



SERVICOM OFFICE 2015 REPORT OF ACTIVITIES

REPORT ON SERVICOM OFFICE ACTIVITIES FROM JANUARY 2015 TO DECEMBER 2015,

Vision: To be The Foremost Change Agent for Service Excellence

Mission: “To Support the Promotion of Service Excellence in Public Services in order to Improve Citizens’ Satisfaction”

1.0 INTRODUCTION

SERVICOM is a social contract between the Federal Government of Nigeria and its people. SERVICOM gives Nigerians the right to demand quality service. Details of these rights are contained in Service Charter, which are now available in all government Ministries, Departments and Agencies (MDAs) where services are provided to the public. SERVICOM operates through a network of Ministerial SERVICOM Units (MSUs) established in all MDAs to refocus every institution in the service towards better service delivery

The singular objective of SERVICOM Is to meet the challenge of nationwide service failure as depicted in a diagnostic survey, *Delivering Service in Nigeria: A Roadmap*, whose findings were fully discussed at the Retreat in 2004, especially its conclusions that Government services were not serving the people and Services were inaccessible, poor in quality and indifferent to citizen’s needs.

The SERVICOM Office was thereafter set up under the Presidency on 21st March, 2004 to serve as the engine of the Federal Government’s service delivery initiative. In 2012, a Presidential Committee reviewed the Service Delivery Initiative (SDI) in Nigeria and came up with the following mandates:

- Developing and Implementing Service Charters
- Raising Citizens’ Satisfaction
- Increasing Citizens’ Awareness
- Developing Robust Performance Monitoring and Reporting System
- Ensuring the Sustainability of SERVICOM

2.0 KEY ACTIVITIES AND ACHIEVEMENTS OF THE SERVICOM OFFICE

In order to entrench the culture of improved service delivery to which citizens are entitled to, the SERVICOM Office, through its Operations Unit, the Public Awareness Unit and the SERVICOM Institute carried out the following activities during the period under review:

2.1 SUPERVISION OF SERVICE DELIVERY IN MDAs

Eighty Seven (87) Ministries, Departments and Agencies (MDAs) as contained in SERVICOM protocol list being supervised to ensure that they comply with the SERVICOM principles in order to improve service delivery to citizens, in accordance with Mr. President's Change Agenda.

2.2 EVALUATION OF SERVICES OF MDAs

To assess the quality of services delivered to citizens and determine the level of compliance of MDAs with SERVICOM principles, the SERVICOM Office conducted SERVICOM Compliance Evaluation (SCE) of Federal Ministry of Education, with visit to six (6) Federal Universities; Federal Ministry of Interior, with visit to eight (8) State Commands of Nigeria Immigration Service, NIS Headquarters and Federal Ministry of Science and Technology - National Information Technology and Development Agency (NITDA)

The evaluation exercise exposed service delivery gaps in MDAs assessed and allowed for remedial strategies by SERVICOM Office, while at the same time serving as a wake- up call to MDAs to improve on the services they render to citizens with the aim of increased citizen satisfaction.

The table below shows the summary scores of each of the Service windows evaluated

**(Summary of SERVICOM Compliance Evaluation (SCE) conducted in 2015)
(Table 1.0)**

S/N	MDA	Service window	Date evaluated	Score	% Score	Ranking	Description
1	Education	Usmanu Danfodiyo Uni, Sokoto	14 th -18 th Dec, 2015	1.8	45%	Two Star (**)	Fair
2	Education	Fed. Uni. of Tech. Akure	Dec. 2015	2.2	55%	Two Star (**)	Fair
3	Education	Uni. of Maiduguri	Dec. 2015	1.9	47.5%	Two Star (**)	Fair
4	Education	MAUTECH, Yola	30 th Nov. – 4 th Dec, 2015	2.0	50%	Two Star (**)	Fair

