

JOINT ADMISSIONS AND MATRICULATION BOARD (J A M B)



SERVICE CHARTER AND COMPLAINTS POLICY

Revised Edition
October, 2026



**JOINT ADMISSIONS AND MATRICULATION BOARD
(JAMB)**



REGISTRAR OF JAMB

SERVICE CHARTER

JOINT ADMISSIONS AND MATRICULATION BOARD

OCTOBER, 2026

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FOREWORD

As the Chief Executive of the Joint Admissions and Matriculation Board (JAMB), I affirm the Board's unwavering commitment to delivering quality, efficient, transparent, reliable and customer-focused services to all our stakeholders.

We shall continuously improve our processes, systems and service standards to ensure that the needs and expectations of our customers are consistently met. The Board is committed to professionalism, integrity, accountability, innovation and the effective use of technology in the delivery of its mandate. Management shall provide the necessary leadership, resources and enabling environment to promote a culture of quality across all departments and offices of the Board. All staff are expected to uphold the highest standards of competence, courtesy, responsiveness and ethical conduct in their dealings with our customers.

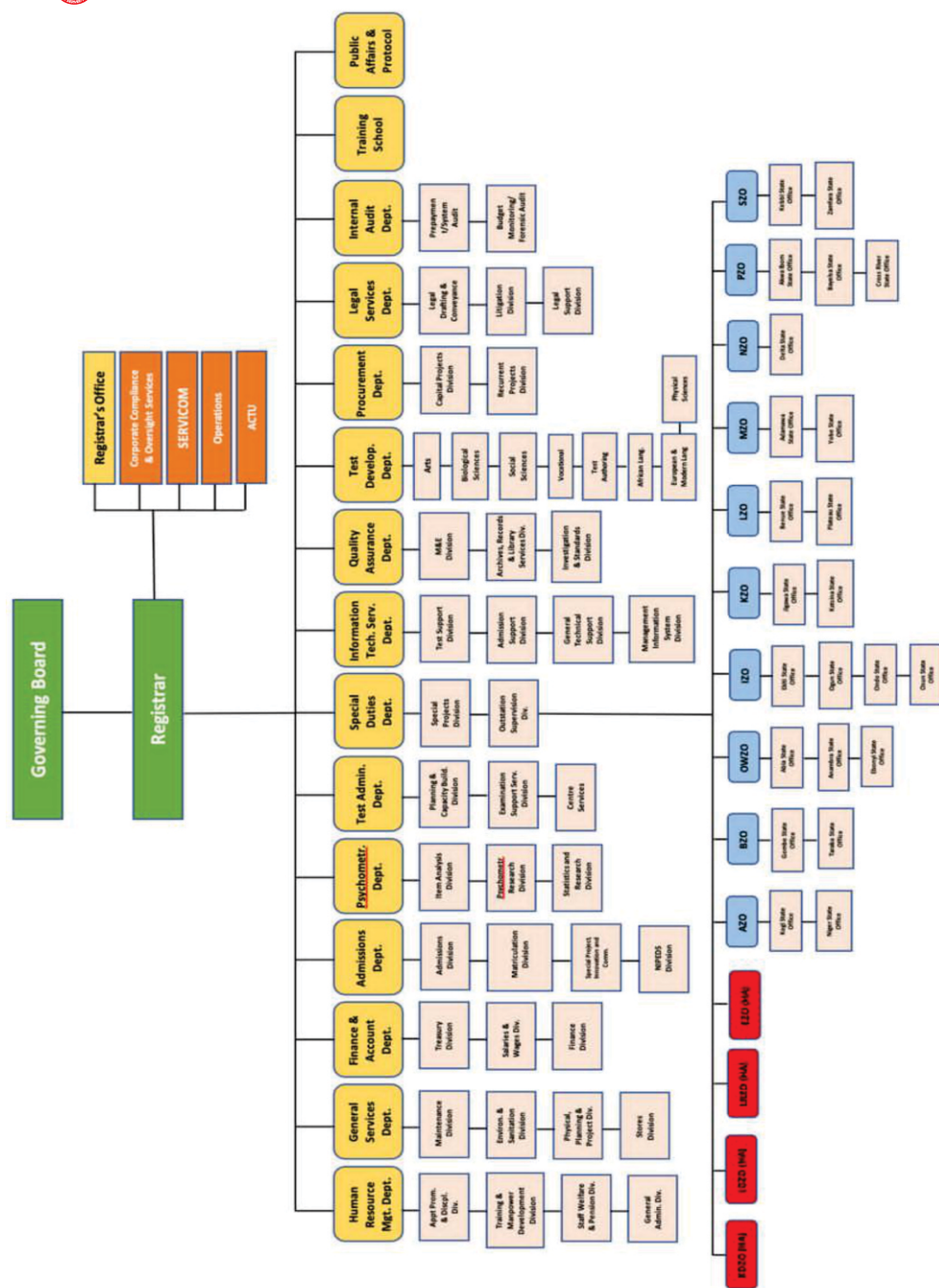
We shall regularly monitor and evaluate our service delivery processes, address identified gaps and implement appropriate corrective and preventive measures towards achieving continual improvement.

