



SERVICOM OFFICE

ANNUAL REPORT FOR THE YEAR ENDED

DECEMBER 31, 2018

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MUHAMMADU BUHARI, GCFR

**HIS EXCELLENCY and COMMANDER-IN- CHIEF OF THE ARMED FORCES,
FEDERAL REPUBLIC OF NIGERIA**



Mr. Boss Gida Mustapha
Secretary to the Government of the Federation



Mrs. Nnenna Akajemeli
National Coordinator/Chief Executive Officer, SERVICOM

Table of Contents	5
Management Team	6
Vision & Mission statements	7
National Coordinator/CEO Remarks	8
3.0 Activities & Achievements of SERVICOM Office	14
3.1 Operations Unit	14
3.1.1 SERVICOM Compliance Evalaution (SCE)	14
3.1.2 Complaints Handling on Service Failure Experienced in MDA's	16
3.1.3 Presentation of SERVIVOM Compliance Evalaution Reports	26
3.1.4 Ministerial SERVICOM Committee Meeting (MSC)	26
3.1.5 Evaluation of MDAs Service Charters	27
3.1.6 Inauguration of Ministerial SERVICOM Units	27
3.1.7 Induction of new Nodal Officers	27
3.1.8 Supervise Resource Centre interactions	27
3.1.10 Courtesy/advocacy Visits	28
3.1.11 Assessment of JAMB UTME	28
3.1.12 MDA Work Plan	28
Administration Unit	29
Public Awareness Unit	31
Account Unit	33
SERVICOM Institute	34
Challenges	38
Future Plan	38

MANAGEMENT TEAM

Mrs Nnenna Akajemeli

Mr. J.A. Sunsuwa

Mrs. Bola Aderele

Mrs J. Abdullahi

Mrs. Ladi Aku

Mr. Joseph Afolabi

Mrs. I Ugochukwu

Miss Patience Musa

Mr. I Odum

Mrs. Rose Nnanna

National Coordinator/CEO

Deputy Director/Head of Account

Deputy Director (Admin/Ag Head SI)

Assistant Director/Head of Operations

Team Leader A

Team Leader B

Team Leader D

Public Awareness Manager

Head of Documentation Unit

Secretary

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’

NATIONAL COORDINATOR'S REMARKS

It is my pleasure to present the Annual Report of SERVICOM for the year ended December 31, 2018. The report covers the activities of the SERVICOM Office, the SERVICOM Institute and progress made on the Service Delivery in general.

Every recorded milestone is in line with its vision 'to be the foremost change agent for service excellence' and it is a celebration of the core principles of SERVICOM, which are based on the slogan of service delivery, namely: *"Serve Others as You Would like to Be Served"*. WE call this the SERVICOM Golden Rule

The overriding aim that guides our relationship with all Ministries, Departments and Agencies as service providers is to get everybody to do what they are supposed to do in timely, transparent and efficient manners. We simply seek to challenge service providers to recognize this. We encourage them to see the values inherent in the Golden Rule in all its ramifications: moral, bureaucratic, and economic.

We are pleased to note from our experience that we have been able to persuade many to see this point of view. As for others not on board, we consider to be people yet to be persuaded, recognizing that change, even for the better, has its own challenges.

On the whole, and with all things considered, on behalf of SERVICOM, let me express our gratitude to our partners and stakeholders including out foot soldiers in the MDAs for their support and encouragement on this eventful journey of implementing the Service Delivery Compact entered into by the Nigerian Government with citizens of this great country. Thank you.

1.0 EXECUTIVE SUMMARY

The Change agenda of the present administration is anchored on fight against corruption and economic recovery and this translates in improving service delivery.

Good governance, and the legitimacy of government, depends upon the quality of service delivery, in particular, the essential services needed to improve people's lives.

This report provides a framework for how SERVICOM delivered key aspects of the Government's vision and public service reform agenda: re-orienting the public service to discharge its role as servants of the people; building leadership and technical capacity of Ministries, Departments and Agencies (MDAs) to deliver meaningful and sustained improvements in services; increasing the public's ability to engage with service providers to demand better services and greater accountability and to measure the quality of services provided by the MDAs with a view to improve on their services to the citizenry.

It does this 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 establish SERVICOM Charters and complaints systems at service front-lines, and develop Service Improvement Plans after they have been evaluated. SERVICOM also improves Nigerian public services by building the capacity of public servants through the SERVICOM Institute and supporting MDAs to implement pilot projects to demonstrate how services can be improved in practice. SERVICOM also works to raise awareness of the public's right to demand quality services and challenge service failure.

This report provides an overview of the activities and major outcomes of SERVICOM in 2017. It is structured in parts comprising the activities of the various units, summaries of SERVICOM Compliance Evaluation, Charter Evaluation and MSU Evaluation Reports of Ministries, Departments and Agencies (MDAs) and reports of various units: Administration, Accounts, Public Awareness, Documentation & Information Management

and SERVICOM Institute. These units report to the National Coordinator/Chief Executive Officer.

