



NIGER STATE ELECTRICITY REGULATORY COMMISSION (NSERC) CODE OF ETHICS

NSERC's Commitment

The Niger State Electricity Regulatory Commission (NSERC) is committed to ensuring a transparent, fair, and efficient electricity market. Our role is to regulate electricity generation, transmission, and distribution within Niger State while upholding the highest ethical standards including auxiliary services and market operation.

Preamble

The Niger State Electricity Regulatory Commission (NSERC) is committed to promoting transparency, accountability, efficiency, and fairness in the electricity sector. This Code of Ethics establishes principles and standards to guide the conduct of the Commissioners and Staff of NSERC to ensure ethical governance, regulatory integrity, and public trust.

All members of the Commission, the staff, are expected to abide by this Code, promoting the highest standards of ethical conduct in line with international best practices and applicable laws.

.

Scope of the Code

This Code applies to the Chairman, NSERC Commissioners and all staff members of the Commission, regardless of their role or level of responsibility.

ARRANGEMENTS

Core Ethical Principles

1. Integrity and Accountability
2. Impartiality and Fairness
3. Professionalism and Competence
4. Transparency and Public Interest
5. Confidentiality and Information Protection
6. Anti-Corruption and Ethical Conduct
7. Avoidance of Conflict of Interest
8. Compliance with Laws and Regulations
9. Compliance and Enforcement
10. Reporting and Whistleblower Protection
11. Review and Amendment

Definition of Terms

‘Conflict of Interest’ A situation where an employee’s personal or financial interest interferes with regulatory duties.

‘Bribery’ Offering, giving, receiving, or soliciting something of value to influence an official act.

‘Chairman’ Refer to the Chairman of the NSERC.

‘Commission’ shall mean the Niger State Electricity Regulatory Commission except where the context expressly indicates otherwise.

‘Confidential Information’ Any non-public regulatory, business, or consumer-related data protected from disclosure.

‘Undue Influence’ The act of improperly swaying regulatory decisions through external pressure, favors, or political interests.

‘Discrimination’ Showing preference to or bias against individuals, businesses, or communities based on personal, political, or financial interests.

‘GBV’ is defined as an act of violence that is directed at an individual based on their or that disproportionately affects individuals of a particular gender. This includes but is not limited to physical, sexual, psychological and economic harm, as well as threats of such acts, coercion and arbitrary deprivation of liberty.

‘Whistleblower’ An employee, consumer, or stakeholder who reports unethical behavior or regulatory violations.

Core Ethical Principles

1. Integrity and Accountability

- 1.1 All employees and members of NSERC shall act with honesty, fairness, and integrity in the performance of their duties. Their conduct must align with the highest ethical standards to uphold the credibility and effectiveness of the Commission.
- 1.2 Members and staff of the Commission shall avoid conflicts of interest, both actual and perceived. Any personal, financial, or professional interests that may influence regulatory decisions must be disclosed promptly to ensure transparency and trust.
- 1.3 All regulatory actions and decisions shall be made transparently and in accordance with established laws and policies.
- 1.4 Decision-making must be impartial, ensuring that all regulations and rulings are based solely on established laws, guidelines, and factual data. Members must refrain from making decisions influenced by personal biases or external pressures.

2. Impartiality and Fairness

- 2.1 NSERC shall ensure fair and impartial regulation of electricity services for all residents and businesses.
- 2.2 Members and employees of the Commission shall refrain from favoritism, bias, or preferential treatment in enforcing electricity laws and policies. Regulations must be applied uniformly without exceptions based on personal relationships, corporate influence, or political affiliation.
- 2.3 All stakeholders, including electricity providers and consumers, shall be treated fairly and given equal opportunity to be heard.

2.4 No undue preference or advantage shall be given to any individual, company, or political entity.

2.5 The Commission's decisions shall be based solely on available data and remain free from external influence, lobbying or coercion.

3. Professionalism and Competence

3.1 Employees and members shall maintain a high level of professional competence by continuously improving their knowledge of electricity regulation and emerging industry trends.

3.2 The Commission shall ensure that decisions are based on accurate data, sound research, and best regulatory practices.

3.3 All interactions with stakeholders shall be conducted respectfully and professionally.

4. Transparency and Public Interest

4.1 NSERC shall ensure transparency in all its operations, including licensing, tariffs, and regulatory enforcement.

4.2 The Commission shall provide clear and accessible information to the public regarding its policies, rules, and decisions.

4.3 All members and staff of the Commission shall not withhold, distort, or manipulate information for personal or organizational advantage. All disclosures must be accurate, complete, and timely.

