



SERVICOM OFFICE ANNUAL REPORT

2016

Table of Contents

1.0	Introduction	3
1.1	The role of SERVICOM in Change Agenda	3
1.2	The SERVICOM Strategy	3
2.0	Key Activities & Achievements of SERVICOM Office	4
2.1	Supervision Of Service Delivery In MDAs	4
2.2	Evaluation Of Services Of MDAs	4
2.3	National Council Of Nodal Officers Forum	6
2.4	Resource Centre Interactions	7
2.5	Service Charter Review, Development And Launch	8
2.6	SERVICOM Sensitization Workshops	9
2.7	Up-Dating Of MDA's Profiles On The SERVICOM Website	12
2.8	Ministerial SERVICOM Committee Meetings	15
2.9	Complaints Handling On Service Failure Experienced At MDAs	14
3.0	Inaugurations / Induction of new staff of MSUs/PSUs	15
3.1	Courtesy /Advocacy Visits	16
4.0	Administration Unit	19
5.0	Public Awareness Unit	21
6.0	Accounts Unit Report	23
7.0	SERVICOM Institute	24
8.0	Challenges facing the SERVICOM Office	25

1.0 INTRODUCTION

SERVICOM is a social contract between the Federal Government of Nigeria and the citizenry. 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 public service towards better service delivery to citizens

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*. The survey findings were fully discussed at a Retreat for 2004, especially its conclusions; that Government services were not serving the people and Services were inaccessible, poor in quality and indifferent to citizen 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

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

1.1 THE ROLE OF SERVICOM IN THE CHANGE AGENDA

The focus of the Federal Government on effective and efficient use of public resources, proper financial management, accountability and fiscal prudence is closely related to the SERVICOM principles which are hinged on the re-orientation of public servants to be committed, responsible and accountable while serving the public.

Public service is the only contact that most citizens have with Government. SERVICOM therefore focuses on improving the quality of that contact by working with MDAs to ensure effective service delivery. By this approach, the critical policy thrust of governance to maximize the benefits the citizenry derive from governance will be realized, the lives of the people will be truly touched and the critical choice they made in voting this Government will be justified.

1.2 THE SERVICOM STRATEGY

SERVICOM operates through a network of Ministerial SERVICOM Units (MSUs) established in all MDAs to refocus every Institution in the public service towards better service delivery. SERVICOM supports these MSUs to formulate Service Charters, establish Complaints Management Systems at service front-lines and prepare Service delivery based implementable Improvement Plans.

SERVICOM also improves Nigerian Public Services by building the capacity of Public Servants through trainings; and supports MDAs to implement pilot projects to demonstrate that they can be replicated and enhances best practice in service delivery process.

2.0 KEY ACTIVITIES AND ACHIEVEMENTS OF THE SERVICOM OFFICE

In order to imbibe the culture of improved quality 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 are 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. This supervision was done through the Ministerial /Parastatal SERVICOM Units.

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 as well as the satisfaction level of service takers, the SERVICOM Office using the SERVICOM Index conducted SERVICOM Compliance Evaluation (SCE) of some Service Windows.

Evaluation Reports are presented to Ministers / Chief Executive Officers of MDAs for them to implement the recommendations made on mitigating identified service delivery gaps. The reports are also made public through the media where MDAs are either named and praised or named and shamed.

The table below shows the summary scores of each of the Service windows evaluated in the 2016 Financial year which ended May 2017

(Summary of SERVICOM Compliance Evaluation (SCE) conducted in 2016/2017)

(Table 1.0)

S/N	MDA	Service window	Date evaluated	Score	% Score	Ranking	Description
1	Education	National Opn Uni. (Abagana Study Centre)	6 th – 10 th Feb, 2017	1.8	45%	(**)	Fair

