

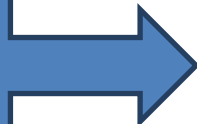


SERVICOM OFFICE
Ensuring Citizens-focused service delivery

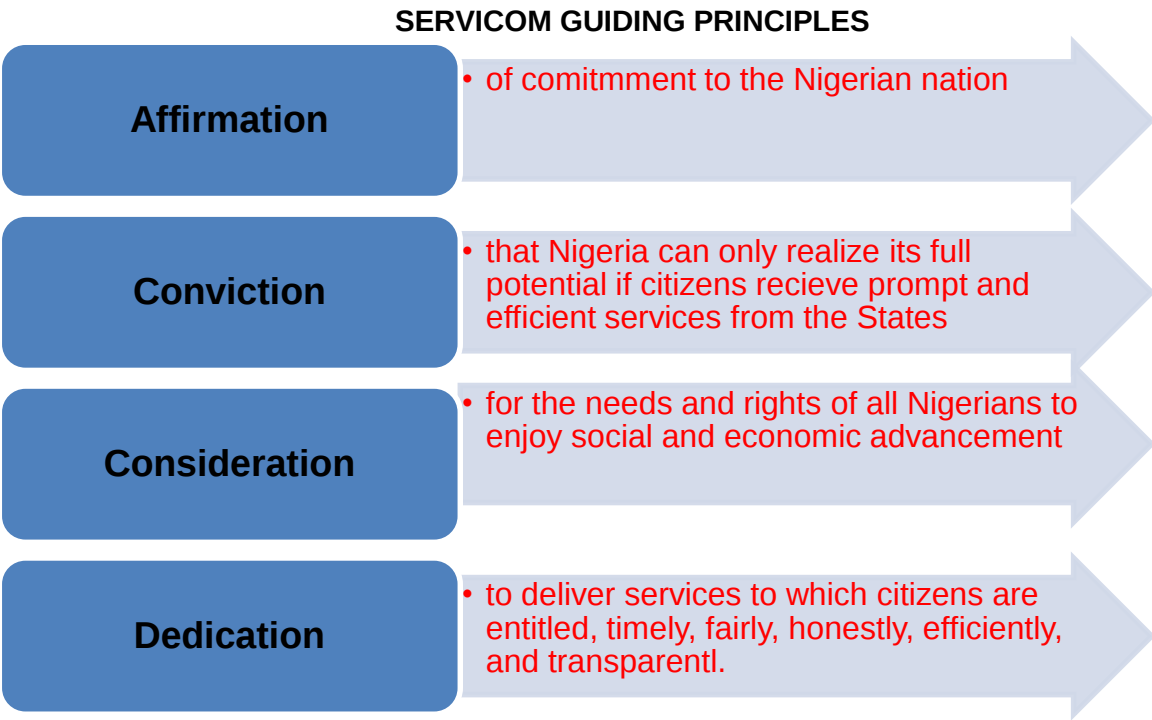
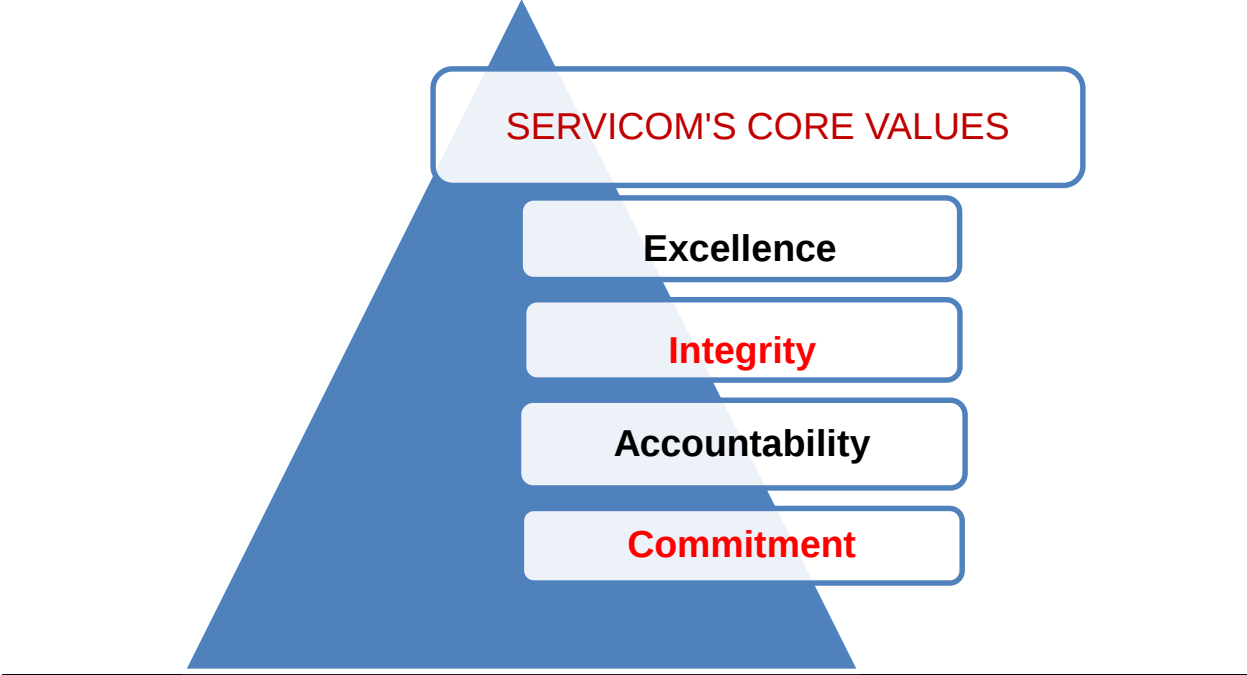
Annual Report
(FOR THE YEAR ENDED
DECEMBER 31, 2020)