5	Education	Fed. Uni. of Tech. Abeokuta	7 th – 12 th Feb, 2016	2.0	50%	Two Star (**)	Fair
6	Education	Uni. of Ife, Ile Ife	18 th – 22 nd Jan, 2016	1.9	47.5%	Two Star (**)	Fair
7	Interior	Nigeria Immigration Service Headquarters, Abuja	21 st – 23 rd Dec, 2015	1.7	42.5%	Two Star (**)	Fair
8	Interior	Nigeria Immigration Service Lagos	21 st – 23 rd Dec, 2015	1.7	42.5%	Two Star (**)	Fair
9	Interior	Nigeria Immigration Service Sokoto State Command	21– 23 Dec, 2015	1.7	42.5%	Two Star (**)	Fair
10	Interior	Nigeria Immigration Service (Port-Harcourt Command	21 –23 Dec, 2015	1.7	42.5%	Two Star (**)	Fair
11	Interior	Nigeria Immigration Service Zone B Kaduna & Kaduna State Command	23 Dec. 2015	1.7	42.5%	Two Star (**)	Fair
12	Interior	Nigeria Immigration Service Kano State Command	21 – 22 Dec, 2015	1.8	45%	Two Star (**)	Fair
13	Interior	Nigeria Immigration Service Katsina State Command	23 Dec. 2015	1.7	42.5%	Two Star (**)	Fair
14	Interior	Nigeria Immigration Service, FCT Command	15 March, 2016	1.8	45%	Two Star (**)	Fair
15	Sci. & Tech.	NITDA	16-19 Nov. 2015	2.4	60%	Three Star (***)	Acceptable

2.3 RESOURCE CENTRE INTERACTIONS

The Resource Centre Interaction (RCI), is an analytical interaction between the SERVICOM Office Staff and MSU Staff on matters concerning service delivery as it affects his/her MDA. It is an interaction attended twice per month by MSU

Staff from each of the 87 MDAs on SERVICOM protocol list. During the period under review, attendance by MSU Staff was not encouraging due to the following:

- MSU staff experienced difficulty coming to the interactive session due to paucity of funds.
- Lack of MDAs management support
- Poor Internet facilities

SERVICOM Office in its effort to address the above challenges has amongst other things done the following:

- Developed a workable framework to make the interactive session user friendly with the use of online communication. This would enable the Ministerial SERVICOM Units staff engage the SERVICOM Presidency in an online interaction and phone calls
- Solicited the support of MDAs management through regular visits

2.4 SERVICE CHARTER REVIEW, DEVELOPMENT AND LAUNCH

The SERVICOM Office has facilitated the evaluation, development and launch of Service Charters in Ten (10) MDAs. Service Charters are operational documents that tell service takers what services to expect, how to access services and what recourse to take in case of service failure in the Agency. Service Charters are essential tools for the process of constructively engaging the two sides of service delivery - the service takers (Citizens) and the service providers (Public servants). The following MDAs Charters were developed, evaluated and launched:

- Federal Ministry of Education
- Federal Ministry of Women Affairs and Social Development
- Federal University of Kashere
- Federal University of Otuoke
- University of Nigeria Nsukka
- Federal Road Safety Commission
- Nigeria Information Technology Development Agency
- Federal Airport Authority of Nigeria
- Teachers Registration council of Nigeria
- NPC

2.5 CAPACITY BUILDING ON SERVICE DELIVERY (CUSTOMIZED TRAININGS)

In the year under review, the customized trainings were conducted for the following MDAs:

- Border Community Development Authority
- University of Ilorin



A cross session of participants during SERVICOM's courtesy/sensitization visit to Border Community Development Agency (BCDA)

2.6 SERVICOM SENSITIZATION WORKSHOPS

In continuation with its mandate of sensitizing public servants on the need for them to deliver services in a courteous, timely, fair, effective and efficient manner and to bolster attitudinal change to work, the SERVICOM Office facilitated eleven (11) series sensitization workshops by some MDAs which held at different locations of the country. This has led to an increased awareness and improvement in disposition of civil servants on the way and manner they deliver services to the public. The following shows the MDAs where sensitization workshops were carried out:

(Table 1.1)

S/n	MDA	Paper presented	Categories of staff in attendance	Objective	Date
1	Nigerian Shippers' Council	Service Delivery Initiative	South West Zonal Office Staff	To remind management to lead the change process	9 th September 2015
2	Federal Ministry of Environment	- SERVICOM A road map to Effective service delivery - Implementation		Create awareness on SERVICOM	19 th August, 2015

