



REPORT ON OGP-IRM ASSESSMENT OF COMMITMENTS 15 & 16 OF IMPROVED SERVICE DELIVERY IN NAPII. **(SERVICOM AS LEAD AGENCY)**

SERVICOM is a service agreement between the federal government (including all its organs and the Nigerian People. The acronym derived from the words SERVICE COMPACT. The broad objectives of SERVICOM, inter alia, are to: provide quality service to the people; set out the entitlement of the citizens; ensure good leadership; educate the citizens (customers) on their rights; empower public officers to be alert to their responsibilities in providing improved, efficient, timely, and transparent service.

Commitment 15: Improved public service delivery in Ministry of Health, Education, Agriculture and Infrastructure

1. a. What have been the challenges with previous efforts to improve service delivery in the Ministry of Health, Education, Agriculture and Infrastructure?

- Under funding. Eg inadequate budgetary provisions to run the service delivery processes in Ministerial SERVICOM Units (MSUs) in Ministries, Departments and Agencies) MDAs.
- No enabling statute for SERVICOM
- Lack of ownership by leadership of the MDAs.
- MSUs in MDAs are left out in service delivery activities /governance of MDAs.
- Professional departments not being part of MSUs composition.
- Failure of MDAs to link up service charter with their organisational goals and performance management system.
- Non adherence with the national guideline on service charter development/review and implementation.
- **(Please See attached Appendix A; Service Charters Baseline Reports of concerned MDAs & National Guideline on Service Charter Development/Review and Implementation)**

1b. What strategy will be used to gain buy-in from the MDAs and state Governors?

- Legislation of key aspect of service delivery at all levels (Tiers) of government.
- Leadership /CEOs and state governors to enter into compact affirming the provision of service delivery as contained in their service charters.
- Involve high level political leadership and engage with the Secretary to the Government of the Federation (SGF) to engage with the leadership of the MDAs and State Governors; then continuous advocacy.
- Advocacy visit/sensitization (One on one engagement) with Chief executives (management) of selected MDAs and states.
- Awards.(hall of fame and national ranking) for compliance performance
- Engage with Technical Team of core service delivery departments of selected MDAs to drive the service delivery improvements in their organisations.

2. a. How will service charter be amended?

- Through engagement of staff of selected MDAs via meetings, training workshops and stakeholders/citizens engagement for validation of reviewed and management endorsed Service Charters.
- Determine and allocate required resources for service charter amendments.
- Collation and analysis of feedback on service experiences from citizens and consultation to input in the service charter amendment process.
- **Please See attached Appendix B; Pictures of Some Service Charters and kindly refer to our website; www.servicom.gov.ng for more information**

b. How will compliance with amended service charters (including the state service charter) be incentivized?

- Improved MDAs budgets based on service charter performance against service delivery standards
- Motivation of public servant . frontline staff/stakeholders through rewards system. (E.g Service excellence award)
- Naming and shaming poor performance of MDAs.
- Plan is to make compliance a key aspect of staff promotion requirement; designate awards for compliance champions within the MDAs reports.

c. How will this impact service delivery?

- Make MDAs more customer-focused in their service delivery processes, procedures and raise standards.
- Improve citizens' experience in dealing with public services and increase customer satisfaction.
- Reorientation of mind set of Nigerians (service providers and service takers) to fight and win the war of service failure.

3. a. What numbers of MDAs have a budget line for MSU?

Listed below are the selected MDAs/Service Windows for the implementation of Commitment 15:

S/N	MDAs WITH BUDGET LINE	MDAs WITH NO BUDGET LINE
1.	Federal Ministry of Agriculture and Rural Development	National Agricultural Seeds Councils (Agriculture Parastatal)
2.	Federal Ministry of Transportation	Federal Ministry of Education
3.	Federal Airport Authority of Nigeria (FAAN)	National University Commission (NUC)
4.	Nigerian Maritime Administration and Safety Agency (NIMASA)	National Commission for Colleges of Education (NCCE)
5.	Nigerian Electricity Regulatory Commission (NERC)	Federal Ministry of Power
6.	Nigerian Port Authority (NPA)	Federal Ministry of Aviation
7.		Federal Ministry of Works and Housing
8.		Federal Housing Authority (FHA)
9.		Federal Ministry of Health
10.		Federal Ministry of Transportation
11.		Federal Roads Maintenance Agencies (FERMA)

- Most MDAs do not adhere to the FEC approved circular on budgetary provision for their SERVICOM Units; for the MDAs with budget line, timely release of funds is a challenge.
- **Please See attached Appendix C; Budget line provision circular to all MDAs.**
- Most SERVICOM Units in Ministries do not have budget line unlike the SERVICOM Units in some of the agencies under Ministries.

b. How would inclusion of MSU on MDAs' budget lines and the budget line for production/implementation of service charter impact MDAs' service delivery?