2	Education	National Opi Uni. (Katsina Study Centre)	6 th – 10 th Feb, 2017	1.8	45%	(**)	Fair
3	Education	National Opi Uni. (Yola Study Centre)	6 th – 10 th Feb, 2017	1.7	42.5%	(**)	Fair
4	Education	National Opi Uni. (Makurdi Study Centre)	6 th – 10 th Feb, 2017	1.7	42.5%	(**)	Fair
5	Education	National Opi Uni. (NPF, Kuje & Prisons Study Centres)	6 th – 10 th Feb, 2017	1.9	47.5%	(**)	Fair
6	Education	National Opi Uni. (Benin Study Centre)	6 th – 10 th Feb, 2017	1.7	42.5%	(**)	Fair
7	Education	National Opi Uni. (Headquarters & Abuja Model Study Centre)	21 st – 23 rd Feb, 2017	1.8	45%	(**)	Fair
8	Education	National Opi Uni. (Lagos Liaison Office, Ikeja & Ma Carthy & Study Centres)	6 th – 10 th Feb, 2017	1.7	42.5%	(**)	Fair
9	Interior	Nigeria Police Force, Headquarters	6 th – 8 th March, 2017	1.9	47.5%	(**)	Fair

10	Interior	Nigeria Police Force, Abia State Command	27 th Feb – 3 rd March, 2017	1.8	45%	(**)	Fair
11	Interior	Nigeria Police Force, Kano State Command	27 th Feb – 3 rd March, 2017	1.8	45%	(**)	Fair
12	Interior	Nigeria Police Force, Lagos State Command	27 th Feb – 3 rd March, 2017	1.9	47.5%	(**)	Fair
13	Interior	Nigeria Police Force, Kogi State Command	27 th Feb – 3 rd March, 2017	1.8	45%	(**)	Fair
14	Interior	Nigeria Police Force, Edo State Command, Benin City	27 th Feb – 3 rd March, 2017	1.7	42.5%	(**)	Fair
15	Interior	Nigeria Police Force, Bauchi State Command	27 th Feb – 3 rd March, 2017	1.8	45%	(**)	Fair
16	Interior	Nigeria Police Force, FCT Command	20 th – 24 th March, 2017	1.7	42.5%	(**)	Fair

The Reports of the evaluation containing findings and recommendations have been presented to the management of the evaluated MDAs. The achievements and outcomes of the evaluations enable the:

- a. Establishment of the satisfaction levels of the various customer groups
- b. Identification of Service delivery gaps and suggested ways on how to improve on processes
- c. Improvement of customer care by the service windows evaluated
- d. Establishment of well sign-posted service delivery points to guide customers
- e. Establishment of effective complaints management system with timelines for response
- f. Improvement of the service delivery processes and procedure
- g. Resulted in staff being trained to keep them fit for their roles

2.3 NATIONAL COUNCIL OF NODAL OFFICERS FORUM

An interactive network of the Ministerial SERVICOM Units has formed what is known as the National Council of Nodal Officers (NCNO). This has been adequately sustained over the years. This Council met four (4) times to review and discuss issues bothering on service delivery as it affected their respective MDAs, including SERVICOM in-action issues as well as challenges faced in driving the change in their

MDAs.

Nodal Officers are Deputy Directors on grade level 16 and above who head the Ministerial SERVICOM Units. They report to their respective Honorable Ministers/Chief Executive Officers through the Director, Reform Coordination and Service Improvement through Permanent Secretaries. The SERVICOM Office relates with the MDAs through the Nodal Officers, who have been specially trained to run the Initiative and to diagnose and manage service failures as the key process of driving the Federal Government's Service Delivery Initiative.

The forum aims to add value to the process of entrenching service delivery culture and networking among Nodal Officers. It also serve as a monitoring mechanism for MSUs performance and benchmarking among MSUs through knowledge sharing and SERVICOM impact stories.



A cross section of participants at a seminar of National Council of Nodal Officers.

