF)** was established under the Electric Power Sector Reform Act (EPSRA) 2005 and continued under the Electricity Act 2023. The Fund is statutorily administered by the REA to stimulate innovation and finance electrification projects in rural and peri-urban areas.

Purpose: The REF is designed to avoid unsustainable consumption subsidies while supporting public and private sector-led initiatives. It provides financing mechanisms for communities where traditional grid extension is not economically viable, enabling deployment of decentralized renewable energy solutions.

12. ROGEAP – Regional Off-Grid Electricity Access Project

The **Regional Off-Grid Electricity Access Project (ROGEAP)** is a regional initiative supported by the **World Bank** and implemented by the **ECOWAS Commission** in collaboration with the REA. The project aims to expand off-grid electricity access and promote sustainable energy solutions across West Africa and the Sahel.

REA signed an MoU under ROGEAP to secure a **\$700,000 grant** for installing solar PV systems in 15 public health centres and schools across the Federal Capital Territory (FCT), Niger State, and Nasarawa State.

13. Research and Innovation Hub

The Research and Innovation Hub supports the development of new technologies, business models, and local capacity in the renewable energy sector. It promotes innovation, knowledge sharing, and collaboration with academia and industry.

14. Energizing Education Programme (EEP)

The Energizing Education Programme provides reliable and sustainable electricity to federal universities and teaching hospitals, enhancing learning environments, research capabilities, and overall institutional performance.

15. Africa Mini Grids Programme (AMP)

The Africa Mini Grids Programme supports the development and deployment of mini-grid solutions to increase electricity access for productive use equipment (PUE) while promoting sustainability and innovation.

16. Global Cleantech Innovation Programme (GCIP)

The Global Cleantech Innovation Programme supports clean energy startups and entrepreneurs by providing funding, mentorship, and capacity-building opportunities.

5.2 Decomposed REA Service Level Agreement

S/N	Program Name	Document	Process	Timeline	Cost of Application
1	Derisking Sustainable Off-Grid Lighting Solutions (DSOLS)	<p>Certificate of Incorporation with Corporate Affairs Commission,</p> <p>Tax Clearance Certificate,</p> <p>Pension Compliance Certificate,</p> <p>Industrial Training Fund (ITF) Compliance Certificate,</p> <p>Nigerian Social Insurance Trust Fund (NSITF) Clearance Certificate,</p> <p>Bureau of Public Procurement Certificate,</p> <p>work experience,</p> <p>proof of Ownership equipment,</p> <p>Financial capability,</p> <p>Nigeria Electricity Management Services Agency (NEMSA) License</p>	Online/Physical	<p>Advert duration - 4 weeks</p> <p>Bid submission period - 42 Days</p> <p>Technical + Financial evaluation - 30 Days</p> <p>Waiting period for petitions - 10 Days</p> <p>Contract execution - 15 Days</p> <p>Defect liability period - 180 Days</p> <p>Project execution duration - 120 Days</p>	Free
2	Energizing Agriculture Program (EAP)	Same as above	Online/Physical	Same as above	Free

3	Energizing Economies Initiative (EEI)	Same as above	Online/Physical	Same as above	Free
4	Energizing Healthcare, Education, Agriculture, Rural Communities, and Transportation (e-HEART)	Same as above	Online/Physical	Same as above	-
5	Korean Energy Project (KEP)	Same as above	Online/Physical	Same as above	Free
6	Nigeria Electrification Programme (NEP)	Same as above	Online/Physical	Same as above	Free
7	Grid Capital Projects (GCAP)	Same as above	Online/Physical	Same as above	N10,000.00
8	Off-Grid Capital Projects (OGCAP)	Same as above	Online/Physical	Same as above	N10,000.00
9	National Public Sector Solarization Initiative (NPSSI)	Same as above	Online/Physical	Same as above	Free
10	Renewed Hope Infrastructure Development Fund (RHIDF)	Same as above	Online/Physical	Same as above	Free