1.1 Operations Unit

Activities of the Operations Unit include: assisting MDAs through regular MSU/MSC Networking meetings, supervising Resource Centre interactions, conducting MSU and MDA Charter Evaluation as well as SERVICOM Compliance Evaluation and presenting reports of same to management of evaluated MDAs. By December 2018, the Operations Unit had undertaken Compliance evaluation of selected service Sixteen (16) windows in two MDAs namely Federal Road Safety Commission (FRSC) and Federal Airport Authority of Nigeria (FAAN) and official presentations of Evaluation Reports have been made to the management

Future Plan

- Networking Seminars
- SERVICOM Compliance Evaluation:
- MSU Evaluation: All MDAs
- Charter Formulation and Evaluation:
- Courtesy Visits to Ministers/ Chief Executives of MDAs:
- MSC Networking Meetings:

1.2 Administration Unit

The Administration Unit ensures smooth running of the office. During the year under review, the Unit:

- Facilitated Management, Operations and Nodal Officers' meetings
- Supervised maintenance of security, drivers and use of vehicles
- Monitored movement of files and documents
- Investigated and prosecuted disciplinary cases
- Facilitated the Recruitment of staff to fill vacancies

1.3 Public Awareness Unit

The Public Awareness unit was set up to coordinate the task of creating awareness of SERVICOM Office. In continuation to raising citizens' awareness on the significance of service delivery in their lives and stimulate them to challenge service failure and demand for quality service as their constitutional right. In the year under review, The Public Awareness unit has achieved the following: SERVICOM Help Desk Radio Programme was transmitted every Tuesday on the Human Rights Radio Abuja FM 101.1 during a popular Reality Radio and TV Talk Magazine Programme "Brekete Family" from 7:30am - 9:00am. The programme which is also on-line is viewed from any part of the world at anytime, with Nigerians in Diaspora making their contributions to the success and impact of the programme .

Future Plan

- The establishment of dedicated club of SERVICOM Reporters
- Coming up with SERVICOM radio programmes
- Road shows and production of Magazine

1.4 Documentation and Information Management Unit (DIMU)

The Documentation and Information management Unit was established to ensure the comprehensive storage and retrieval of all research, reports and findings arising from or relating to the work of SERVICOM Office and promote the wider sharing and use of information to enhance the effectiveness of SERVICOM's work, including Public Awareness and SERVICOM Institute

Future Plan

- Developing electronic and manual filing systems to catalogue all documents relevant to SERVICOM's work in a logical and appropriate manner.
- Ensure all documents are stored in manual and electronic form, with appropriate back up and security systems.

- Respond to request for retrieval of documents and manage loan system for reports and documents borrowed by other offices.

1.5 Accounts Unit

The Accounts Department is a service department to the SERVICOM Office. It facilitates 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.

Future Plans

- Receipt and payment on routine basis of approved items of revenue and expenditure.
- Maintain 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.

1.6 The SERVICOM Institute

The Institute is the training arm of the SERVICOM Office. It provides training on key elements of customer-focused service delivery for all categories of public servants. The Institute commenced operation in January 2007 with a Consultancy Skills course for SERVICOM Officers. In addition, it also:

Future Plan

- Plans various training programmes for different cadre of public servants including customized workshops to meet specific service improvement needs of MDAs.
- Providing continuous training for civil staff
- Mainstreaming training on service delivery principles into curriculum of government training institutions
- Establishing the Institute as the leading provider of training and research on service delivery in Nigeria;
- Continuing to meeting the training needs of SERVICOM Office

2.0 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.

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*. Findings of the survey were fully discussed at a 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 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.

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.

3.0 Activities and Achievements of SERVICOM Office in 2018

3.1 Operations Unit

The SERVICOM Operations Unit is the core Unit of the SERVICOM Office. It is the Unit responsible for the facilitation of improved service delivery in the MDAs through Resource Centre Interaction (CRI), sensitization, monitoring and evaluations. The Unit consists of four (4) Teams (Teams A – D) and each Team is headed by a Team Lead.

This report highlights the activities, challenges and recommendations of the Operations Unit during the year under review. Based on proposed work plan for 2018 activities the unit made remarkable improvement in the following areas.

- i. SERVICOM Compliance Evaluation of MDAs
- ii. Complaints handling
- iii. Presentation of SERVICOM Compliance Evaluation reports
- iv. Ministerial SERVICOM Committees meetings
- v. Evaluation of MDAs Charter
- vi. Inaugurations of MSUs
- vii. Induction of new Nodal Officers
- viii. Supervise Resource Centre interactions
- ix. Courtesy/Advocacy visits to Ministers/CEOs
- x. Sensitization Workshops for MDAs
- xi. Service Improvement Planning workshop for evaluated MDAs

3.1.1 SERVICOM Compliance Evaluation (SCE)

During the year under review, the Operations Unit had undertaken Compliance evaluation of fourteen (14) selected service windows in two MDAs namely Federal Road Safety Commission and Federal Airport Authority of Nigeria (FAAN) across the six geo-political zones