This commitment reflects our determination to make JAMB a service-oriented organisation that places the satisfaction, confidence and welfare of its customers at the centre of its operations.

Prof. Segun Aina

Registrar/CE

Joint Admissions and Matriculation Board (JAMB)



1. INTRODUCTION

Since its establishment in 1978, the Joint Admissions and Matriculation Board has dedicated itself to its core mandate of ensuring uniform standards for the conduct of matriculation examinations and placement of suitably-qualified candidates into the nation's tertiary institutions. As such, the importance of the Board as the gateway between Secondary Education and Tertiary Education cannot be over-emphasized because its operations have direct impact on the quality of inputs into, and the products of our tertiary institutions and invariably, manpower development in the country, especially in the age of knowledge society.

The Board has taken every step and measure to safeguard the integrity of its examination in order to provide fair and equitable assessment of candidates seeking placements as well as to ensure implementation of affirmative actions where necessary. Taken into cognisance the fact that the Board's cardinal responsibility is to serve the people of Nigeria and others who may require its services, producing the JAMB Service Charter is, therefore, a testament of our commitment to ensuring that customers are adequately informed about our processes and obligations. The JAMB Service Charter, therefore, is a public statement about the services the board provides: it is also an undertaking made to stakeholders in terms of meeting their expectations at all times. The Service Charter provides the public with unequivocal statement of the Board's standard of service — timeless, responsiveness, customer satisfaction and the respect that must be accorded to all customers at every service point. As the Board strives to improve on its service delivery, it is hoped that this charter will encourage our

customers to continuously provide necessary feedback on services rendered. We are mindful that such sincere feedback will ultimately propel us for a better and more efficient service delivery.

2. PURPOSE OF THE SERVICE CHARTER

The JAMB Service Charter is developed to establish a clear framework for effective, efficient, transparent, responsive and customer-focused service delivery by the Joint Admissions and Matriculation Board (JAMB). It is intended to communicate the Board's service commitments and standards to its customers and stakeholders, promote accountability and professionalism, and provide a mechanism for continuous improvement in the quality of services rendered.

The Charter aims to ensure that customers are adequately informed of the services provided by the Board, the procedures and requirements for accessing such services, expected service standards and timelines, as well as the rights and responsibilities of both the Board and its customers. It also provides avenues for enquiries, feedback, complaints and redress where service standards are not met. The scope of this Charter covers the major services and activities of the Board, including service standards, customer expectations, staff responsibilities, service delivery procedures, applicable timelines, feedback and complaint mechanisms, and the Board's commitment to continual improvement. It applies to all

relevant departments, units, offices and service points of the Board in their interactions with candidates, institutions, staff, parents, guardians and other stakeholders.

3. FUNCTIONS OF THE BOARD

The general control of the conduct of Matriculation Examinations for admissions into Tertiary Institutions.

The appointment of Examiners, Moderators, Invigilators, Members of the subject panels and committees and other persons with respect to matriculation examinations and any other matters incidental thereto or connected therewith. The placement of suitably-qualified candidates in collaboration with tertiary institutions after having taken into accounts:

The vacancies available in each Tertiary Institutions.

i. The guidelines approved for each Tertiary Institutions by its proprietors or other competent authorities.

ii. The preference expressed or otherwise indicated by the candidates for certain Tertiary Institutions and courses; and such other matters as the Board may be directed by the Minister to consider or the Board itself may consider appropriate in the circumstances.

·The collation and dissemination of information on all matters relating to admissions or any other matter relevant to the discharge of the functions of the Board.