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**VISION
STATEMENT**



**“To be the foremost change agent for
service excellence”**





MUHAMMADU BUHARI, GCFR

**HIS EXCELLENCY, PRESIDENT 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	Page
SERVICOM Vision and Mission	2
SERVICOM Core Values & Guiding Principles.....	3
Table of Contents	7
List of Tables.	8
List of Charts.....	8
Management Team	9
National Coordinator’s Remarks.....	10
Executive Summary.....	12
Introduction.....	15
Activities and Achievements of SERVICOM Office.....	15
Operations Unit.....	15
SERVICOM Compliance Evaluation (SCE)	16
Federal Government Colleges SCE.....	15
NIPOST SCE.....	16
NERC SCE.....	18
Federal Marriage Registry SCE.....	19
Complaints Handling on Service Failure Experienced in MDA’s	22
Presentation of SERVICOM Compliance Evaluation (SCE) reports	25
Ministerial SERVICOM Committees meetings.....	27
Induction of new Nodal Officers	28
Supervise Resource Centre interactions.....	28
Courtesy/Advocacy visits to Ministers/CEOs.....	28
Evaluation of Ministerial SERVICOM Units (MSU	29
Sensitization/Workshops for MDAs.....	30
JAMB (UMT Centres)	30
MDAs Work Plan	32
Administration Unit	33
Public Awareness Unit.....	38
Accounts Unit.....	45
Audit Unit	46
SERVICOM Institute.....	47
Abbreviations.....	49

LIST OF TABLES

Page	
Table 1.1 Rating of SCE Scores Rating In Percentage, Ranking Distribution.....	18
Table 1.4 Status of complaints received.....	22
Table 1.5 Summary in percentage of complaints resolved, pending and unresolved... 	23
Table 1.6 Categories of complaints.....	24
Table 1.7 selected JAMB Registration Centres and locations.....	31