2.4 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 for online verification/activities

SERVICOM Office in its effort to address the above challenges amongst other things carried out the following:

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

Attendance at the Resorce Centre Interaction in year 2016

(Table 1.1)

S/N	MDA	Date Attended	Outcome
1.	Nigeria Deposit Insurance Corporation (NDIC)	11 th February, 2016	Work-plan submitted
2	ditto	16 th February, 2016	
3	ditto	5 th April, 2016	Profile reviewed
4	ditto	5 th May, 2016	
5	ditto	5 th June, 2016	
6.	NDIC	3 rd Aug. 2016	To hold focal officers meetings on Tues. 23 rd Aug. 2016
7	NDIC	11 th Aug. 2016	
8	NDIC	10 th Nov., 2016	To hold customer care workshop on Thurs. 17/11/16
9	National Health Insurance Scheme (NHIS)	30 th March, 2016	Submitted work plan
10	National Health Insurance Scheme (NHIS)	1 th June, 2016	
11	National Health Insurance Scheme (NHIS)	6 th Sept., 2016	
12	NHIS)	31 st Oct.2016	Updates made
13	National Salaries Income and Wages Commission(NSIWC)	16 th July, 2016	Submitted work plan
14	NUC/NOUN	December , 2016	To Agree on NOUN SCE date

2.5 SERVICE CHARTER REVIEW, DEVELOPMENT, LAUNCH AND IMPLEMENTATION

The SERVICOM Office facilitated the development, evaluation and launching of Service Charters. The Service Charter is an 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. The service charters of the under listed MDAs were reviewed to guide the expectations and hopes of both the service provider and their various customer groups:

Some reviewed Service Charters

(Table 1.2)

S/N	MDA	DATE	Outcome
1	Nigeria Information Technology Development Agency (NITDA)	10 th March, 2016	
2	Office of Head of Civil Service of the Federation	May, 2016	Recommendations were given on how to improve the service charter
3	Fed. Ministry of Agriculture	5 th Sept. 2016	Report submitted
4	Teachers Registration Council of Nigeria	16 th February, 2016	Report of Evaluation forwarded to TRCN
5	National Institute for Educational Planning & Administration	16 th August, 2016	Service charter evaluated & submitted to MDA
6	University of Ilorin	October 2016	Evaluated, recommendation proffered for a better charter
7	Fed. University Otuoke	October 2016	Evaluated, recommendation proffered for a better charter
8	Fed. Uni. of Agric, Abeokuta	October 2016	
9	National Open University of Nigeria	Sept. 2016	
10	Evaluation of FMOP, W&H reviewed Integrated Service Charter Power Sector	October, 2016	The Charter was evaluated and found suitable.

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 Fifteen (15) series of sensitization workshops by some MDAs which held at different locations of

the country thereby also fulfilling SERVICOM mandate of making SDI a national discourse

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 table below shows the MDAs where sensitization workshops were carried out in 2016:

(Table 1.3) MDAs SENSITIZATION WORKSHOPS

S/n	MDA	Paper presented	Categories of staff attendance	Objective	Date
1	Revenue Mobilisation Allocation & Fiscal Commission	Role of MSU staff for effective service delivery	Middle management cadre	To enlighten focal officers to enable them fit into their roles	20 th September 2016
2	Fed. Min of Defence	Reforms & Service Improvement Policy in Public Service	Middle Management Cadre	To enlighten staff on public service reforms	12 th Oct. 2016
3	FMOP, W&H (Power sector)	Developing and Implementing service charters	Middle Management Cadre	- Aimed at positioning staff towards better service delivery - To forge a way forward towards proper consultation between the Ministry, its Parastatals, GENCOs & DISCOs	10 th – 11 th Nov. 2016
4	Nigeria Shippers Council	a. Sensitization on Impact assessment & Evaluation	Nodal, MSU, MSC and Focal Officers	Introducing Impact assessment and	5 th May, 2016

		b. Sensitization on Development & Implementation of Service Charters		developing framework for IA in Shippers' Council	
5	Nigerian Content Development Management Board	• Leadership & change management • Work ethic & value • Managing your boss	All cadre of staff at the Head quarters, Bayelsa	To enlighten staff to enable them fit into their roles	27 th July, 2016
6	PTDF	Keynote address by the National Coordinator	All cadre of staff at the Head quarters, Abuja	Staff were enlightened on the need for constant improvement in the delivery of services by the fund and the entrenchment of a culture of accountability and transparency in the work place	21 st Sept, 2016
7	NNPC	• Leadership & change management • Work ethics & value • Managing your boss	• Management staff • Middle cadre	enlightened on how to manage change in their organisation sensitized on how to manage their Boss and work ethics for maximum productivity in work place	27 th Nov. 2016