11	Rural Electrification Fund (REF)	Same as above	Online/Physical	Same as above	N10,000.00
12	Regional Off-Grid Electricity Access Project (ROGEAP)	Same as above	Online/Physical	Same as above	Free
13	Global Cleantech Innovation Programme (GCIP)	Same as above	Online/Physical	Same as above	Free
14	Africa Mini Grids Programme (AMP)	Same as above	Online/Physical	Same as above	Free
15	Energizing Education Programme (EEP)	Same as above	Online/Physical	Same as above	N200,000
16	Research and Innovation Hub (R&I)	Same as above	Online/Physical	Same as above	Free

5.3 Measurement and Monitoring Procedures

As an Agency with a mandate to drive rural electrification through grid extension, mini-grids, and standalone energy systems, measurement and monitoring of projects shall be based on the end-to-end project life cycle under the Agency's **Monitoring and Evaluation (M&E) framework**, supported by digital platforms such as the Energy Management System (EMS) and other approved M&E tools.

This means that performance measurement is aimed at assessing the efficiency, quality, and timeliness of project delivery—from project conception, design, and procurement, through implementation, commissioning, and post-installation performance. Key performance indicators shall include timelines for project completion, system functionality, energy output, reliability of supply, and compliance with approved technical standards and specifications.

6.0 Responsibilities and Professional Conduct of REA Officers

In line with the Electricity Act 2023, Public Service Regulations, Public Procurement Act, and donor/ESG frameworks, REA Mandate and corporate policy, REA staff are required to deliver electrification programmes with efficiency, transparency, and measurable impact. The following responsibilities and conduct standards guide performance across technical, finance, procurement, ESG, ICT, and stakeholder functions, and form the basis for SLA commitments and accountability.

i. Responsibilities of REA Staff

- **Project Planning & Execution:** Prepare bankable designs, BoQs, schedules, and implementation plans aligned with REA programmes (Grid and mini-grids, SHS, public sector electrification).
- **Quality Assurance & Technical Standards:** Enforce engineering standards, specifications, testing, and commissioning protocols.
- **Service Delivery:** Meet agreed timelines, quality standards, and cost controls; maintain complete and accurate documentation across the project life-cycle.
- **Procurement & Contract Management:** Conduct transparent procurement, manage contracts, certify milestones, and enforce performance obligations.
- **Financial Management & Value for Money:** Execute budgets, control costs, process payments, and ensure economy, efficiency, and effectiveness.
- **Integrity & Accountability:** Uphold zero tolerance for fraud, conflict of interest, and misuse of office; ensure audit readiness and proper record-keeping.
- **Monitoring, Evaluation & Reporting:** Track KPIs, outputs, outcomes, and impacts; produce timely technical, financial, and ESG reports.
- **HSE/ESG Compliance:** Enforce safety standards, environmental and social safeguards, gender inclusion, and functional GRM systems on all projects.
- **Legality & Compliance:** Adhere to Public service regulations, procurement regulations, financial rules, ESG safeguards, and donor covenants; maintain full regulatory and audit compliance.
- **Risk Management:** Identify, assess, and mitigate technical, financial, environmental, and social risks.
- **Stakeholder & Community Engagement:** Manage relations with Sub-National entities, communities, MDAs, states, DISCOs, and partners; ensure inclusion and conflict resolution.
- **Coordination & Communication:** Ensure timely reporting, effective inter-unit collaboration, and responsive stakeholder engagement.
- **Donor Compliance & Coordination:** Meet disbursement conditions, safeguards, and reporting requirements for bilateral/multilateral projects.