·The carrying out of such other activities as are necessary or expedient for the full discharge of all or any of the functions conferred on it under or pursuant to this Decree.

4. VISION STATEMENT

To be a world-class Matriculation, Assessment and Admission Board through Equal Opportunity and Transparent Services.

5. MISSION STATEMENT

To reliably measure candidates' ability and determine their suitability for Tertiary Education.

6. CORE VALUES

- Service & Integrity
- Transparency
- Inclusiveness
- Equity
- Corruption-free

7. STAKEHOLDERS / CLIENTS

- Staff
- Candidates
- CBT Centres
- Tertiary Institutions
- Service Providers
- General Public
- Special Needs – People living with disabilities (PLWDs)



8. SERVICE PROVISION AND DELIVERY STANDARDS

S/N	SERVICES	REQUIREMENTS	DELIVERY STANDARD		DEPARTMENT RESPONSIBLE
			TIMELINE	COST	
1	UTME /DE REGISTRATION UTME Registration with Mock UTME Registration without Mock Direct Entry Registration	1. Obtain NIN: Candidates must have a valid National Identification Number (NIN). 2. Generate Profile Code: Send an SMS in the following format from the candidate's personal phone number: NIN 12345678901 Send to 55019 or 66019. The candidate will receive a 10-digit Profile Code. 3. Purchase e-PIN: Use the Profile Code to purchase the JAMB e-PIN through an approved channel. 4. Complete Registration: Proceed to an accredited JAMB CBT centre with the e-PIN and required details to complete registration.	15mins	With Mock Examination: ₦8,700 Without Mock Examination: ₦7,200 Direct Entry Registration: ₦5,700	All accredited JAMB CBT Centres
2	Penalty Service SIM Swap/Email change Late O'level upload	Provision of Court Affidavit: Candidates are required to provide a duly sworn court affidavit where applicable, in support requests requiring legal documentation. Kindly visit JAMB office	5 minutes	₦5,000 ₦5,000 ₦5,000	JAMB Offices Only
3	Other Services				



Service Charter and Complaints Policy

	Change of Institution/Course	Kindly visit the nearest JAMB office with your JAMB Registration slip	5 minutes	N2,500	JAMB Only	Offices
	Change of programme/institution (transferred Candidates only)	Kindly visit JAMB office		N2,500	JAMB only	offices
	Programme change (new admission letter)	Kindly visit JAMB office with your O'level result and JAMB admission letter.		N2,500	JAMB only	offices
	Improper inter-institution movement (deletion)	Kindly visit JAMB office with your O'level result, JAMB admission letter and JAMB registration slip		N5,000	JAMB only	offices
	Local transfer	Kindly visit JAMB office with your O'level result		N5,000	JAMB only	offices
	Foreign transfer	Kindly visit JAMB office with your O'level result		N5,000	JAMB only	offices
	Condonement of undisclosed illegal institutional admission with registration number (2017 - 2020 only)	Kindly visit JAMB office		N5,000	JAMB only	offices
	Condonement of undisclosed illegal	Kindly visit JAMB office		N9,200	JAMB only	offices
	institutional admission without registration number (2017 - 2020 only)					
	Condonement of illegitimate admission	Kindly visit JAMB office		N5,000	JAMB only	offices
	Retrieval of JAMB registration number	Kindly visit JAMB office		N1,000	JAMB only	offices



4	NIN Allignment				
	Date of birth correction	Kindly visit the nearest CBT with your O,level result, birth Certificate and JAMB result/admission letter (DE)	20 minutes	N15,000	All accredited CBT Centres
	Correction of name	Kindly visit the nearest CBT Centre with your court affidavit after the NIMC correction	20 minutes	N15,000	All accredited CBT Centres
	Correction of origin (State, LGA)	Kindly visit the PTC with your Court affidavit, NIN, O,level result birth Certificate and citizenship	20 minutes	N15,000	All accredited CBT Centres
	Correction of gender	Kindly visit the nearest CBT Centre with your Court affidavit, after correction with NIMC	20 minutes	N15,000	All accredited CBT Centres
5	Other registration Services				
	NOUN Registration	On hold	10 minutes	N5000	All JAMB accredited CBT Centres
	Part-time Registration	Kindly visit the nearest CBT Centres with your O'level and School admission letter	10 minutes	N5,300	All JAMB accredited CBT Centres
	Sandwich Registration	Kindly generate your profile code and visit the PTC with your O'level and School admission letter	10 minutes	N5,300	All JAMB accredited CBT Centres
	Distance learning	Kindly generate your profile code and visit the PTC with your O'level and School admission letter		N5,300	All JAMB accredited CBT Centres