8	NSCDC	The importance of networking, development and implementation of Service Charter.	Focal Officers	The need for the NSCDC to develop a Culture of service excellence was also stressed	7 th Dec, 2016
9	RMRDC	• Work ethics	Management staff Middle cadre	To improve staff attitude to work and enhance productivity	25 & 26 April 2016 23 & 24 May 2016
10	NDDC	• SERVICOM Methods • Customer Care • Complaints	MSC members	To build capacity of frontline desk officers	1st June 2016 13th June, 2016
11	Independent National Election Commission	• Service charter • Role of MSU	MSC members in Northern Zone	To enlighten desk officer on their role	21 st Dec. 2016
12	Fed. Min. of Health	• Role of MSU • Work Ethic & Value • Emotional Intelligence	MSC members	To sensitise MSC on their role	10 th Nov. 2016
13	Industrial Training Fund		All cadre of ITF staff in the Headquarters		August, 2016
14	State House	• Service Clientelle • Service excellence Framework • Service delivery Standards	All cadre of staff in State		November, 2016
15	National Directorate of Employment (NDE)	• SERVICOM Methods • What will you be remembered for	All cadre of staff in State		November, 2016

		Customer Service			
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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. The profile of Eighty Seven (87) MDAs under SERVICOM Office protocol list are currently being updated

2.8 MINISTERIAL SERVICOM COMMITTEE (MSC) MEETINGS

During the period under review, staff of the Operations Unit of the SERVICOM Office attended and moderated the conduct of Ministerial SERVICOM Committee meetings organized by fifteen (15) numbers of MDAs. The meetings were held with a view to exchanging knowledge, sharing experiences and best practices on service delivery as it affects the entire MDA.

(Table 1.4)

S/n	MDA	MSC Date	Outcome
1	Federal Ministry of Defence	10 th March, 2016	A successful meeting
2	Nigeria Deposit Insurance Corporation	23 rd Aug. 2016	- Strategic Devt. Dept. (SDD) developed a handbook to guide staff treatment of internal and external stakeholders - SERVICOM Unit took over monitoring of the Help Desks and 2 officers have been selected to man these desks.
3.	National Youth Service Corps	19 th Oct. 2016	To come up with local charters
4	Federal Ministry of Finance	23 rd Nov. 2016	To review its Integrated and local service charters
5.	Federal Ministry of Transport	24 th Feb. 2016	- To Communicate to Staff on merger of Aviation and Transport - Proposed Training for members of Staff
6	Ministry of Petroleum Resources	2 nd June, 2016	Ministry and parastatals to produce Service Charters

			Proposed Training for MSU& PSU staff
7	Ministry of Petroleum Resources	31 st Aug. 2016	Staff of all parastatals under the ministry will be sensitized on the Service Delivery Initiative
8	Ministry of Petroleum	16 th Nov. 2016	- Parastatals of the Ministry that have not produced their Service Charter were advised to do so - The need to train staff on service delivery was emphasised
9	FCSC	28 th April, 2016 7 th June, 2016	Discussed the importance and the need for the meeting and the review, production and implementation of their service charter
10	INEC	7 th June, 2016	Meeting was successful
11	Federal Civil Service Commission	16 th August, 2016	Discussed on the importance and the need to review and implement the service charter
12	Federal Ministry of Justice	8 th December, 2016	Discussed the importance and the need for the meeting and the review, production and implementation of their service charter
13	National Universities Commission	3 rd March 2016	Service improvement issues discussed
14	Fed. Min of Education NUC/Fed. Min of Education	Sept., 2016	Service improvement issues were deliberated upon Service improvement issues and the way forward were discussed
15	National Universities Commission	November , 2016	Service improvement issues and the way forward were discussed

2.9 COMPLAINTS HANDLING ON SERVICE FAILURE EXPERIENCED AT MDAs

The SERVICOM Office is not a service frontline but complaints are encouraged from citizens. Within the period under review, Eleven (11) complaints on service failure were directed to the SERVICOM Office from various service takers.