		& Performance Monitoring of Service			
3	Universal Basic education Commission			To create & improve awareness on Service Delivery Initiative	July, 2015
4	Federal Airport Authority of Nigeria (FAAN)	Customer care		To work with all stakeholder to achieve success of the new airport reform	11 th February, 2015
5	NHIS			To improve awareness on Service Delivery Initiative	15 th Oct. and 18 th Nov. 2015
6	Ministry of Police Affairs	Customer care workshop			
7	Nigeria Shippers Council	Customer care workshop			26 th & 1 st Dec., 2015
8	Nigeria Television Authority (NTA)				Nov. 2015
9	Debt Management Office				Nov. 2015
10	State House				13 th Oct, 2015
11	NSCDC				18 th Nov. 2015

2.7 UP-DATING OF MDA's PROFILES ON THE SERVICOM WEBSITE

In order to allow citizens to have access to information that would facilitate the process of service delivery in MDAs, the SERVICOM website which has key details of MDAs is constantly being updated especially where there are changes of Ministers, CEOs, Permanent Secretaries, Directors and SERVICOM Nodal Officers of MDAs. All the eighty Seven (85) MDAs under SERVICOM Office protocol list are currently being updated

2.8 MINISTERIAL SERVICOM COMMITTEE MEETINGS

During the period under review, members of the Operations Unit attended the Ministerial SERVICOM Committee meetings of the following MDAs. This is with a view to exchanging knowledge, sharing ideas particularly on best practices on service delivery as it affects the entire MDAs. All the operating units of the MDAs attend such meetings:

(Table 1.2)

S/n	MDA	MSC Date	Remark
1	Federal Ministry of Labour & Productivity	24 th February, 2015	The MDA requested for Director of Reform
2	Nigeria Comm. Commission (NCC)	18 th August, 2015	Goodwill message Delivered by SERVICOM Presidency representative
3.	Federal Ministry of Transport	29 th July, 2015	„
4	National Universities Commission (NUC)	Held at University of Ibadan on 10 th April, 2015	NUC to produce uniform Service Charter format
5.	National Universities Commission (NUC	Held at University of Abuja 4 th -6 th August, 2015	
6	Central Bank of Nigeria	25 th July, 2015	A paper on managing expectation in a changed environment was presented
7	Federal Ministry of Petroleum Resources	Held at Abuja on 17 th September, 2015	Discussed the importance & the need for the meeting & production of Service Charter
8	Federal Civil Service Commission	February, 2015	Service improvement issues were deliberated upon
9	Federal Civil Service Commission	May, July & August, 2015	„
10	Federal Ministry of Finance	August, 2015	Service improvement issues & way forward were discussed
11	Federal Ministry of Finance	Hosted by NEXM Bank on	„

		September, 2015	
12	National Health Insurance Scheme	Held at Enugu on 20 th 21 st October, 2015	Service improvement issues & way forward were discussed
13	NHIS	20 th Oct. 2015	Service improvement issues
14	Fed. Min. of Transport (Nigeria Maritime Academy, Oron, Akwa Ibom)	14 th Oct. 2015	
15	Nigeria Deposit Insurance Corporation	3 rd Dec. 2015	
16	Fed. Min. of Transport (NRC Liaison Office, Abuja)	15 th Dec. 2015	

2.9 Ministerial SERVICOM Unit Evaluation

This is an evaluation that is aimed at assessing the following components of SERVICOM Units of Ministries, Departments and Agencies of the Federal Government: Service Charter, Reception Area, Structure and Functionality of PSU, Adequacy/Effectiveness of MSU/PSU Structure, Inauguration of MSU/PSU, Existence of Ministerial SERVICOM Committee (MSC), SERVICOM Awareness/Enlightenment, Resource Centre Attendance and Effectiveness of Complaints Procedure

The table below shows the summary and the percentage ranking of the SERVICOM Units for MDAs within Abuja that have been evaluated for functionality and effectiveness in driving the SDI, during the accounting period:

2015 SUMMARY STATUS OF MINISTERIAL/PARASTATAL SERVICOM UNITS EVALUATION

(Table 1.3)