MANAGEMENT TEAM

Mrs Nnenna Akajemeli	National Coordinator/CEO
Mr.KayodeOkunade	Deputy Director/Head of Account
Mrs. Bola Aderele	Deputy Director (Admin/Ag Head SI)
Mrs J. Abdullahi	Assistant Director/Head of Operations
Mrs. NgoziAkinbodewa	Team Leader B
Ms. TernengeNyipira	Team Leader A
Mrs. Stella Benson	Team LeaderC
Mr. IsiomaOdum	Head of Documentation Unit
Mrs. Henrietta Okokon	Public Awareness Manager
Mrs. Rose Nnanna	Secretary

NATIONAL COORDINATOR'S REMARKS

It is with great delight that I present the SERVICOM Office Annual Report of for the year ended 31st December, 2020. The report contains highlight of key activities and achievements of the SERVICOM, as well as developments in the Ministries, Departments and Agencies of the Federal Government of Nigeria.

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 built 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 fact. 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.

Despite the inherent challenges in public service, SERVICOM worked to improve service delivery and ensure complaints handling mechanism is functional in all Ministries Departments and Agencies (MDAs). This is in line with its strategic plan. The activities and accomplishments of the SERVICOM Office, Presidency in 2020 were as follows:

i. Public Awareness Initiatives

The understanding of stakeholders and success of our operations depend on the effectiveness of the public awareness strategy. Some of the strategies employed in 2020 to enhance public understanding of SERVICOM concept were: radio talk show in Human Right Radio involving officials of various MDAs who discussed on their performance in line with the service charter provisions; press conferences/briefings; monitoring and engagement through social media; and several in-house publications.

ii. Complaints Resulting from Service Failure Resolution

Consistent with its effort in helping MDAs address problems associated with service failures, SERVICOM Office has put in place a complaints management system in MDAs and has over the years published a summarized complaints report on a Quarterly basis.

In furtherance to the above, the Office has developed various channels for service takers to file their complaints. These include; Consumer Web Portal, www.servicom.gov.ng various Social Media handles in addition to written complaints. In 2020, the Office received a total of 204 complaints from various MDAs customers.

iii. Future Outlook

As in previous years, the SERVICOM will continue to be an active institutional safety net participant in the country by ensuring the effective discharge of its mandate. It would therefore strengthen all aspects of its core functions, adopt the least cost- effective method of complaints resolution and ensure timely delivery of government services to the citizenry.

vi Conclusion

SERVICOM had in the last one year recorded notable achievements in the evaluation of MDA's Service Charters, Evaluation of selected service window amongst others. There is ample evidence that with careful formulation and adoption of appropriate strategies, the Management and staff are committed to ensuring that the SERVICOM fulfils its core mandate. The SERVICOM Office remains committed to ensuring citizen-focused service delivery particularly in the area of engendering public confidence. The SERVICOM will continue to partner and collaborate with relevant local and international agencies in the promotion of efficient service delivery.

Let me at this juncture thank the Office of the Secretary to the Government of the Federation, especially the Secretary to the Government of the Federation, Mr. Boss Gida Mustapha for the support rendered in the course of discharging our mandate during the year. I also wish to appreciate and commend the staff of the SERVICOM for their dedication, loyalty and commitment to the office. The understanding and cooperation of our stakeholders is also acknowledged. Indeed, without the support of all, the modest achievements recorded during the year under review would not have been possible. Given the same support and cooperation in 2020, I believe the achievements of 2020 would be surpassed as we remain focused in the effective discharge of our mandate.

Thank you.

Mrs Nnenna Akajemeli
National Coordinator/CEO SERVICOM

1.0 EXECUTIVE SUMMARY

The agenda of the present administration is anchored on the fight against corruption and economic recovery and this translates to 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 on 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.

SERVICOM 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 Service 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 2020. It is structured in parts comprising the activities of the various units, summaries of SERVICOM Compliance Evaluation, Service 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.