- **Federal Airport Authority of Nigeria (FAAN)**

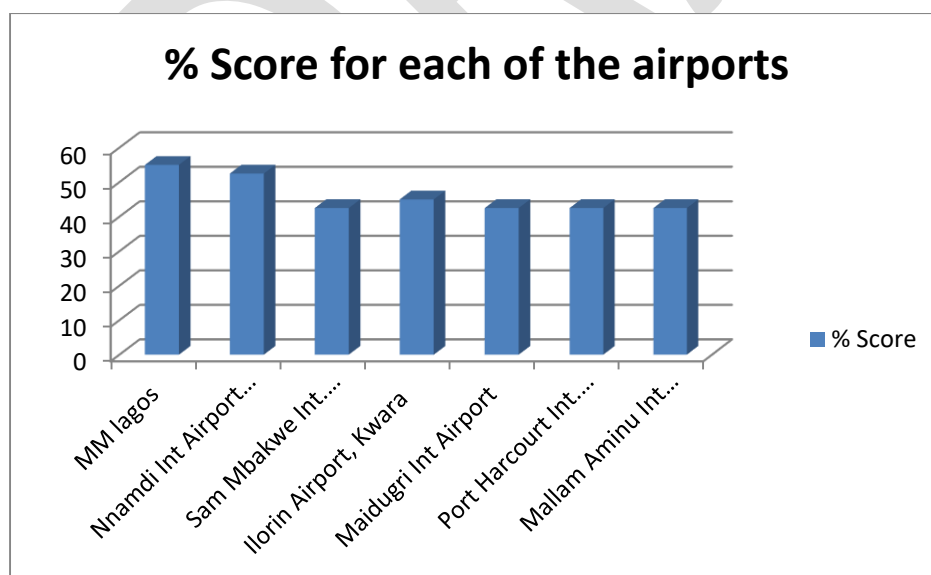
The office carried out SERVICOM Compliance Evaluation (SCE) with visit to seven (7) airports. These include: Murtala Muhammed International Airport, Lagos, Nnamdi Azikiwe International Airport, Abuja, Sam Mbakwe International Cargo Airport, Owerri, Ilorin Airport, Kwara State, Maiduguri International Airport, Port Harcourt International Airport, Omagwa, Rivers State and Mallam Aminu Kano International Airport Kano State.

The service delivery performance is presented in the summary scores table below:

Table 1.0

S/n	Service windows	% Score
1	Murtala Muhammed International Airport, Lagos State.	55
2.	Nnamdi Azikiwe International Airport, Abuja	52.5
3.	Sam Mbakwe International Cargo Airport, Owerri, Imo State.	42.5
4.	Ilorin Airport, Kwara State.	45
5.	Maiduguri International Airport, Borno State.	40
6.	Port Harcourt International Airport, Omagwa, Rivers State.	42.5
7.	Mallam Aminu Kano International Airport Kano State.	42.5

Fig. 1.0 Graphical representation of the summary scores



3.1.2 Complaints Handling on Service Failure Experienced in MDA's

The SERVICOM Office is not a service frontline but complaints are encouraged from citizens. This has given a level of confidence in the citizen drive to challenge service failures in MDAs. The MDAs have the responsibility to resolve genuine complaints from the service takers. A total number of 60 complaints received within in 2018 and 50% of the complaints were resolved and 40% of the complaints were awaiting responses from the concerned MDAs where the service failures were experienced

S/n	MDA complaint directed	Nature of complaint	Name of complainant	Date received	Date of response from receiving mda	Remark
1.	Nigerian National Petroleum Corporation (NNPC)	Alleged non confirmation of appointment	Agu Evaristus Oyigbo	27-March-18	28-May-18	Resolved
2.	Ministry of Interior	Nonpayment of outstanding benefits on behalf of Bashiru A. Oshodi	Balogun Bernard	16-March,18	25-April-18	Pending
3	Nigerian Port Authority (NPA)	Non-payment of pension for a deceased father	Mr. Abraham Benson Udoh	28-March-18	18-May-18	Response provided evidence of payment
4.	Ministry of Defence	Complain over seizure of my Vehicle	Mr Uche Promise Ogbuagu	26 th September 2018	4 th October 2018	Replied but yet to resolve complaints
5.	NSITF	Letter of Complaint on wrongful dismissal from Office	Kika Pollyn Danimim	31 st October 2018	5 th November 2018	Yet to resolve complaint