- Asset & Inventory Management: Safeguard Agency assets, ensure proper utilization, maintenance, and inventory control.
- Innovation & Digital Adoption: Leverage technology, data analytics, and process improvements to enhance delivery efficiency.
- Knowledge Management & Documentation: Capture lessons learned, maintain repositories, and support institutional memory.
- Capacity Development: Participate in continuous professional development and transfer knowledge within teams.
- Inter-Agency Collaboration: Coordinate with regulators, utilities, and government entities to ensure policy and operational alignment.

ii. **Professional Conduct for REA Staff**

- Integrity and Ethical Behavior: Act honestly at all times; avoid bribery, corruption, and conflicts of interest; declare interests where applicable.
- Impartiality and Fairness: Treat all stakeholders equitably without bias, favoritism, or undue influence.
- Discipline and Professionalism: Observe official working hours, comply with lawful directives, and maintain high standards of conduct.
- Confidentiality and Data Protection: Safeguard sensitive information and comply with data security protocols.
- Respect and Teamwork: Maintain respectful relationships, value diversity, and promote collaboration across departments.
- Accountability and Transparency: Take responsibility for actions and decisions; provide accurate and timely information.
- Responsiveness and Service Orientation: Deliver services promptly and courteously in line with SLA timelines.
- Compliance with HSE/ESG Standards: Demonstrate commitment to safety, environmental stewardship, and social responsibility.
- Zero Tolerance for Harassment and Misconduct: Prohibit discrimination, harassment, and abuse in all forms.
- Professional Competence: Maintain required skills, certifications, and continuous learning.
- Reputational Stewardship: Conduct all official interactions in a manner that upholds the credibility and public trust of REA.
- Inclusivity: Ensure that no community is left out from benefiting from REA programs.

6.1 REA's Transparency and Accountability in Service Delivery:

The Rural Electrification Agency (REA) has institutionalized transparency and accountability as core pillars of its service delivery framework. Through a combination

of digital infrastructure, ethical governance reforms, and citizen-centric service commitments, the Agency has demonstrated measurable progress in ensuring that public funds and electrification projects deliver tangible value to unserved and underserved Nigerians.

1. ICPC Recognition: Top Ranking in Ethics and Integrity

In a landmark validation of its governance reforms, REA emerged as the **best-performing institution in Nigeria's power sector** in the Independent Corrupt Practices and other Related Offences Commission (ICPC) 2025 Ethics and Integrity Compliance Ranking.

Performance metrics:

Indicator	2020 Ranking	2025 Ranking	Improvement
National Position	157 out of 220	20th out of 357	+137 places
Overall Performance	31.4%	71.98%	+40.58 percentage points
Power Sector Position	Not ranked	1st	–

The ICPC evaluated 357 MDAs across four critical pillars: management culture and structure, financial management systems, administrative processes, and the effectiveness of Anti-Corruption and Transparency Units (ACTU). REA excelled across all metrics, reflecting a holistic approach to ethical governance.

2. SERVICOM Commitment: Service as a Non-Negotiable Obligation

In October 2024, REA inaugurated its **Parastatal SERVICOM Unit**, embedding service excellence into its core mandate. The SERVICOM Presidency explicitly stated that "service delivery is no longer a choice" and that Nigerians expect quality service from the Agency, even in the remotest communities.

Key service commitments include:

- Establishing call and contact centres to create avenues for connectedness with rural dwellers
- Deploying random and independent customer surveys to drive continuous improvements
- Ensuring that the Rural Electrification Fund (REF) is administered through citizen-centered project implementation

3. Digital Platforms for Real-Time Transparency

To manage the complexity of large-scale electrification programs, REA has deployed end-to-end digital platforms that embed transparency into project lifecycles from application to monitoring.

Odyssey Digital Platform: Odyssey has been selected as the official digital backbone for the **Distributed Access through Renewable Energy Scale-up (DARES)** program, a \$750 million World Bank-funded initiative targeting electricity access for 17.5 million Nigerians. Through this platform, solar developers submit proposals, track implementation progress, and receive results-based financing disbursements, while REA exercises real-time oversight over all program activities. The platform automates data validation, streamlines application workflows, and enables robust program tracking—ensuring that every kobo disbursed is linked to verifiable performance metrics.