S/N	MDA	Service Charter (20%)	Reception Area (15%)	Structure & Functionality of MSU/PSU	SERVICOM Awareness (10%)	Interaction with SERVICOM Office (9%)	Effectiveness of Complaints Procedure	Total (100%)	Rating (*)	Description
1.	CBN	16	13	19.5	6	6.5	18.5	79.5	4 Star	Commendable
2.	FRSC	15.5	10.5	18.5	8	6.5	20	79	4 Star	Commendable
3.	FIRS	14.5	14	17.5	6	6	20	77	4 Star	Commendable
4.	NDIC	12	12	17	5	5.5	18.5	70	4 Star	Commendable
5.	NSCDC	15	10.5	16.5	5	6.5	16.5	70	4 Star	Commendable
6.	Police Affairs	10	12	19	4	5	19	69	3 Star	Acceptable
7.	NUC	10	10	20	4	5	17	66	3 Star	Acceptable
8.	NIS	9	12.5	15	6	3.5	20	66	3 Star	Acceptable
9.	NCC	12	12	16	5	5	15.5	65.5	3 Star	Acceptable
10.	NYSC	14	12	16	2	2	19	65	3 Star	Acceptable

11.	FCSC	9	9	19	7	6	13.5	63.5	3 Star	Acceptable
12.	NBS	7	13	19	5	3	16	63	3 Star	Acceptable
13.	NERC	4	12	16	6	5	18	61	3 Star	Acceptable
14.	Information	10	8.5	16.5	5	5	15	60	3 Star	Acceptable
15.	NCCE	11.5	10.5	16	4.5	4	13.5	60	3 Star	Acceptable
16.	NSIWC	10	8	17	9	6	10	60	3 Star	Acceptable
17.	NHIS	4	10	19	6	5	15	59	2 Star	Fair
18.	Lands	10	9	18	5	3	13	58	2 Star	Fair
19.	EFCC	5	13	16	4.5	3	16	57.5	2 Star	Fair
20.	NAFDAC	10.5	9	13	2	5.5	17	57	2 Star	Fair
21.	NIPOST	7	8	19	5	4	14	57	2 Star	Fair
22.	Works	8	10	18.5	5	4.5	11	57	2 Star	Fair
23.	Environment	11	9	14	5	6	11	56	2 Star	Fair
24.	LACON	11	4	17.5	3	5	15.5	56	2 Star	Fair
25.	FCC	12	9	15	5	4	10	55	2 Star	Fair
26.	NPF	15	7	14	0	10	8	54	2 Star	Fair
27.	Education	7	2	19	5	5	15	53	2 Star	Fair
28.	Transport	5	9.5	18	5	5	10	52.5	2 Star	Fair
29.	Planning	5	10	15	4	6	12.5	52.5	2 Star	Fair
30.	Justice	9.5	5	18	2	4	14	52.5	2 Star	Fair
31.	CCB	3	10	16.5	4.5	4	14	52	2 Star	Fair
32.	Foreign Affairs	9	9	16	2	3	11	50	2 Star	Fair
33.	PENCOM	6	10	14.5	4	2	13	49.5	2 Star	Fair
34.	Health	7	7	15	5	5	8	47	2 Star	Fair
35.	TRCN	9	9	11	2	2	13.5	46.5	2 Star	Fair
36.	NIPC	9	10	10	2	1	14	46	2 Star	Fair
37.	OHCSF	6.5	2	14	2	6	12.5	43	2 Star	Fair
38.	Power	12	13	10.5	6	4	9	44.5	2 Star	Fair
39.	INEC	7	8	12	5.5	4.5	7.5	44.5	2 Star	Fair
40.	Aviation	8	0.5	15.5	6.5	2.5	10.5	43.5	2 Star	Fair
41.	OSGF	11	6	17	5	1	3	43	2 Star	Fair
42.	Women Affairs	4	6	14	6	4	8	42	2 Star	Fair
43.	Sci. and Tech	6	6	9	3	7	10	41	2 Star	Fair
44.	NTA	9	10	8	3	3	8	41	2 Star	Fair
45.	PRISONS	4	0	15	5	7	10	41	2 Star	Fair
46.	NAICOM	3	11.5	8.5	1	2	14	40	2 Star	Fair
47.	State House	7.5	10	13	0	3	6.5	40	2 Star	Fair
48.	FCTA	8	4	12	3	3.5	9	39.5	1 Star	Poor
49.	Customs	8	8	11	2	1	9	39	1 Star	Poor
50.	Rev. Mobilization	5	6	14.5	2	4	7	38.5	1 Star	Poor
51.	ICPC	6	10	13	0	0	9	38	1 Star	Poor
52.	FMBN	6	9	12	0	0	10	37	1 Star	Poor
53.	Acct. General	13	5	12	2	2	3	37	1 Star	Poor
54.	CCT	4	7	12.5	4	1.5	8	37	1 Star	Poor
55.	Petroleum Resources	3	6	17	6	4	1	37	1 Star	Poor
56.	Youth Dev.	9	6	18	2	0	0	35	1 Star	Poor
57.	Water Resources	9	3	9	2	3.5	7.5	34	1 Star	Poor
58.	Defence	6.5	8	7	3	4	5	33.5	1 Star	Poor
59.	Agriculture	1	5	15	2	4	6	33	1 Star	Poor
60.	NNPC	0	13	10.5	5	0	4	32.5	1 Star	Poor
61.	Auditor General	3.5	8.5	13	2.5	2	2.5	32	1 Star	Poor
62.	Sports Commission	1	5	14	6	4	0	30	1 Star	Poor
63.	Mines and	3	8	9.5	2	2	5	29.5	1 Star	Poor