Two of these complaints have been resolved with the collaboration of the concerned MDAs; one not resolved ; four forwarded to appropriate MDA and three pending. This has given a level of confidence in the complainants that MDAs are responsive to complaints and grievances of service takers.

(Table 1.5)

S/n	MDA	Complainant/Nature of complaints	Date received	Date acknowledged	Date of response from concerned MDAs	Remark
1.	Power & NERC		6 th May, 2016	15 th May, 2016		Forwarded to MDAs concerned
2.	Fed Min. of Defence		8 th June, 2016			Forwarded to MDAs concerned
3	PENCOM		31 st May, 2016			Forwarded to MDAs concerned
4	NPF	O. Isibor Aigbe & CO. Grace Chyamber,	22 nd April, 2016	3 rd May, 2016		Complainant was advised to take legal action at the law court
5	NPF	Sgt. Johnson Asowata	29 th April, 2016	10 th May, 2016		Not resolved
6	NPF	Dr. Okey Stephen N.	6 th Sept 2016	8 th Sept 2016		Pending
7	FAAN	Hassan Latifat Yusuf	7 th Oct 2016	10 th Oct 2016		Pending
8	Police Service Commission	Dr. Okey Stephen N.	10 th Oct 2016	13 th Oct 2016	7 th Oct 2016	Resolved
9	NPF	Obianuju Ruth Okeke	6 th Oct 2016	13 th Oct 2016	none	Pending
10	NPHCA	Mabs Resources LTD Complaint	20 th Dec. 2016		Complaint treated and sent to NPHCA	NPHCA Responded to the Complaint
11	FMOJ	Mrs Ruth Okeke	19 th Oct, 2016		Complaint treated and sent to	

					FMOJ	
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3.0 INAUGURATIONS / INDUCTION OF NEW STAFF OF MSUs/PSUs:

The following MDAs have inaugurated their SERVICOM Units and have formally presented the Units to Staff whereby the Units have been publicly recognized as the engine to drive the Federal Government SDI in the organization

(Table 1.6)

S/n	MDA	Date of Induction	Remark
1	Federal Ministry of Defence	10 th February, 2016	Briefed on roles & responsibilities as desk officers
2	National Youth Service Corps	16 th February, 2016	
3	Revenue Mobilization and Fiscal Allocation Commission	19 th February, 2016	
4	Pension Commission	1 st February, 2016	
5	Nigeria Immigration Service	27 th July, 2016	Nodal Officer was briefed on the workings of SERVICOM for effective coordination of the Service Delivery Initiative in NIS
6	Fed. Ministry of Justice	5 th December, 2016	The Nodal officer and MSU staff came on a familiarization visit to SERVICOM

3.1 COURTESY/ADVOCACY VISITS

In order to solicit support for the SERVICOM Units in MDAs, the Office has conducted advocacy visit to Thirteen (13) Chief Executive Officers of MDAs. The outcome of such visits resulted in:

- Improved Management support for the SERVICOM Unit
- As a sign of commitment, some of the CEOs now attend MSC Meetings
- Getting Chief Executive Officers to act

(Table 1.7)

S/N	MDA	Date	Highlights
1	Federal Ministry of Power, Works &	17 th May, 2016	• To come up with

	Housing		objective reports as well as achievable and harmonized work plans for efficient and effective service delivery in the Federal Ministry of Power, Works and Housing
2	Nigeria Customs Service	9 th June, 2016	• To review its Integrated and local service charters • Reactivate the SERVICOM Committee and appoint new officers to Zonal Offices • Train members of the SERVICOM committee for efficient and effective service delivery and • Present SERVICOM reports, issues at Management meetings
3	NYSC	9 th Aug. 2016	• To review integrated service charter • To reactivate the NYSC & SERVICOM Committee • To resuscitate Corps Members sensitization in collaboration with the SERVICOM Office
4	FIRS	• 26th October, 2016	• To work towards reverting the Unit to the status quo of standing as a Dept.
5	OHCSF	4 th Nov. 2016	• To reactivate SERVICOM