6	Printing Services				
	Printing of result slip	Kindly visit the nearest CBT centres with your JAMB Registration slip	5 minutes	N1,500	All JAMB accredited CBT Centres
	Printing of admission letters	Kindly visit the nearest CBT Centre with your JAMB Registration slip	5 minutes	N1,000	All JAMB accredited CBT Centres
7	Condonement of admission into newly approved COED	Kindly visit JAMB office		N3,500	IPRC/JAMB offices
8	Upload of O'level	Kindly visit the nearest CBT Centre or self service	5 minutes	Free of charge	All JAMB accredited CBT Centres
9	O'level verification	Kindly visit the nearest CBT Centre or self service (visit: "buyresultsverificationcode.ng")	5 minutes	Service is free of charge but verification code costs N4,000	All JAMB accredited CBT Centres
10	JAMB EQUAL OPPORTUNITY GROUP (JEOG) CANDIDATES WITH SPECIAL NEED SET UP BY JAMB IN 2017 People living with disabilities (PLWD) belonged to the JEOG to be able to have access and inclusiveness in education for their category but they must indicate their conditions at the point of registration	The blind and deaf candidates that possess 5 O'Level credit passes at the point of registration of UTME/DE.	20 minutes .	Free registration of UTME/DE or refund the registration money by the Board after the registration	Registrar's Office/Corporate Compliance and Oversight Services (CCOS) Division



11	JAMB EQUAL OPPORTUNIT Y GROUP (CANDIDATE S WITH SPECIAL NEED) SET UP BY JAMB IN 2017	Special need Candidates have different date, time and venue for their examination different from others including their welfare feeding and other logistics.	180 Minutes inclusive with break time.	The Board takes care of their expenses	Corporate Compliance and Oversight Services (CCOS) Division
12	JAMB EQUAL OPPORTUNIT Y GROUP (CANDIDATE S WITH SPECIAL NEED) SET UP BY JAMB IN 2017	No Post UTME for all the categories of people living with disability (PLWD)	0 minutes	Free of Charge	Corporate Compliance and Oversight Services (CCOS) Division

9. PERFORMANCE MONITORING AND REPORTING

The Joint Admissions and Matriculation Board is committed to monitoring and evaluating the performance of its services against set standards to ensure accountability, transparency, and continuous improvement.

We track key service areas such as registration, examination, admission, and customer support through internal audits, customer feedback, and staff performance reviews.

Performance reports are published annually in the **JAMB Annual Report** and also presented during the Annual Stakeholders' Forum. Feedback from candidates, parents, and partner institutions is regularly collated to improve service delivery.

10. CUSTOMERS' OBLIGATIONS

For any JAMB-related services, a customer should visit the nearest JAMB Office, JAMB-Approved CBT Centres, or JAMB National Headquarters.

11. OBLIGATIONS OF STAFF AND MANAGEMENT

Obligations of Staff

All staff of the Joint Admissions and Matriculation Board (JAMB) shall:

1. Treat all candidates, parents, stakeholders, and members of the public with courtesy, respect, fairness, and professionalism.
2. Provide accurate, reliable, and timely information on the Board's policies, procedures, examinations, registration, admission processes, and other services.
3. Perform assigned duties diligently, efficiently, and in accordance with the Board's rules, regulations, and established service delivery standards.
4. Attend to customers promptly and ensure that enquiries, complaints, and requests are handled professionally.
5. Maintain confidentiality and protect the personal information and records of candidates, staff, and other stakeholders.
6. Uphold integrity, transparency, accountability, and impartiality in the discharge of official responsibilities.
7. Reject bribery, corruption, favouritism, extortion, and all

forms of unethical conduct.

8. Provide equal access to services without discrimination and give appropriate consideration to persons with disabilities and other customers with special needs.

9. Protect the Board's property, equipment, information systems, and other public resources entrusted to their care.

10. Direct customers to the appropriate departments or officers where their enquiries or complaints cannot be resolved at the point of contact.