7.0 Dispute Resolution

7.1 Complaint and Dispute Resolution Procedure

This section outlines the process for resolving disputes related to REA activities, including project implementation issues, contractor performance, community concerns, and service delivery complaints.

Upon identification of a discrepancy or issue:

- i. The responsible REA unit shall escalate the matter immediately to the appropriate department for review and corrective action.
- ii. Initial review and response shall be provided in a timely manner, depending on the complexity of the issue.

Where a stakeholder is dissatisfied with a decision or action taken by the Agency:

- i. A formal complaint or appeal may be submitted in writing, stating the grounds and providing supporting evidence.
- ii. The Agency shall provide a written response with reasons for its decision within a reasonable time frame.

7.2 Dispute Resolution Framework

Stage	Description
Complaint Submission	Stakeholder submits a formal complaint or appeal to the relevant REA department or Zonal Office.
Internal Review	REA reviews the complaint, engages relevant parties, and evaluates evidence with a view to resolving the complaint.
Judicial Resolution	As a last resort, parties may seek resolution through a court of competent jurisdiction subject however to Sections 161 - 163 of the Electricity Act 2023.

8.0 Feedback and Complaints

8.1 Channels for Providing Feedback

The Rural Electrification Agency provides multiple accessible channels for stakeholders to submit feedback, inquiries, and complaints:

i. Online Portal

Stakeholders can submit complaints and feedback through the official REA website (www.rea.gov.ng) or the designated government complaint portal at ReportGov Portal (reportgov.ng)

ii. Email Communication

Complaints can be submitted via the Agency's official email channels (info@rea.gov.ng)

iii. Customer Service / SERVICOM Desk

The REA SERVICOM Unit also serves as a primary interface for handling service related complaints and inquiries.

iv. Telephone Support

Dedicated helplines are available for real-time complaint reporting and inquiries. **(+234) 800 202 02020, +234) 810 782 9134, +234) 811 249 4040)**

v. Physical Offices

Complaints may be lodged in person at REA Headquarters or Zonal Offices.

North Central Zone - Lokoja Zonal Office

Address: No. 3, Road 32 Aneibo Quarters, Ganaja Road, Lokoja, Kogi State.

Phone Number: +234 703 934 4748

North East Zone - Bauchi Zonal Office

Address: 2nd Floor, NIDB Building, Maiduguri Road, Bauchi State.

Phone Number: +234 803 322 3378

North West Zone - Dutse Zonal Office

Address: A307/A309 2nd Floor

Federal Secretariat,

Dutse, Jigawa State.

Phone Number: +234 806 489 3202

South East Zone - Enugu Zonal Office

Address: 128 Independent Layout, Enugu.

Phone Number: 08068077957

South South Zone - Calabar Zonal Office

Address: No 63, Asari Eso Street,

Calabar, Cross River State.

Phone Number: +234 803 786 4390, +234 703 547 1990

South West Zone - Oshogbo Zonal Office

Address: Western Bye-Pass Ring Road, Beside

Mallam Tope Furniture, Oshogbo, Osun State.

Phone Number: 08034295927, 08055124056

8.2 Complaints Resolution Process

Stage	Description	Timeline (Days)
Receipt of Complaint	Complaints are received through any official channel and logged into the system.	0
Initial Assessment	Review of the complaint to determine nature, urgency, and responsible unit.	1 - 2
Investigation	Collection of relevant information, stakeholder engagement, and evidence gathering.	3 - 7
Analysis & Resolution	Evaluation of findings and implementation of corrective actions.	3 - 4
Communication & Feedback	Continuous updates to the complainant and communication of final resolution.	Throughout process

9.0 Management Approval of The SLA Document



Abba Abubakar Aliyu
MD/CEO