			Committee of OHCSF - To collaborate with the Civil Service Transformation Dept. - To review service charters
6	Ministry of Interior	31 st May, 2016	Solicited the Ministry's management support for the Service Delivery Initiative
7	NSCDC	2 nd Aug.2016	- Positioning the Reception Area under the supervision of the SERVICOM Unit - Ensuring that NSCDC SERVICOM Meetings are held regularly
8	Min of Niger Delta Affairs	1 st Sep. 2016	To Lunch the integrated service charter of the Ministry
9	Nigerian Prisons Service	12 th October, 2016	Official launch of the NPS Service Charter.
10	Federal Ministry of Transportation	20 th October, 2016	Mgt. and staff were encouraged to work as a team in order to achieve Service excellence in the Ministry
11	Nigeria Police Force	13 th December, 2016	NPF to carry out sensitization programme of Focal Officers of the different Commands on the proposed evaluation
12	Directorate of Technical Cooperation in Africa	26 th April 2016	Service improvement issues and the way forward were discussed and areas of collaboration.

13	NUC	November 2016	To partner on service delivery issues
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From centre R-L: The National Coordinator, SERVICOM, Mrs. Nnenna Akajemeli and the immediate past Chairman/CEO, Federal Inland Revenue Service (FIRS), Mr. Tunde Fowler being flanked by members of staff of the two agencies during a courtesy visit to FIRS.

4.0 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 2016.

2.0 ACTIVITIES OF THE UNIT FOR 2016

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 healthy and attractive working environment

- 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.

2.7.1 Staff Regularisation

The Federal Civil Service Commission is awaiting the granting of waiver from the Office of the Head of Civil Service of the Federation (OHCSF) to conclude senior staff regularisation.

STAFF TRAINING

In order to build the capacity of the staff and update their knowledge, skills and best practices, the Office provided training for senior staff at CMD Abuja and capacity building workshop for staff on (GL- 06-08) was conducted in the year under review as provided in the table below:

S/N	Training	No. of Staff Trained	Outcome
1	Basic MANDEV (1 st Batch)	15	• Enhanced facilitation and training skills of staff • Prepared staff for accreditation of SERVICOM Institute
2	Basic MANDEV (2 nd Batch)	15	• Enhanced facilitation and training skills of staff • Prepared staff for accreditation of SERVICOM Institute
2	Advanced MANDEV	14	• Exposed staff to consulting skills • Prepared staff for accreditation of SERVICOM Institute
3	Basics of Public Service Rules & Office Practice	17	• Staff are enlightened on work ethics and civil service rules • Improved the capacity of staff in efficient service delivery



Some staff of the SERVICOM Office during the CMD training

RETREAT ORGANIZED FOR MSU STAFF

The Office organized and conducted a retreat with the theme: Enhancing Service Excellence for all MDAs on SERVICOM Protocol on 4th August, 2016 at Phonix Hotel, Mararaba Nasarawa State

The retreat increased the synergy amongst Ministerial SERVICUM Units staff across the MDAs and enhanced their capacity in driving the Service Delivery Initiative.

5.0 PUBLIC AWARENESS UNIT

1.0 INTRODUCTION

SERVICOM Office through its Public Awareness has pursued a strategy of making service delivery a vibrant subject of national discourse with the aim to:

- (i) Raise citizens' awareness of the significance of service delivery in their lives
- (ii) Awaken public servants to deliver effective and efficient service
- (iii) Stimulate citizens to challenge service failure and demand for quality

service as their constitutional right.

ACHIEVEMENTS

In the period under review, the Public awareness Unit carried out some major activities highlighted below using the Print, Electronic and Social Media:

a. Press Coverage

The Unit facilitated significant coverage and reportage of SERVICOM events and activities e.g. courtesy visits, National Council of Nodal Officers' meetings, the first National Dialogue on Public Service, etc by members of the press, this has enhanced SERVICOM visibility on the Television, Radio, Newspapers and other social media platforms.

b. Introduction of Radio Enlightenment Programme

The Public Awareness Unit facilitated the introduction of a weekly Radio enlightenment Programme SERVICOM-in-Action, on the Network Station of the Federal Radio Corporation of Nigeria transmitted across the country. The programmes highlighted and discussed various aspects of service delivery, thus making it a subject of national discourse and increased citizens' awareness of the significance of service delivery. It equally encouraged citizens to recognize and assert their rights to satisfactory public service delivery.

c. Website redesigning.