11. Wear appropriate official identification where required and maintain a professional appearance and conduct.

12. Receive feedback from customers positively and contribute to continuous improvement in service delivery.

Obligations of Management

The Management of JAMB shall:

1. Provide the leadership, resources, facilities, and enabling environment required for effective and efficient service delivery.

2. Ensure that the Board's policies, procedures, and service standards are clearly communicated to staff and members of the public.

3. Promote a customer-focused organisational culture that prioritises courtesy, fairness, transparency, accountability, and professionalism.

4. Provide regular training and capacity-building opportunities for staff to improve their competence and service delivery.
5. Establish and maintain effective mechanisms for receiving, investigating, and resolving customer complaints and grievances within reasonable timelines.
6. Monitor staff performance and compliance with the Service Charter and take appropriate corrective measures where necessary.
7. Ensure that services are accessible, inclusive, and responsive to the needs of candidates, persons with disabilities, and other stakeholders.
8. Provide reliable channels of communication, including the Board's website, designated offices, help desks, and other approved platforms for disseminating information.
9. Ensure the security, confidentiality, and proper management of candidates' records and other official information.
10. Promote ethical conduct and enforce applicable rules and regulations against misconduct, corruption, and abuse of office.
11. Encourage feedback and stakeholder participation in evaluating and improving the quality of the Board's services.
12. Periodically review service delivery standards and take necessary steps to address identified gaps, operational challenges, and emerging customer needs.

13. Ensure that staff are treated fairly and provided with the necessary support to discharge their duties effectively.

14. Make the Service Charter available to the public and ensure that its provisions are implemented across relevant departments, units, state offices, and examination centres.

JAMB Management is committed to ensuring that all staff uphold these obligations and that the Board's services remain responsive, accessible, transparent, and accountable to the public.

12. REDRESS AND COMPLAINTS MECHANISM

The Board receives complaints or feedback from its customers through the following channels:

- Interface
- Telephone
- Online Ticket Platform
- Suggestion Box
- Comment Card
- Social Media Channels

For any JAMB-related services, a customer should visit the nearest JAMB Office, JAMB-Approved CBT Centres, or JAMB National Headquarters.

CHANNELS OF COMMUNICATION

Contacts: 08166335513, 08123658955 and 07002200016

- **Email:** info@jamb.gov.ng

- **Website:** www.jamb.gov.ng
- **Official JAMB Social Media Platforms:**
- Instagram: www.instagram.com/jamb_hq
- TikTok: www.tiktok.com/@jambhq
- X (formerly Twitter): www.x.com/jambhq
- Facebook:
<https://www.facebook.com/share/19SD4PN3JS/>

TIMELINES FOR RESOLVING ISSUES

The nature of the issues varies, as indicated in 8.0 above, and the timeline for resolving each complaint depends on its complexity. However, every complaint submitted through the ticketing system is acknowledged immediately, with resolution generally achieved within 24 to 72 hours, depending on the nature of the issue. Where a complaint requires additional time to resolve, the candidate is duly informed of the reasons for the delay, the process involved, and any necessary steps to be taken within the applicable timeframe. Complaints received through the interface are, however, attended to and resolved immediately, where practicable, depending on the nature of the issue.

13. STAKEHOLDERS PARTICIPATION

JAMB recognizes that effective service delivery depends on collaboration with key stakeholders.

We engage candidates, parents, tertiary institutions, state ministries of education, CBT centres, and the media in policy formulation and service improvement.

Stakeholders are consulted through quarterly stakeholders' meetings, sensitization workshops, and feedback platforms

on the JAMB website and social media.

This participatory approach ensures that our services remain efficient, inclusive, and responsive to the needs of the public.

14. SPECIAL NEEDS- PEOPLE LIVING WITH DISABILITIES (PLWDs) PROVISION

1. JAMB Equal Opportunity Group (JEOG) was established in 2017, it plays a role in ensuring that candidates living with disabilities (PLWDs) have fair, inclusive and equitable access to registration for the Unified Tertiary Matriculation Examination (UTME), the examination itself and admissions opportunities into tertiary institutions. In the same vein, they are expected to disclose their status at the point of their UTME/DE registration for consideration.
2. The blind and deaf candidates that possess 5 O'Level credit passes at the point of registration of UTME/DE are given free registration or refunded their registration money during the examination.
3. All candidates of PLWDs have different Date, Time and Venue for their UTME examination different from others.
4. The Board takes care of their expenses and welfare.
5. Special needs candidates are exempted from Post UTME.
6. The details of these special needs (PLWD) are sent to their choice institutions from the admission department of the Board before the commencement of the admission

process for either early consideration or rejection.