6.	Office of the Head of Civil Service of the Federation, (OHCSF)	Letter of Complaint of Non-payment of service rendered OHCSF	James I. Anetoh, the MD JANIK CLEAN NIG.LTD	8 th October, 2018	October 10, 2018	Pending
7.	Nigeria Police Force	Letter of Complaint	Alice Bawa	2 nd October 2018	8 th October, 2018	Pending
8.	Federal Airports Authority of Nigeria (FAAN)	Letter of Complaint (Against Missing Luggage)	Shakirat Bello (Mrs).	October 11, 2018	Yet to respond	Pending
9.	Federal Airports Authority of Nigeria (FAAN)	Complaint against Manhandling at Murtala Muhammed Airport, Ikeja Lagos	Fasakin Mopelola	October 11, 2018	Yet to respond	Pending
10.	Nigeria Immigration Service (NIS)	Removal Of Name From Nigeria Immigration Service Recruitment List	Shaibu David Awodi	October 11, 2018	October 15, 2018	No update received
11.	Nigerian Ports Authority	Deliberate Refusal To Pay Miscellaneous Benefits In Full/Denial Of Pension Payable To 530 Disengaged Workers Of Nigerian Ports Authority Of May 2008	C.D Ogbogu	October 16, 2018	October 20, 2018	On-going
12.	Nigeria Security and Civil Defence Corps (NSCDC)	Letter of complaint on Non-Payment of Arrears as	Sunday Yusuf	October 29, 2018	Yet to respond	Pending

		Volunteer Staff of Nigeria Security and Civil Defence Corps				
13.	Federal Ministry of Transportation	Request For Intervention	Nigerian Ports Authority Technical Trained Staff	November 1, 2018	November 11, 2018	No update received
14.	Nigeria Security and Civil Defence Corps (NSCDC	Letter of complaint for Three Month unpaid salary by Kings Guards Nigeria Limited (Security Operative)	Abrebor Good C.	November 12, 2018	Yet to respond	Pending
15.	Nigeria Security and Civil Defence Corps (NSCDC	Letter of complaint against Nigeria Security and Civil Defence Corps (Verbal Termination of Appointment	Amidi Enenche	November 13, 2018	Yet to respond	Pending
16.	Nigerian Police Force	Passionate Appeal for prompt payment for fraudulent sale of truck with registration number AA 120 WDP	Tochukwu Dunu	14 th November 2018	15 th November 2018	yet to resolve complaint
17.	Federal Ministry of Transportation	Corruption theft and vandalism at five star logistics ltd	Felix O. Okocha	November 16, 2018	November 22, 2018	No update received
18.	Nigeria Immigration Service	Damaged Passport Case In	Eromosele I. C	November 21, 2018	November 26, 2018	No update received

		Sweden				
19.	Nigeria Security and Civil Defence Corps (NSCDC)	Complaint against Mr. Rasheed Leke Akere of Nigeria Security and Civil Defence Corps and the Nigeria Security and Civil Defence Corps in respect of One Million, Eight Hundred Thousand Naira (N1,800,000.00) only collected for land	Jimoh Fatai O.	18 th July, 2018	October 24, 2018	Replied but yet to resolve complaints
20.	Public Complaints Commission	Save souls of disengaged NITEL/MTEL Staff	M/S Association of Former Telecoms Employers of Nigeria	17th April, 2018	19th April, 2018	Complaint forwarded to PCC
21.	Public Complaints Commission	Re-instatement of Mr. Ahmed Nda Jibril	Mr. Ahmed Nda Jibril	10th April, 2018	24th April, 2018	Complaint forwarded to PCC
22.	Public Complaints Commission	Payment of my Pension Benefits	Mrs. Anyikalam H.C	1st May, 2018	9th May, 2018	Complaint forwarded to PCC
23.	Public Complaints Commission	Complaint on non-payment of salaries by former employer	Ms Okibe Blessing	April 4, 2018	April 19, 2018	Complainant contacted by PCC
24.	Nigeria Security and	Complaints on Hidden	Lawal Kamal Alo	7th April, 2018	19/6/18	The Complain

	Civil Defence Corps	Letter of Appointment				ant was advised to reapply when NSCDC opens for recruitment
25.	Nigeria Immigration Service	Complaint Against Nigeria Immigration Service	Paulina Ogah	5th April, 2018	Nil	Awaiting response
26.	Nigeria Police Force	Petition Against Some Police Officers For Robbery Against Me, Rev. Kalson Joseph I.O.	Rev. Kalson Joseph I.O.	11th April, 2018	Nil	Awaiting response
27.	Nigeria Police Force	Complaint on 2011 Recruitment Exercise be the Nigeria Police Force	Solomi Philemon	23rd April, 2018	Nil	Awaiting response
28.	Nigeria Police Force	Complaint Letter Against A.C.P Shehu Abdullahi	Oseni Abbas	23rd April, 2018	Nil	Awaiting response
29.	Nigeria Police Force	Complaint of an Arrest & Unlawful Detention of Abdulwahab Ozigi and Salisu Yakubu by Nigeria Police Force (Men of Federal SARS	Mrs. Usman Ozigi	4th My, 2018	Nil	Awaiting response