	Steel Dev.									
64.	Min. of Culture	2	7	14	0	5	0	28	1 Star	Poor
65.	Finance	2	8	15	0	3	0	28	1 Star	Poor
66.	BPE	3	12	9	0	0	3	28	1 Star	Poor
67.	NTDC	3	5	5.5	0	4	10	27.5	1 Star	Poor
68.	Comm. Technology	0	1	7	6	4	6	24	1 Star	Poor
69.	JAMB	0	8	10	0	1	3	22	1 Star	Poor
70.	Boundary Commission	3	5.5	4	7	1.5	0	21	1 Star	Poor
71.	Labour	7	3	5	0	0	3	18	(Zero Star)	Shameful
72.	Pol. Service Comm.	0	1	10	1	2	4	18	(Zero Star)	Shameful
73.	Interior	4	1.5	8.5	0	0	0	14	(Zero Star)	Shameful
74.	Nat Pop. Comm.	2	3	2	1	1	0	9	(Zero Star)	Shameful
75.	Min. of Niger Delta	0	3	5.5	0	0	0	8.5	(Zero Star)	Shameful

2.1.0 Complaints Handling On Service Failure Experienced At MDAs

Five (5) complaints on service failure were directed to the SERVICOM Office from various service takers. Four of these complaints have been resolved with collaboration of the concerned MDAs. Some few are still in the process of being redressed. This has given a level of confidence in the complainants that MDAs are responsive to complaints and grievances of service takers.

(Table 1.4)

S/n	MDA	Complainant/Nature of complaints	Date received	Date acknowledged	Date of response from concerned MDAs	Resolved/ yet to be resolved
1.	Aviation	Mr. Joseph C. Ogujawa & Mamily (un-used Iberia air ticket)	11 th January, 2015	12 th January, 2015	5 th March, 2015	Yet to be resolved as at
2.	NUC	Mr. Haruna Simon Pukuma (Correction of graduation class of degree)	13 th March, 2015	18 th March, 2015		
3	Nigeria Electricity Regulatory Commission	Non issuance of new electricity meter	25 th Nov. 2015			Complaint resolved. A commendation letter was written
4	FCTA	Mr. Makama D. complained about encroachment of his	20 th Oct. 2015			Complaint has been resolved

		land				
5	NCC	Christian Faith Institute	11 th Nov. 2015			Complaint has been resolved

2.1.1 INAUGURATIONS/INDUCTION OF NEW STAFF OF MSUs/PSUs:

The following MDAs have inaugurated their SERVICOM Units to formally present the Units to Staff and recognizing it publicly as the engine to drive the Federal Government SDI in the MDAs towards achieving the Change Agenda of the present administration:

(Table 1.5)

S/n	MDA	Date of Inauguration/Induction	Remark
1	Ministry of Culture & Tourism	13 th May, 2015	Brief on roles & responsibilities as desk officers
2	Kano State SERVICOM	May, 2015	Kano State Government adopted SERVICOM principles & Its fully functional in the state