Those rejected by their choice institutions as a result of facilities etc. are communicated to immediately by the JEOG desk officer of the Board to advise them on the need to change their institutions or course. They are always followed up until their admission is secured.

15. EXISTING LIMITATIONS:

1. Candidates patronizing Cyber Cafe or Touts
(NB: Candidates are advised against patronizing Cyber Cafe because they are not authorized)

2. Non adherence to policies by some institutions/accredited CBT Centres

3. Occasional downtime of the Board services due to network issues by service providers

4. Excessive charges for services rendered to candidates by some CBT Centres

16. SERVICE CHARTER REVIEW

The date for the next review of this document shall be October 2029.

**JOINT ADMISSIONS AND MATRICULATION BOARD**UPDATED ADDRESSES, EMAILS AND TELEPHONE NUMBERS OF ZONAL AND STATE OFFICES

S/N O	STATE	OFFICE ADDRESS	ACRONYM	E-MAIL ADDRESSES
1	ABIA	JAMB STATE OFFICE UBAKALA, UBAKALA JUNCTION, PORT HARCOURT – ENUGU EXPRESS WAY, UMUAHIA, ABIA STATE.	ABIA STATE COORDINATOR	jambabia@yahoo.com abia@jamb.gov.ng
2	ADAMA WA	JAMB STATE OFFICE FORMER MINISTRY OF EDUCATION, SIR KASHIM IBRAHIM WAY, JIMETA, YOLA, ADAMAWA STATE.	ADAMAWA STATE COORDINATOR	jambvola@yahoo.com adamawa@jamb.gov.ng
3	AKWA- IBOM	JAMB STATE OFFICE NO. 12 AKPAKPAN STREET, OFF WELLINGTON BASSEY WAY, UYO, AKWA IBOM STATE.	AKWA-IBOM STATE COORDINATOR	jambakwaibom@yahoo.com akwaibom@jamb.gov.ng
4	ANAMBRA	JAMB STATE OFFICE AMAWBIA BY-PASS, AWKA, ANAMBRA STATE.	ANAMBRA STATE COORDINATOR	jambanambra@yahoo.com anambra@jamb.gov.ng
5	BAUCHI	JAMB ZONAL OFFICE 20, GOMBE ROAD, OLD GRA, BAUCHI, BAUCHI STATE.	ZONAL DIRECTOR, BAUCHI	jambbauchi@yahoo.com bauchi@jamb.gov.ng
6	BAYELSA	JAMB STATE OFFICE 3, POLICE HEAD QUARTERS ROAD, ALONG FEDERAL MEDICAL CENTRE ROAD, OVOM, YENAGOA, BAYELSA STATE.	BAYELSA STATE COORDINATOR	jambbayelsa@yahoo.com bayelsa@jamb.gov.ng
7	BENUE	JAMB STATE OFFICE NO. 146, GEORGE AKUME WAY, MAKURDI, BENUE STATE.	BENUE STATE COORDINATOR	jambbenue@gmail.com benue@jamb.gov.ng
8	BORNO	JAMB ZONAL OFFICE PLOT 2, SHEHU LAMINU WAY, ADJACENT BORNO STATE GOVT. HOUSE, MAIDUGURI, BORNO STATE.	ZONAL DIRECTOR, MAIDUGURI	maidamb@yahoo.com borno@jamb.gov.ng
9	CROSS RIVERS	JAMB STATE OFFICE 41, OKORO-AGBO ST, OFF MARIAM ST, CALABAR, CROSS RIVER STATE.	CROSS RIVER STATE COORDINATOR	calabarjamb@gmail.com crossriver@jamb.gov.ng ovinkanodhigada@gmail.com
10	DELTA	JAMB STATE OFFICE BY N.T.A. JUNCTION, OKPANAM ROAD, ASABA, DELTA STATE.	DELTA STATE COORDINATOR	jambdelta1@yahoo.com delta@jamb.gov.ng
11	EBONYI	JAMB STATE OFFICE NO. 1, AMAGU STR., BY UNITY SQUARE, OFF EZZA ROAD, ABAKALIKI, EBONYI STATE.	EBONYI STATE COORDINATOR	jambebonyioffice1@gmail.com ebonyi@jamb.gov.ng