30.	Nigeria Police Force	Complain on behalf of Victor Echefuna against men of the Nigeria Police Force Enugu – Ukwu, Amanbra State	Onyenemezu Clinton(Elvira Salleras & Associates)	7th May, 2018	Nil	Awaiting response
31.	Department of SSS	Complaint Against Assistant Director of SS Augustine Chinwuba	Mr. Sergius Okafor	9th May, 2018	Nil	Awaiting response
32.	Nigeria Police Force	Complaint Against Mr. Roland and Mrs. Charity Roland on The Case of Assault, Infliction of Bodily Harm, Unlawful Restrain, Retrain, Stealing, Destruction of Properties and Criminal Trespass	Mr. Bonaventure Ozor	14th May, 2018	Nil	Awaiting response
33.	Nigeria Police Force	Petition Against the unlawful Seizure of One Toyota Camry Saloon Car with Registration	S. M. Nwosu Esq. (S.M. Nwosu & Company)	15th May, 2018	Nil	Awaiting response

		No. ABC 307 HH By One Ogbesigidi Ayodele of SARS Ikeja Division, Nigeria Police Force				
34.	Nigeria Police Force	Complaint on Retirement Benefit of late father Against NPF	Hope Oche	21st May, 2018	Nil	Awaiting response
35.	Mrs. Monica Agu	Report on The Missing Suspect Medical Report in the Rape Case Between Miracle Agu Monica (Victim) and Victor Enejo (Suspect)	Mrs. Monica Agu	31st May, 2018	-	The Complain ant was advised to seek the counsel of Legal Aid Council/ Human Right Commissi on
36.	Nigeria Police Force	Appeal for Promotion and Restoration by the Nigeria Police Force	F/No. 139622 Sgt. Johnson Asowata	4th June, 2018	Nil	Awaiting response
37.	Nigeria Police Force	Complaint of Non-Payment of my Salary From June – December 2015, January to June 2017 and January 2018 Till Date	F/NO. 427728 Sgt. Obi Robert	12th June, 2018	Nil	Awaiting response

		By the OC MSS Rivers Command				
38.	Nigerian Prisons Service	Complaint against Mr. Chukwuneke Benson of the Nigerian Prisons Service	Opara Matthew	30th May, 2018	Nil	Awaiting response
39.	Nigerian Prisons Service	Application for Complaint of Wrongful Retirement from The Nigeria Prisons Service	Linus Bot Mancha	30th May, 2018	Nil	Awaiting response
40.	Nigerian Maritime Administrati on and Safety Agency (NIMASA)	Removal from office on media	Mr. Adamu H. Wasagu.	17-April-18	Non	Awaiting response
41.	Nigerian Railway Corporation (NRC)	Damage and theft of goods by NRC staff at Minna, Niger State	David Olaleye	12-June-18	Non	Pending, Received online
42.	Nigerian Civil Aviation Authority (NCAA)	Demanding for refund on flight cancellation	Victoria Asuquo	22-May-18	Non	Pending, Received online
43.	Nigerian Civil Aviation Authority (NCAA	Complaint against emirates airline on stolen laptop (macbook)	Ruth Fasema	22-May-18	Non	Pending, Received online
44.	Nigerian Civil	Demanding for refund on	Olumide Oduniyi	08-Jun-18	Non	Pending

	Aviation Authority (NCAA)	flight cancellation by Aero Airline				
45.	Nigerian Civil Aviation Authority (NCAA)	Alleged discrimination to board a plane by Airpeace Airline air hostess on ground of being blind	Mariam Alhassan Galadima	19- Jun-18	Non	On going Received throw SERVIC OM Help Desk
46.	Nigerian Civil Aviation Authority (NCAA)	Demanding for refund on flight cancellation by Arik Airline since 2016	Tonie Ukwuche	20-Jun-18	Non	Pending
47.	Nigerian National Petroleum Corporation (NNPC)	Non - payment of bill for a contract executed	Aniekan Essiet	27-Jun-18	Non	Pending
48.	Nigerian Civil Aviation Authority (NCAA)	Demanding for refund on flight cancellation by Arik Airline	Akemigbeze Usene	29-Jun-18	Non	Pending
49.	Federal Ministry of Information and Culture	Petition against administrative injustice at the National Commission of Museums and Monuments	Arc. Sunny Erikmi, MNIA	26 th April, 2018	July 30, 2018	
50.	Office of the Head of Civil Service of the	Reported case of Oppression and	Mr. Pelettri, I. Chris	16 th July, 2018	August 6, 2018	Pending

	Federation, (OHCSF)	Intimidation				
51.	Nigeria Police Force	Recovery of money for goods supplied	Saidat Cisse Nadama	30 th July,2018	August 6, 2018	Replied but yet to resolve complaint s
52.	Nigeria Police Force	Case of attempted murder	Uwalor Obumneme	30 th July,20	August 6, 2018	Replied but yet to resolve complaint s
53.	Federal Ministry of Defence	Wrongful dismissal from the Nigeria Army	Halilu Bomboyi	6 th August 2018	September 17,2018	Pending
54.	Federal Ministry of Defence	Application for payment of my late Father pension arrears of 13 years	Simon Terna	6 th August 2018	September 17,2018	Pending
55.	Nigeria Police Force	Letter of complaint	Irewumi Bamidele	7 th August 2018	September 17,2018	Pending
56.	Nigeria Police Force	Appeal for your intervention for re- instatement into the Nigerian Police Force	Mr Philip Bassey	16 th August 2018	September 17,2018	Pending
57	Ministry of Defence	Appeal for intervention back into the Nigerian Army	Mr. Tuku Paul	6 th September 2018	12 th September 2018	Pending
58.	Nigeria Police Force	Letter of Complaint	Mr Gali Danazami	12 th September	21 st September	Pending