Despite the inherent challenges in public service, SERVICOM worked to improve service delivery and ensure complaints handling mechanism is functional in all Ministries Departments and Agencies (MDAs). This is in line with its strategic plan. The activities and accomplishments of various units within the SERVICOM Office, Presidency in 2020 were as follows:

I Operations Unit

Activities of the Operations Unit include: assisting MDAs through regular MSU/MSU Networking meetings, Supervision of 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 2020, - Federal Ministry of Education, Federal Ministry of Works and Federal Ministry of Power, Ministry of Interior and Ministry of Communication. The selected service windows in these MDAs include: twelve (12) FERMA Zonal and State Offices, Eight (8) Forum Offices of Nigeria Electricity Regulatory Commission (9) NIPOST Zonal and State Offices (11) Federal Marriage Registries and Licensed worship Centres respectively. Official presentation of the evaluation reports have been made to these MDAs to their management for implementation

Future Plan

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

II 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

III 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 "Breketete Family" from 7:30am - 9:00am. The programme which is also on-line is viewed from any part of the world at any time, with Nigerians in Diaspora making their contributions to the success and impact of the programme. We also feature on the National Traffic Radio 107.1 FM, Abuja every Thursday by 10:30am to 11:00am

Future Plan

- The establishment of dedicated club of SERVICOM Reporters
- Production of Quarterly Magazine for SERVICOM
- More visibility for SERVICOM's Success stories
- Production of Localized TV & radio jingles
- To boost our social media platforms for wider reach

IV 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

V 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.
- The department facilitated the preparation and defending the SERVICOM Office annual budget and followed up the funding of its activities and programmes.

VIThe 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.

As in previous years, SERVICOM Office will continue to be an active institutional safety net participant in the country by ensuring the effective discharge of its mandate. It would therefore strengthen all aspects of its service delivery functions, adopt the least cost- effective method of service failure resolution and ensure timely delivery of services in all Ministries, Departments and Agencies (MDA). To sharpen its monitoring and evaluation activities, SERVICOM would focus on enhancing its skills in the following areas: data analysis, ATLAS.ti among others.

3.0 Activities and Achievements of SERVICOM Office in 2020

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 2020 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 Service Charter
- vi. Inaugurations of MSUs
- vii. Induction of new Nodal Officers
- viii. Supervision of 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.SERVICOM Compliance Evaluation (SCE)

During the year under review, the Operations Unit had undertaken Compliance evaluation of parastatals in three key ministries- Federal Ministry of Education, Federal Ministry of Works and Federal Ministry of Power, Ministry of Interior and Ministry of Communication. The selected service windows in these MDAs include: twelve (12) FERMA Zonal and State Offices, Eight (8) Forum Offices of Nigeria Electricity Regulatory Commission (9) NIPOST Zonal and State Offices (11) Federal Marriage Registries and Licensed worship Centres. The overall objective of the SERVICOM Compliance Evaluation is to ensure Citizen-focused Service Delivery in MDAs. The specific objective includes identifying gaps in service delivery and making recommendations to the management of various service windows to improve customer satisfaction and accountability.

A Federal Ministry of Education

Federal Government Colleges (Unity Schools)

Evaluation of the services of the Federal Government Colleges was carried out between November to December 2020 to identify areas that its services need improvement especially timely release of student's results, quality of service delivery. Twenty one (21) Federal Government Colleges from the six geo-political zones were selected for assessment of their compliance with the SERVICOM index. Evidence was gathered at the service windows evaluated through customer interviews, discussions with management, staff, partners, review of key documents, desk research and general observations.