Service Charter and Complaints Policy

S/NO	STATE	OFFICE ADDRESS	ACRONYM	E-MAIL ADDRESSES
12	EDO	JAMB ZONAL OFFICE BLESSED AVENUE, BESIDE NSCDC HEADQUARTERS, OFF LIMIT ROAD, BENIN CITY, BENIN, EDO STATE.	ZONAL DIRECTOR, BENIN	jambedo@yahoo.com edo@jamb.gov.ng
13	ENUGU	JAMB ZONAL OFFICE NO. 22 ANNANG STREET OGUI NEW LAYOUT, OGUI OFF NKOTIKI JUNCTION, ENUGU, ENUGU STATE.	ZONAL DIRECTOR, ENUGU	jambenzoffice@gmail.com jambzonalofficeenugu@yahoo.com enugu@jamb.gov.ng
14	EKITI	JAMB STATE OFFICE BESIDE NEW CBN OFFICE NEW IYIN ROAD ADO-EKITI, EKITI STATE.	EKITI STATE COORDINATOR	jambadoekiti@gmail.com ekiti@jamb.gov.ng
15	F.C.T	JAMB ZONAL OFFICE JAMB CLOSE, BY JONATHAN ETIM STREET, OFF EJIRO AKPORHONOR CRESCENT(THE ROAD JUST BEFORE KADO FISH MARKET FENCE), IDU, KARIMO ROAD, KADO SABO- ABUJA	ZONAL DIRECTOR, ABUJA	zainabhamza19@gmail.com fct@jamb.gov.ng jambfct@yahoo.com
16	GOMBE	JAMB STATE OFFICE HQTRS) DOCTOR'S QUARTERS, BUHARI HOUSING ESTATE, NEW G.R.A, GOMBE, GOMBE STATE.	GOMBE STATE COORDINATOR	jambgombe@yahoo.com gombe@jamb.gov.ng malamiabubakar28@yahoo.com
17	IMO	AREA H, BY CONCORD BUS STOP, OPPOSITE SAGA SUITE HOTEL, BESIDE LABOUR HOUSE, OWERRI, IMO STATE	ZONAL DIRECTOR (HA), OWERRI	imo@jamb.gov.ng
18	JIGAWA	JAMB STATE OFFICE PLOT NO. 269/270, MECHANICS VILLAGE, DUTSE BY-PASS DUTSE, JIGAWA STATE	JIGAWA STATE COORDINATOR	jambijgawa@yahoo.com jigawa@jamb.gov.ng
19	KADUNA	JAMB ZONAL OFFICE (HA) 79, TAFAWA BALEWA WAY, NAGUWAN, KADUNA, KADUNA STATE.	ZONAL DIRECTOR (HA), KADUNA	jambannexkaduna@yahoo.com kaduna@jamb.gov.ng
20	KANO	JAMB ZONAL OFFICE FARAWA KM 12 ALONG KANO MAIDUGURI EXPRESS WAY KANO, KANO STATE.	ZONAL DIRECTOR, KANO	jambkano@yahoo.com kano@jamb.gov.ng kanojamb@gmail.com
21	KATSINA	JAMB STATE OFFICE KATSINA - DUTSINMA ROAD, BY AL-QALAM ROUND ABOUT KATSINA, KATSINA STATE.	KATSINA STATE COORDINATOR	jambkatsina@yahoo.com katsina@jamb.gov.ng
22	KEBBI	JAMB STATE OFFICE ALONG NEW SECRETARIAT ROAD, GWADANGWAI, BIRNIN KEBBI, KEBBI STATE	ACRONYM KEBBI STATE COORDINATOR	jambkebbi@yahoo.com kebbi@jamb.gov.ng
23	KOGI	JAMB STATE OFFICE HASSAN KATSINA ROAD (TPS 39, BLOCK 8 PLOT NO 11), ALONG ZONE 8, LOKOJA, KOGI STATE	KOGI STATE COORDINATOR	jambkogi@yahoo.com kogi@jamb.gov.ng
24	KWARA	JAMB ZONAL OFFICE (HA) AFTER OYUN BRIDGE, ALONG OLD JEBBA ROAD OYUN, ILORIN, KWARA STATE.	ZONAL DIRECTOR (HA), ILORIN	jambkwara@yahoo.com kwara@jamb.gov.ng