				2018	2018	
59.	Nigeria Police Force	Application for payment of Gratuity of late father No 61053 Inspector Yakubu Siyaka	Yakubu Omuya	12 th September 2018	21 st September 2018	Replied but yet to resolve complaints
60.	Ministry of Defence	Complain over seizure of my Vehicle	Mr Uche Promise Ogbuagu	26 th September 2018	4 th October 2018	Replied but yet to resolve complaints
61.	Federal Airports Authority of Nigeria (FAAN)	Petition – Unlawful Termination of Concession Agreement of June 16, 2008 between PAN Express Services Limited and Federal Airports Authority of Nigeria	Principal Partner – Praxis and Gnosis	17 th September, 2018	19 th October, 2018	Replied but yet to resolve complaints as case is still pending in Court

3.1.3 Presentation of SERVICOM Compliance Evaluation (SCE) report

Within the year under review, the unit coordinated the official presentation of 14 SERVICOM Compliance Evaluation (SCE) Reports to the Management of the service windows evaluated. During these presentation meetings, service improvement strategies are discussed for bridging identified service gaps in evaluated service windows.

3.1.4 Ministerial SERVICOM Committees meetings

The unit facilitated and attended monthly/quarterly Ministerial SERVICOM Committee (MSC) meetings of the MDAs, where issues affecting service delivery and better ways of relating with customers in the MDAs are discussed. The meetings also were held with a view to exchanging knowledge, sharing experiences and best practices on service delivery as it affects all the MDA's. The MDA's that held the meetings were as follows: Federal Ministry of Transport at NAMA headquarters, Federal Ministry of Finance, Federal Ministry of Health, National Open University, Nigeria communication Commission, Federal Ministry of Science and Technology Police Service Commission, Federal Ministry of Petroleum Resources and Federal Civil Service Commission.

3.1.5 Evaluation of MDAs Service Charter

In conformity with SERVICOM Standards a significant review was made in the Service Charter of most MDAs, this to enable customers understand the standards used by the various MDAs in rendering services, appreciable updates and guidelines on how to build good service charter was conducted randomly in 2018. The MDAs are as follows: Federal Ministry of Water Resources, Federal Ministry of Women Affairs, Federal Ministry of Interior, NFLV, NAPTIP, OSGF, PENCOR, FERMA, and the Nigeria Shippers Council (NPC).

3.1.6 Inaugurations of Ministerial SERVICOM Units (MSU)

The Operations Unit supported the Inauguration of MSUs during the period under review. NEMSA in June 2018

3.1.7 Induction of new Nodal Officers

The units carried out the induction of new Nodal Officers to enable them fully understand the activities of SERVICOM in MDAs and their responsibilities in MSUs. The staff of the following MDAs were inducted. Federal Capital Territory Authority (FCTA), Vehicle Inspection Office (VIO) and Federal Ministry of Justice.

3.1.8 Supervise Resource Centre interactions

The Operations Unit coordinated the weekly Resource Centre interactions of MDAs. The session requires in-depth interaction between the SERVICOM Office and the MSU representative for the purposes of examining progress made at driving the Initiative in the MDAs. Important information such as MDAs Charter, service profiles of MDAs are

regularly updated. SERVICOM-in-Action stories and other activities that concerns the MDAs on SERVICOM are also discussed

3.1.9 Courtesy/Advocacy visits to Ministers/CEOs

In order to familiarize the newly appointed Ministers and Permanent Secretaries with the SERVICOM Method and secure their support for the work of MSUs, the National Coordinator and Chief Executive Officer embarked on Courtesy Visits to Honorable Ministers and Chief Executive Officers of some MDAs on SERVICOM Protocol List. The Operations Unit facilitated these visits, which turned out to be very useful and rewarding. MDAs visited during the period include the following: Federal Ministry of Power, Works and Housing (Power Sector) and OAGF EFCC, NLN, FMI, NAPTIP, FMARD, VIO, Nigeria Immigration, National Orientation Agency, Police Service Commission (PPC), Pension Transitional Directorate (PTAD) and Federal Mortgage Bank of Nigeria (FMBN).

3.1.10 Sensitization Workshops for MDAs

Sensitization workshop for MDAs were carried out to ensure that staffs are better informed of the functionality the Reforms, Coordination and Service improvement department in adherence to SERVICOM charter. For example, sensitization exercise carried out in the Federal Ministry of Women Affairs has led to improved skills, enhanced the knowledge and attitude of staff for effective service delivery. The following are MDAs that are included in 2018 sensitization exercise: National Human Right Commission (NHRC), Federal Ministry of Women Affairs, Federal Emergency Maintenance Agency, Trade and Investment, BCDA, National Lottery Commission, OSGF, NDIC, Federal Ministry of Water Resource and two of its parastatals namely Anambra – Imo River Basin Authority and Ogun – Osun River Basin Authority.