In order to have a more functional and interactive website, with updated information on SERVICOM activities, the redesigning of the SERVICOM Website began in 2016 with the technical assistance of the Nigerian Information Technology Development Agency (NITDA) an Agency under the Federal Ministry of Science and Technology.

d. Reproduction of SERVICOM Publicity Materials

SERVICOM publicity materials namely the SERVICOM Book, Pin-ups, Fliers, stickers and posters were reproduced and distributed to MDAs and members of the Public to increase awareness level on citizens engagement in the campaign against service failure.

e. SERVICOM Facebook

SERVICOM information was further brought to public domain with the creation of a face-book platform which is constantly updated with news and has following data as contained in the table below:

Followership

Number of people who like the page	Number of people who follow the page	Average visit to the page daily
3,399	3,392	109

6.0 ACCOUNTS UNIT

INTRODUCTION

The Accounts Department is a service department to the SERVICOM Office. It facilitated the actualization of the programmes and activities of the SERVICOM Office for implementation by the key departments and units. The Department receives and pays as well as renders return as appropriate.

ACHIEVEMENTS

During the year under review, the Accounts Department facilitated the successful implementation of the Service Delivery Initiative. Highlight of major activities include:

- Receipt and payment on routine basis of approved items of revenue and expenditure.
- Maintained record of receipts and payments of SERVICOM finances.
- Rendered return on finances to Management.
- The department facilitated the preparation and defending the SERVICOM Office annual budget and followed up the funding of its activities and programmes.

FUNDING IN THE YEAR 2016

Accordingly, the SERVICOM Office received its funding for 2016 fiscal year only from the Federal Government Consolidated Revenue Funds (CRF)

EXPENDITURES IN THE YEAR 2016

The SERVICOM Office applied the funds in discharging its duties of implementing the service delivery initiative of the FG in the 2016 fiscal year as follows:

- ₦ 116 028,640 Million on Capital Cost
- ₦ 14,630,637.81 Million on Overhead I Cost

CHALLENGES

The challenges facing the unit are uncertainty of release of amount allotted to the SERVICOM office and its inadequacy in meeting the immediate operational need of the office

7.0 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.

Since its established, the Institute has reached over 11,000 public servants through training workshops and awareness networking seminars across Nigeria, in support of SERVICOM's work with Ministerial SERVICOM Units (MSUs) and the implementation of pilot service delivery improvements projects.

The Proposed Courses for 2016

- Service Excellence Workshop
- Result Based Monitoring and Evaluation Techniques for SERVICOM Units
- Service Improvement Planning (SIP)

Charging of fee for training was suspended due to introduction of Treasury Single Account (TSA) a government policy which commence on September, 2015. Approval was not given to SERVICOM to operate TSA account until December 22nd, 2016. The late budgetary approvals and releases for training of Public Servants in 2016 resulted in the Institute carrying over its 2016 action plan to current year of 2017 with the following as key priorities:

- Capacity building for MSUs/MDAs through training workshop and consultancy intervention.
- Introducing a culture of learning and development in SERVICOM.

8.0 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 were not supported by the management, and this 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) limited the legal status and authority to execute its assigned mandate.
- d. The CEOs did not attach much importance to SERVICOM activities in their offices, hence making it difficult for MSU staff to get approval to retrain other staff.
- e. 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.
- f. The general nonchalant attitude of public servants also impeded service delivery in MDAs
- g. Inability of service takers to challenge service failures in MDAs affected the efficiently and effectiveness of service delivery
- h. Lack of budgetary provision for MSUs affected the Service Delivery Initiative drive in the year under review.

FUTURE PLANS

SERVICOM Office plans to facilitate:

- Massive Public awareness campaign on the need for citizens to challenge service failure.
- Regular Retreat on Service Delivery for civil servants to bolster attitudinal change.
- Empowering the Ministerial SERVICOM Units to strengthen Government processes that support service delivery.

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.