- It will enable MSUs to effectively monitor and report on their MDA performance against service standards and drive continuous service improvement.
- It will make MSUs more visible and enhance engagement with citizens
- Citizens will hold MDAs more accountable.

c. How will this change SERVICOM'S role?

- SERVICOM will have data bank on MDAs service delivery ratings.
- SERVICOM will monitor and provide improved service delivery reports of various sectors of public services that will guide decisions in government policy making/governance issues.
- SERVICOM reports will assume advisory role in shaping government budget.

4. a. Has SERVICOM previously produced performance and compliance reports for MDAs?

- **SERVICOM** has previously conducted compliance assessments and produced compliance reports; however it is yet to conduct performance evaluation.
- **Please See attached Appendix D; Some Universities and Hospitals Compliance Evaluation Reports, kindly refer to our website; www.servicom.gov.ng for additional information**

b. If so, how will these change?

- SERVICOM will report and publish on performance against set standards in MDAs service charters.
- Will increase Government-Citizens connectedness Index rating that will promote citizens inclusion and participation.

c. How will compliance be measured?

- SERVICOM will carry out compliance evaluation using the Federal Executive Council (FEC) approved compliance measurement tool (**SERVICOM Index**) (**Please See attached Appendix E**) that measures and reports on citizens' satisfaction at service windows.
- Through submission of quarterly Service Charter Performance reports by MDAs and independent surveys by SERVICOM and CSOs.

d. How will FEC ensure compliance with the reports' recommendation?

- By tying MDAs annual budget to performance based on recommendations made in SERVICOM Compliance Evaluation Reports
- Issuance of Compliance Circulars to MDAs by FEC and SERVICOM reporting on level of implementation/compliance
- Introduction of punitive administrative measures consistence with enforcement and punishment for non-compliance with service standards/best practice.

5. a. Has SERVICOM previously met with CSOs on public service delivery?

- Yes;
- SERVICOM involves them at various stakeholdersqengagements. E.g validation of developed/reviewed MDAs service charters.
- The CSOs accompany SERVICOM Compliance Evaluation teams to the field to produce their own independent reports on quality of services delivered to the citizens. E.g of some service windows are the hospitals and universities.

b. What roles are CSOs expected to play in improving public service delivery?

- The Non-State Actors component are now part and parcel of the initiative in improving public service delivery, they have a role in all the life-cycle and we will involve them in all the road map including . program conceptualization, development of programs, implementation and monitoring, complaints and grievance management, performance assessment and final performance reporting.
- They will engage citizens to challenge MDAs to meet up with their commitments in the service charter/ standards, challenge poor service and make MDAs seat on their toes. etc
- They will raise awareness level of citizens to actively provide feedback through handles provided by CSOs.
- The CSOs will enhance citizensqparticipation in government service through citizensqengagement and collation of feedback at the grassroots.

Commitment 16: Enact SERVICOM Bill and National Policy

6. In what way will citizens be able to provide feedback and to what extent will this feedback be incorporated into the SERVICOM Bill?

- SERVICOM will advertise on national dailies calling for inputs through mails, phone calls and social media platforms etc.
- SERVICOM will organize a citizenspolicy dialogue on the Bill once it is slated for public debate to collect inputs. The diverse views/comments will be harmonised for submission for further legislative action during the public hearing.
- The Legislature holds public hearing on Bills and Citizens are encouraged to make inputs.

7. What are the main obstacles to passing the SERVICOM Bill?

- Delay in securing funds for all the relevant steps/processes.
- Delay at different stages on the passage of the Bill at the National Assembly.
- There may be delays occasioned by bottlenecks in the legislative process
- Lack of ownership by the executive and Legislative Arm of Government to drive the bill process to a timely conclusion

8. How will this Bill impact SERVICOM'S performance?

- The Bill provides a legal foundation for SERVICOM to perform its functions, as key aspect of service delivery will be legislated upon to improve compliance by MDAs, thereby making non-compliance with service improvement initiatives of SERVICOM unlawful.
- Service Delivery will be institutionalized. SERVICOM will be empowered to meaningfully engage with all stakeholders without fears about lack of continuity or sustainability which has been a major drawback for non-state actors and development partners.
- SERVICOM at all levels of government including SERVICOM Units s in MDAs will have a more defined structure, authority and budget for effectiveness and efficiency.