Service Charter and Complaints Policy

S/NO	STATE	OFFICE ADDRESS	ACRONYM	E-MAIL ADDRESSES
25	LAGOS	JAMB ZONAL OFFICE (HA), 11 OJORA ROAD, OFF ALEXANDER ROAD, IKOYI, LAGOS STATE.	ZONAL DIRECTOR (HA), LAGOS	jambannexlagos@yahoo.com lagos@jamb.gov.ng
26	NASARA WA	JAMB ZONAL OFFICE, ADJACENT TAAL E-LIBRARY, OLD TOMATO MARKET ROAD, BESIDE NSCDC OFFICE, BY LAFIA ROUNDABOUT, LAFIA, NASARAWA STATE.	ZONAL DIRECTOR, LAFIA	jambnasarawa@yahoo.com nasarawa@jamb.gov.ng
27	NIGER	JAMB STATE OFFICE, PLOT2, (3 ARM ZONE), ALONG EASTERN BYE-PASS, MAITUMBI ROAD, MINNA, NIGERSTATE.	NIGER STATE COORDINATOR	jambnigerminna@yahoo.com niger@jamb.gov.ng
28	OGUN	JAMB STATE OFFICE OPPOSITE OLUSEGUN OBASANJO PRESIDENTIAL LIBRARY, PRESIDENTIAL BLVD, OKE MOSAN ABEOKUTA, OGUN STATE.	OGUN STATE COORDINATOR	jambogun@yahoo.com ogun@jamb.gov.ng
29	ONDO	JAMB STATE OFFICE QUARTERS 92, ALAGBAKA ESTATE NEAR C.B.N. OFFICE OFF IBB AVENUE AKURE, ONDO STATE.	ONDO STATE COORDINATOR	jambondo@yahoo.com ondo@jamb.gov.ng
30	OSUN	JAMB STATE OFFICE BEHIND TECHNICAL COLLEGE, ALONG WAEC ROAD, ALEKUNWODE, OSOGBO	OSUN STATE COORDINATOR	jambosun@yahoo.com osun@jamb.gov.ng
31	OYO	JAMB ZONAL OFFICE, QUARTERS 845, AGODI G.R.A. OPP. IKOLABA GRAMMAR SCHOOL, IBADAN, OYO STATE.	ZONAL DIRECTOR, IBADAN	jambibadan@yahoo.com oyo@jamb.gov.ng
32	PLATEAU	JAMB STATE OFFICE NO.56, MURTALA MUHAMMED WAY, JOS, PLATEAU STATE.	PLATEAU STATE COORDINATOR	jambplateau@yahoo.com plateau@jamb.gov.ng
33	RIVERS	JAMB ZONAL OFFICE NO. 10, ABA ROAD, OPPOSITE ABALI PARK, PORT HARCOURT, RIVERS STATE.	ZONAL DIRECTOR, PORT-HARCOURT	jambroversph@yahoo.com rivers@jamb.gov.ng
34	SOKOTO	JAMB ZONAL OFFICE NO. 6, GWADABAWA ROAD, BEHIND DAMBU STORE, SOKOTO, SOKOTO STATE.	ZONAL DIRECTOR, SOKOTO	jambokoto@yahoo.com sokoto@jamb.gov.ng
35	TARABA	JAMB STATE OFFICE, OLD TEACHER'S COLLEGE ALONG NYABUN KAKA ROAD, JALINGO, TARABA STATE.	TARABA STATE COORDINATOR	jambtaraba@yahoo.com taraba@jamb.gov.ng
36	YOBE	JAMB STATE OFFICE BUKA ABBA IBRAHIM WAY, ALONG COMMISSIONER'S QUARTERS ROAD, DAMATURU, YOBE STATE.	YOBE STATE COORDINATOR	jambyobe@yahoo.com yobe@jamb.gov.ng
37	ZAMFARA	JAMB STATE OFFICE NO. 8 SOKOTO ROAD, OPP. WAMBAL HOUSE P.M.B. 01120 GUSAU, ZAMFARA STATE.	ZAMFARA STATE COORDINATOR	jambzamfara@yahoo.com zamfara@jamb.gov.ng