3.1.11 Assessment of JAMB UTME Centres:

The Office in conjunction with JAMB observed the compliance in registration and examination process of UTME in selected schools in Abuja to ensure the process is transparent and conducive for applicants. The JAMB Registrar commended the tenacity displayed by SERVICOM staff who participated in the exercise

3.1.12 MDAs Work Plan

In the 2018 majority of MDAs submitted their work plan for the year which was closely monitored by SERVICOM foot soldiers with proper follow up and evaluation focused on proper service delivery to service takers. The following MDAs submitted their work plan: Nigeria Deposit Insurance Corporation, National Youth Service Corps, Federal Ministry of Defence, Federal Ministry Works, Power and Housing, National Pension Commission (PenCom), Federal Ministry of Finance, Nigerian Customs Service.

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 2018.

2.0 ACTIVITIES OF THE UNIT FOR 2018

2.1 New National Coordinator/CEO

Mrs. Nnenna Akajemeli was appointed by the President as the National Coordinator/CEO of SERVICOM for a period of four years with effect from 10th April, 2017.

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

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

2.3 Maintenance of healthful and attractive working conditions

- Supervised the cleaners, gardener and landscaping 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

Basic Management Development training for senior staff at CMD Abuja and capacity building workshop for staff on (GL- 06-08) was conducted in the year under review

2.7.1 Staff Regularization

The regularisation of appointments of senior staff of the SERVICOM Office was concluded in April, 2018 and all staff have been documented in the OSGF and Office of the Head of Service accordingly.

As a result of the regularisation, two senior staff were posted out to their relevant Ministry.

PUBLIC AWARENESS UNIT

1.0 Introduction

The Public Awareness Unit is responsible for creating and sustaining awareness among members of the public and stakeholders, on the progress of the Federal Government's Service Delivery Initiative. This is against the backdrop of the realization that awareness would create the knowledge needed for behavioral change among government workers and the citizen.

In 2018, the Unit carried out activities that have increased SERVICOM's visibility and have heightened general awareness on how citizens can resort to SERVICOM processes to access satisfactory services in Ministries, Departments and Agencies (MDAs).

2.0 Achievements

SERVICOM- Help Desk Radio Programme in Brekete Family Programme,

To continue to raise citizens' awareness on the significance of service delivery in their lives and stimulate them to challenge service failure and demand for quality service as their constitutional right, SERVICOM Help Desk Radio Programme was transmitted every Tuesday on the Human Rights Radio Abuja FM 101.1 during a popular Reality Radio and TV Talk Magazine Programme "Brekete Family" from 7:30am - 9:00am. The programme which is also on-line is viewed from any part of the world at anytime, with Nigerians in Diaspora making their contributions to the success and impact of the programme .

Objectives of the Programme include to provide a constant help desk for service takers, to enlighten the general public on the processes of seeking redress on service delivery complaints through SERVICOM and to hold public officers accountable through the voice of the people.

Through the programme, more citizens are now able to recognize the role of SERVICOM in promoting service excellence and customer satisfaction. Ministerial SERVICOM Units are now more effective and responsive in facilitating excellent service delivery and on complaints redressal; they are now more accountable and visible. These have enhanced the level of connectedness between service providers to service takers and citizens to government.

Hundreds of complaints have been satisfactory redressed through the Radio Programme. *(Highlights of the episodes of the programme can be accessed on the SERVICOM website www.servicom.gov.ng).*

REPRODUCTION OF PUBLICITY MATERIALS

SERVICOM publicity materials namely badges, Fliers, stickers and posters and table note-pads were reproduced and strategically distributed to MDAs and members of the Public to increase SERVICOM visibility and further re-enforce SERVICOM's core messages of effective and efficient service delivery in MDAs.

Press Coverage

Coverage and reportage of SERVICOM activities were sustained by the Unit as internal and external activities of the Office were provided the needed coverage. The Unit facilitated in ensuring the publicity of such events in the media, amongst them were:

- i) Courtesy and Advocacy Visits to Ministry of trade and investment, NAPTIP, EFCC, FERMA, NOA, VIO, Police Service Commission and Public Complaint Commission.
- ii) National Council of Nodal Officers' Meetings chaired by the National Coordinator
- iii) Inauguration of Ministerial SERVICOM Units and Committees of Trade and Investment and NEMSA.
- iv) Presentation of SERVICOM Compliance Evaluation Reports to NIMC, FCT Hospitals, FRSC and FAAN

Award to SERVICOM for functional Website

The SERVICOM Office emerged second position in the 2018 evaluation of Websites of Federal Public Institutions', an assessment conducted by the Bureau of Public Service Reforms (BPSR).to assess the functionality of websites.