2.1.2 INDUCTION OF NEW NODAL OFFICER/MSU STAFF

The following MDAs have appointed new members in their MSUs as part of equipping them for their roles; induction was conducted by SERVICOM Staff. This is with a view to guiding and educating the new MSUs staff on their new roles and expectations in driving and entrenching the SDI in their MDAs:

- a. Ministry of Culture and Tourism
- b. Nigeria Airspace Management Agency
- c. Federal Ministry of Special Duties

d. Federal Ministry of Niger Delta

2.1.3 VALIDATION OF SERVICOM 2013 -2015 STRATAGIC PLAN

In November 2012, the SERVICOM Office with the technical support of the Federal Public Administration Reform Programme Nigeria (FEPAR) produced a Strategic Plan Document to provide a framework on how SERVICOM will deliver key aspects of its mandates in line with Federal Government's Transformation Agenda for the next three years.

The 2013-2015 Strategic Plan is focused on the new identified Priorities as follow:

1. Charter Development
2. Citizen's Satisfaction
3. Citizens Awareness
4. Performance Monitoring and Reporting System
5. Making SERVICOM sustainable

The Strategic Plan has been validated with our key stakeholders and thereafter it was forwarded to the Secretary to the Government of the Federation (SGF) for approval. With the recent SGF's approval of the Strategic Plan, SERVICOM Office is set for the implementation of the plan with improved funding from the government for the next three years.

2.1.4 Citizen Mark Scheme

This is a yard-stick MDAs and the SERVICOM Office use to determine the quality as delivered to the various customer groups. It is service/department specific for MDA's internal evaluation/service audit. SERVICOM validates the evaluations for the benefit of the MDAs and the customers

(Table 1.6)

S/No	MDA	Activity	Date	Outcome	Remarks
1.	Ministry of Agric.	Growth Enhancement Scheme (GES) assessment carried out	23 rd – 25 th March, 2015	More farmer-focused GES programme	Report being compiled
2.	Nigerian Television Authority (NTA)	Discussion with the Nodal Officer on service improvement using the Citizen Mark	June 2015	Draft report was prepared for NTA Mgt.	Awaiting approval from NTA Mgt.

ADMINISTRATION UNIT

1.0 INTRODUCTION

The Administration unit was set up to coordinate the human and non-human resources in the Office for the attainment of the objectives of the Office.

This report highlights the activities of the Unit in year 2015.

2.0 ACTIVITIES

2.1 Facilitation of Management, Nodal Officers and Ad-hoc meetings.

The unit facilitated and service management, Nodal Officers and Ad-hoc meetings.

2.2 Maintenance of healthful and attractive working conditions

- Supervised the cleaners of the Office
- Daily tours of offices and premises to ensure thorough cleaning

2.3 Ensuring availability of optimal Office facilities

- The Unit coordinated the repair and maintenance of electrical systems, facilities, furniture items and fittings in the office
- Coordinated the maintenance of the building structure
- Coordinated the servicing of equipment items

2.4 Monitoring and supervising Security Guards and drivers

- Supervised the security guards and drivers
- Supervised and maintained all Office vehicles to ensure the provision of reliable and courteous transportation service.
- Supervised the Security guards to ensure proper security of the office and its properties

2.5 Maintenance of Registry

The Unit kept and maintained all correspondences and Official documents in the Registry for easy retrieval.

2.6 Training

Due to the lean purse of the Office no staff went for training in the year under review

2.7 Staff Regularization

The Regularization of the appointment of junior staff have been concluded and that of the senior staff had reached an advanced stage at the FCSC

3.0 Prospects

The Unit wishes to organize trainings for staff in the coming year.

The Unit believes that with the cooperation of all the staff its duties would be made easier.

PUBLIC AWARENESS UNIT

2.2.1 CITIZEN ENLIGHTENMENT

The main responsibility of the Public awareness Unit is to create and sustain awareness among members of the public and stakeholders on the progress of the Federal Government's service delivery initiative.