5. Confidentiality and Information Protection

5.1 All members and staff of the Commission shall maintain the confidentiality of sensitive information obtained in the course of their duties, ensuring its protection against unauthorized access or disclosure

5.2 Confidential information shall not be disclosed to unauthorized parties unless required by law.

5.3 Sensitive consumer, business, and regulatory information must be protected.

5.4 Members and staff of the Commission must not disclose non-public information that could provide an unfair advantage to any individual, company, or entity. Any breach of this principle shall be subject to strict disciplinary measures.

6. Anti-Corruption and Ethical Conduct

6.1 NSERC maintains a zero-tolerance policy for corruption, bribery, or any unethical financial dealings.

6.2 Members and Staff of the Commission shall not accept gifts, favors, or benefits that could influence or appear to influence their regulatory decisions.

6.3 Any attempt to compromise the integrity of the Commission through bribery or undue influence shall be reported and addressed appropriately.

7. Avoidance of Conflict of Interest

7.1 The members and staff of the Commission shall not engage in any external activity, financial investment, or business interest that conflicts with their regulatory responsibilities.

7.2 Any financial, personal, or professional interest that may compromise impartiality must be disclosed immediately. Appropriate steps shall be taken to manage, mitigate, or eliminate conflicts of interest.

8. Compliance with Laws and Regulations

8.1 All activities of the Commission must comply with relevant laws and regulations.

8.2 Members and staff of the Commission shall report any known violations of laws, policies, or ethical standards of the Commission. Whistleblower protections shall be in place to encourage reporting without fear of retaliation.

9. Compliance and Enforcement

9.1 All Members and Staff of the Commission shall comply with this Code of Ethics.

9.2 Violations of this Code shall result in disciplinary actions, which may include warnings, suspension, or legal action.

9.3 The Commission shall establish an ethics committee to oversee compliance and address ethical concerns.

10. Reporting and Whistleblower Protection

10.1 All Members and Staff of the Commission are encouraged to report any violations of this Code.

10.2 NSERC shall protect whistleblowers from retaliation or discrimination for reporting unethical conduct in good faith.

10.3 The Commission shall punish any member of the Commission who give false information.

11. GBV Zero-Tolerance Policy

The Commission adopt a zero-tolerance policy towards gender-based violence. Any instances of GBV will be treated with the utmost seriousness, and appropriate action will be taken to address and remediate such incidence, this include, but is not limited to, investigations, disciplinary measures and reporting to relevant authorities where necessary

12. Review and Amendments

12.1 This Code of Ethics shall be reviewed periodically to ensure its continued relevance and effectiveness.

12.2 Amendments shall be made as necessary to align with evolving industry standards and legal requirements.

Acknowledgment and Agreement

I, the undersigned, acknowledge that I have read and understood the Niger State Electricity Regulatory Commission (NSERC) Code of Ethics. I agree to comply with the principles, values, and guidelines outlined in this document. I understand that adherence to this Code is essential to maintaining integrity, professionalism, and ethical conduct within the organization.

I acknowledge that failure to adhere to this Code of Ethics may result in disciplinary action, up to and including termination of appointment/employment.

By signing below, I confirm my commitment to upholding the ethical standards and responsibilities set forth the Commission.

Name: _____

Position/Title: _____

Department (if applicable): _____

Signature and Date: _____



Engr. Mohammed Sharu FNSE
Chairman, Niger State Electricity Regulatory Commission

Schedule 1
Ethics Complaint
Form

Niger State Electricity Regulatory Commission (NSERC) Ethics Complaint
Form

Instructions:

If you have witnessed or experienced an ethical violation, please complete this form and submit it to the NSERC Ethics Committee.

Section 1: Complainant Information

Name: _____

Contact (Email/Phone): _____

Affiliation (Employee, Consumer, Licensee, Other): _____

Section 2: Incident Details

Date of Incident: _____

Location: _____

Individuals Involved (if known): _____

Nature of the Violation: (Check all that apply)

☐ Bribery/Corruption

☐ Conflict of Interest

☐ Misuse of Confidential Information

☐ Discrimination/Unfair Treatment

☐ Consumer Rights Violation

☐ Other: _____

Section 3: Description of the Violation

Section 4: Supporting Evidence

(Attach relevant documents, emails, screenshots, or other proof.)

Section 5: Requested Action

☐ Investigation Only

☐ Disciplinary Action

☐ Policy Change

☐ Other: _____

Signature: _____

Date: _____

This Code of Ethics serves as a guiding framework for ethical behavior and regulatory integrity. All NSERC members and staff are expected to uphold these principles to promote a transparent, efficient, and fair electricity market in Niger State.

**THE COMMON SEAL OF NIGER STATE ELECTRICITY REGULATORY COMMISSION is
affixed**

pursuant to the order of the Commission on this day of 25th July, 2025



Engr. Mohammed Sharu FNSE
Chairman, Niger State Electricity Regulatory Commission