3.0 Challenges

- Insufficient funds to continue carry out other nationwide awareness campaigns.

Inadequate manpower

Accounts Unit

The Accounts Department is a service department to the SERVICOM Office. It facilitates 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.
- Maintain 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 2018

Accordingly, the SERVICOM Office receives its funding for 2018 fiscal year only from the Federal Government Consolidated Revenue Funds (CRF)

EXPENDITURES IN THE YEAR 2018

The SERVICOM Office applied the funds in discharging its duties of implementing the service delivery initiative of the FG in the 2018fiscal year as follows:

- ₦ 54,014,320 Million on Capital Cost
- ₦ 11,220161.21 Million on Overhead 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

SERVICOM Institute

Introduction

In December 2005 the Federal Executive Council endorsed the proposal of the President to establish “a Service Delivery Institute (now known as the SERVICOM Institute) for inculcating the basic concepts of service delivery in the public service.” The Institute operates as the training wing of the SERVICOM Office. It coordinates the provision of regular training on key elements of customer-focused service delivery for all grades of the public service.

Specifically the Institute is designed to:

- Develop training courses on various aspects of service delivery and tailor these for different user groups.
- Organise and deliver training.
- Evaluate the effectiveness and impact of training.
- Refine training approaches in light of evaluations.
- Work with the SERVICOM Office to identify further service delivery training needs.
- Conduct research on service delivery and allied issues.

In the year under review a total of four (4) training programmes were organized. Below is the breakdown

a) Workshop participation/ organisation.

1. Result Based Monitoring and Evaluation

VENUE: Bayelsa House Abuja

Date: 23rd-27th, April, 2018

The workshop was organised for Teaching Hospitals and Federal Medical Centres under the ministry of Health. The attendees were as follows:

PARASTATAL	NUMBER OF PARTICIPANTS
1. Federal Medical Center Lokoja	2
2. Federal Medical Center Asaba	1
3. Federal Medical Center Keffi	2
4. Federal Medical Center Yenegoa	1
5. University of Uyo Teaching Hospital	2
6. Federal Teaching Hospital Gombe	2
7. University of Benin Teaching Hospital	2
8. University Teaching Hospital Ibadan	2
9. University of Calabar Teaching Hospital	1

10. University of Ilorin Teaching Hospital	2
11. Ahmadu Bello teaching Hospital Zaria	2
12. Obafemi Awolowo Teaching Hospital	2
TOTAL	21

b.) Leading Change for Service Improvement

VENUE: Lemonade Hotel Jos

Date: 21-25, May 2018

This training was organised for MDAs residing in Abuja. Some of the selected MDAs who attended the training were as follows.

PARASTATAL	NUMBER OF PARTICIPANTS
1. Ministry of Defence	1
2. FCTA	1
3. BPR	1
4. NDIC	1
5. OHCSF	1
6. INEC	1
7. EFCC	2
8. NYSC	1
9. FCSC	1
10. NLRC	1
11. BPSR	1
12. TETFUND	1
13. CBN	1
14. NUC	2
15. SON	1
16. NAT. BIOTECH AGENCY	2
17. PTAD	1
18. NERC	1
19. NOUN	1
20. NATIONAL GALLERY OF ARTS	1
21. MIN. TRADE AND INVESTMENT	1

22. JAMB	1
23. NLRC	1
24. MINES AND STEEL	1
TOTAL	24

c.) Result Based Monitoring and Evaluation

VENUE: StoneHedge Hotel Abuja

PARASTATAL	NUMBER OF PARTICIPANTS
1. NCDMB	3
2. University of PortHarcourt	2
3. FMC Owerri	2
4. NDDC	4
5. NIPOST	4
6. NPA	4
7. Unizik	3
8. Nnewi Teaching Hosptal	4
9. Fed Poly Oko	2
10. Fed. Neuro Psych. Hospital Calabar	2
11. Bank Of Industry	1
12. FMC Owo	2
13. Unilag	1
14. FMC Kastina	3
15. BUK	1
16. UNN	2
17. NIMASA	2
18. NUC	1
TOTAL	38

d.) Leading Change for Service Improvement

VENUE: JVM Hotel Maraba, Nasarawa State.

Date: 17-21, November 2018

This training was customised for staff of National Agency for the control of AIDS (NACA).

A total of 24 staff attended. At the end of 2018, four training programmes were organized and the total number 107 participants

DRAFT

Challenges

- Insufficient funds to continue carry out other nationwide awareness campaigns.
- Inadequate manpower

Future Plan

- The establishment of dedicated club of SERVICOM Reporters
- Coming up with SERVICOM radio programmes
- Road shows and production of Magazine
- Networking Seminars
- SERVICOM Compliance Evaluation
- MSU Evaluation: All MDAs
- Courtesy Visits to Ministers/ Chief Executives of MDAs:
- MSC Networking Meetings
- Receipt and payment on routine basis of approved items of revenue and expenditure.
- Maintain 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.