In the year under review, the Unit carried out few activities and had a major challenge due to lean resources faced by the office

A Achievements

- **Press Coverage**

The Unit engaged in internal and external activities of the Office and provided the needed press coverage. The Unit facilitated the publicity of such events in the media. Key amongst them are:

- i. Kano State Inauguration of SERVICOM
 - ii. Nodal Officers Meeting
 - iii. Inauguration of SERVICOM Unit, Federal Ministry of Environment
- Press Releases were issued from activities of the office and SERVICOM stories were subsequently featured in National Dailies
 - **Restoration of internet facility and subsequent**
Creation of SERVICOM Facebook on the social media platform. <https://www.facebook.com/SERVICOMNIG> to foster a robust engagement with our stakeholders and the general public
 - **Reproduction of SERVICOM Publicity Materials;** The process for the reproduction of SERVICOM publicity materials (Fliers, stickers and

posters) began with an approval from the Office of the Secretary to the Government of the Federation. They will be produced in the 1st quarter of 2016

THE SERVICOM INSTITUTE

Background

The SERVICOM Institute was established in December 2005 as contained in the Federal Executive Council (FEC) Circular Ref. No. EC (2005) 402, 19th December 2005. The mission statement is to improve public services by promoting training in customer-focused service delivery for public servant and representatives of user group. As such the Institute is the only agency mandated to carry out training on service delivery to all MDAs in the Federation as stipulated in the Circular Ref. No. 19/S .48/C .2/11/385 dated 16th of March 2010.

Summary of Activities for Year 2015

The Institute conducted twelve training workshops in the year 2014 till the end of the third quarter of the year, when letters were dispatched to the MDAs communicating them about suspension of trainings due to restricting of the Institute accounting system.

However, a memo was also received, which emanated from OSGF in the last quarter of 2015 asking the Institute to explain the rationale behind the course fee charge participants for approval.

The Institute has replied the memo and still expecting the respond and the approval from the OSGF.

In conclusion, the Institute did not conduct any training in the 2015.

2.2.6 CHALLENGES:

For the period under review, the service delivery initiatives in Nigeria and SERVICOM Office were faced with some challenges which include:

- a. Most of the MDAs are not supported by the management, and this has slowed down SERVICOM activities in affected MDAs
- b. Non implementation of work/action plans by most of the MSUs due to lack of funds
- c. Lack of service delivery legislation (SERVICOM Office Bill) limits the legal status and authority to execute its assigned mandate.
- d. The SERVICOM Office is largely manned by staff on secondment from other services and those directly recruited by SERVICOM. No security of tenure for these staff because their appointments are not regularized into mainstream civil service.
- e. The CEOs do not attach importance to SERVICOM activities in their offices, hence making it difficult for MSU staff to get approval to retrain other staff.
- f. In the last three quarters, the challenge of inadequate funding of the SERVICOM Office, limited the needed innovation and creativity in increasing awareness for service delivery initiatives. Major awareness activities intended for the period under review could not be carried out.
- g. Service Charters are not developed, implemented and owned by service providers in MDAs. They are not used as basis and tool for providing efficient and effective service
- h. The general nonchalant attitude of public servants also impedes service delivery in MDAs
- i. Inability of service takers to challenge service failures in MDAs affects the efficiency and effectiveness of service delivery
- j. Lack of budgetary provision for MSUs affects the service delivery initiative drive.
- k. Poor funding of the SERVICOM Office affected the implementation of the public awareness component of the 2013-2015 strategic plan of the office.

2.2.4 FUTURE PLANS

SERVICOM Office plans to:

- Re-launch of SERVICOM by President Muhammadu Buhari at a Service Delivery Retreat.
- Massive Public awareness campaign on the need for citizens to challenge service failure.
- Annual Retreat on Service Delivery for civil servants to bolster attitudinal change.
- Empowering the Ministerial SERVICOM Units to strengthen Government processes that support service delivery.
- Bi-annual reporting of service delivery issues to the Federal Executive Council to make MDAs more accountable to the President and the people.
- Launch of SERVICOM 2013-2015 Strategic Plan
- Proposed plan to turn the Service Delivery Initiative drive to demand side after 10 years of SERVICOM existence. This would be achieved by engaging on activities that would create more awareness to citizens while ensuring that Nigerians are empowered to constructively demand their rights to be served right at all times

Conclusion

The SERVICOM Office has achieved a significant impact on the public service with a relatively small budget and small team of people, the successful implementation of its strategic plan and continued support of the Federal Government will further change the face of public service in the country, positively.