



**Proclaiming CHRIST**  
**Serving NIGERIA**

**To: All Groundhandlers, Air Carriers, and  
Travel Agents connected with Nigeria Pilgrimage**

***Certification by Nigerian Christian Pilgrim Commission (NCPC) of All Ground Handlers, and Air Carriers who Intend to, or continue to, Do the Business of Providing Services to Nigerian Pilgrims Abroad - Israel/Rome/Greece And Other Holy Sites around the World .***

**1. Title of Memo:**

Certification of All Ground Handlers, Travel Agents, and Air Carriers for the Purpose of more effective Management of Nigeria's Pilgrims No. NCPC/PCL/08/2018

**2. Introductory Statement**

This is to notify all NCPC Pilgrimage Stakeholders, notably Groundhandlers and Air Carriers, of a new policy direction regarding the management of Nigerian pilgrims. In order to ensure that standards are ensured, sustained, and developed, it has become imperative to set a new policy guideline that would ensure this.

This guideline known as **NCPC/PCL/08/2018** demands that all Stakeholders, especially Groundhandlers and Air Carriers desirous of, or are doing and intend to continue doing the business of providing pilgrimage services to Nigerians be certified by the NCPC.

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The process of certification shall include the visit by officials of the Commission to the domiciled or registered addresses/offices of the above service providers to ascertain their eligibility and readiness to provide pilgrimage services to Nigeria.

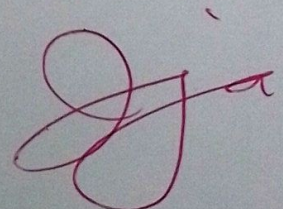
### 3. **Acknowledgement**

We acknowledge the growth of Christian Pilgrimage in Nigeria with the ever widening participation by stakeholders including churches, CPOs, organizations, companies, and institutions. The increased engagement of service providers has become apparent, noting the distinguished role played by Groundhandlers, and Air-carriers, to the above stakeholders.

### 4. **Certification of Service Providers in Nigeria**

In order to ensure that Nigerian Pilgrims are well managed by established, certified, and fully equipped professional bodies, all groundhandlers in Israel, Rome, Greece and other pilgrimage destinations of the Christian Faith are hereby required to be certified by the NCPC as a precondition for managing Nigerian pilgrims at their destinations. This is irrespective of the source of the pilgrims (Church, CPO, Groups, States, or Federal).

- i. Such approved and certified Ground Handlers will be required to provide services **only** to churches, CPOs, and groups that are registered, certified, and cleared by the NCPC.
- ii. Air carriers are equally required to be certified to qualify to air lift pilgrims from Nigeria.
- iii. NCPC will examine the registration documents of all service providers, and visit their head-offices to verify claims of their capacity to provide services to Nigerian pilgrims.



## 5. **Certification Process**

- i. Certification forms for all interested service providers are available in Soft Copy on the Commission's website [www.ncpc.gov.ng](http://www.ncpc.gov.ng) or in hard copy at the Commission's headquarters, and in each Nigerian Embassy especially (Israel, Rome, and Greece).
- ii. Application and certification fees are as stated on the forms.
- iii. Certification as a Ground Handler is valid for an initial period of two years, then it becomes renewable yearly.
- iv. Registration as a Christian Pilgrimage Operator is valid for one year then it becomes renewable every two years.
- v. Certification of an air-carrier is valid for two years, then it becomes renewable yearly.
- vi. Each applying entity is required to fill and return the application forms with the evidence of payment of the required fees.

## 6. **Special Note**

This certification does not constitute a contract for the allocation of pilgrims by the Commission to the registered service provider for the provision of services. That can only come through the procurement process which shall be appropriately advertised and bidden for.

## 7. **Responsibility of the NCPC**

The NCPC, as the Regulatory and Supervisory body for Christian Pilgrimage in Nigeria, shall:

- i. Publish on an annual basis the list of all certified Air Carriers, Ground Handlers, Christian Pilgrimage Operators, Churches, and Groups in the media, on its website, as well as on other social media platforms.
- ii. Make the list of certified Ground Handlers and Air Carriers available to Christian Pilgrimage Operators, Churches, Groups and organizations to assist them in the selection of Ground Handlers and or Air Carriers acceptable to the Commission.

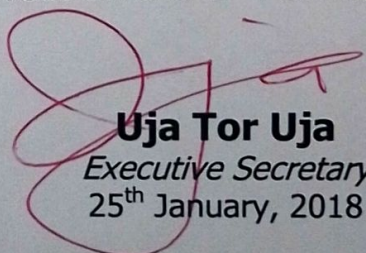
- iii. Continually monitor and evaluate the performance of all certified Ground Handlers and registered CPOs to ensure adherence to the standard stipulation in our pilgrimage manuals.
- iv. Exercise its right to sanction and shall sanction any certified Ground Handler, Air Carrier, Christian Pilgrimage Operator, Church, Groups, or Agency that fails to give quality service in accordance to International Standards to Nigerian Pilgrims whilst on pilgrimage.
- v. Visit, for the purpose of inspection, the offices of all applicants as presented in the application forms, and use the information as additional basis for certification and/or sanction.
- vi. Vet the Memorandum of Understanding/Agreements, between Ground Handlers and Christian Pilgrimage Operators, Churches, Groups and Organisations, the pilgrimage itinerary and proposed Hotels.
- vii. Ensure that only such certified Ground Handlers, and Air Carriers with their Nigerian partners participate in the Public Procurement process handled by the Commission for yearly award of contract for the provision of Air lifting and Ground handling services to Nigerian Pilgrims.

#### **8. Workshop for Certified Ground Handlers, Air Carriers and other Services Providers**

The Commission shall in partnership with the Bureau for Public procurement conduct seminars and workshops for certified Ground Handlers and its other Service Providers on effective, quality service delivery, and public procurement matters. All service providers are expected to participate, either in Israel or Nigeria.

#### **9. Commencement**

The Policy comes into effect on the 1<sup>st</sup> February, 2018.

  
**Uja Tor Uja**  
*Executive Secretary*  
25<sup>th</sup> January, 2018