In the course of the evaluation, key findings that affect service delivery were identified. These included poor conditions of students' hostels, inadequate lecture halls and poor quality assurance mechanism amongst others. However there were some areas the colleges were commended. These include: recognition and award to deserving lecturers and other staff, good relationship between the host communities and the colleges etc. The recommendations to the key findings would be forwarded to the Minister of Education

RANKING AND DISTRIBUTION

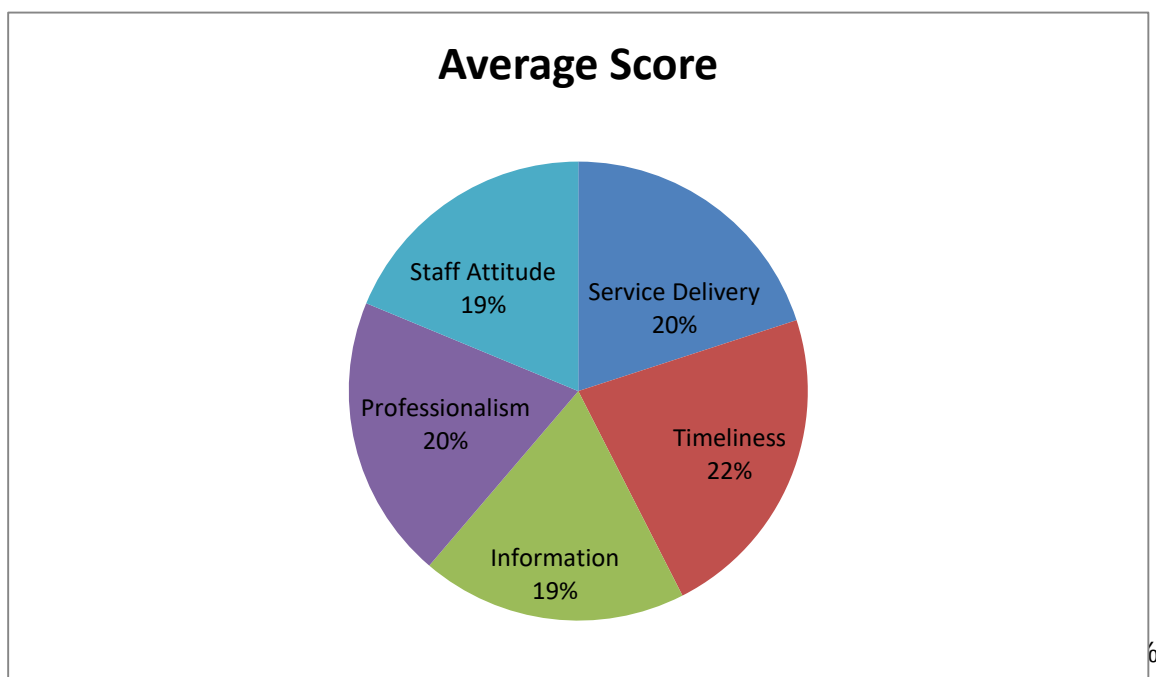
% Score	Ranking	Description
90 – 100	5 Star Services	Praiseworthy ***** (Has excelled at all aspects & criteria of Service Delivery)
70 – 89	4 Star Services	Commendable **** (Has all aspects & criteria of Service Delivery covered)
60 – 69	3 Star Services	Acceptable *** (Has most aspects & criteria of Service Delivery covered but more could be done)
40 – 59	2 Star Services	Fair ** (Some important aspects & criteria of Service Delivery are not covered and there is a lot more to be done to satisfy these requirements)
21 – 39	1 Star Services	Poor *

		(Very little has been done to satisfy the aspects & requirement of Service Delivery)
0 – 20	0 Star Services	Shameful (Nothing has been done to satisfy the aspects & requirements of Service Delivery)

Table 1.2 Average analysis of all evaluated windows by Drivers of Service Delivery by Scores

S/N	DRIVERS	AVERAGE SCORE
1	Service Delivery	1.6
2	Timeliness	1.8
3	Information	1.5
4	Professionalism	1.6
5	Staff attitude	1.5

Fig. 1.2 Average analysis of all evaluated Service windows by Drivers of Service Delivery in percentage

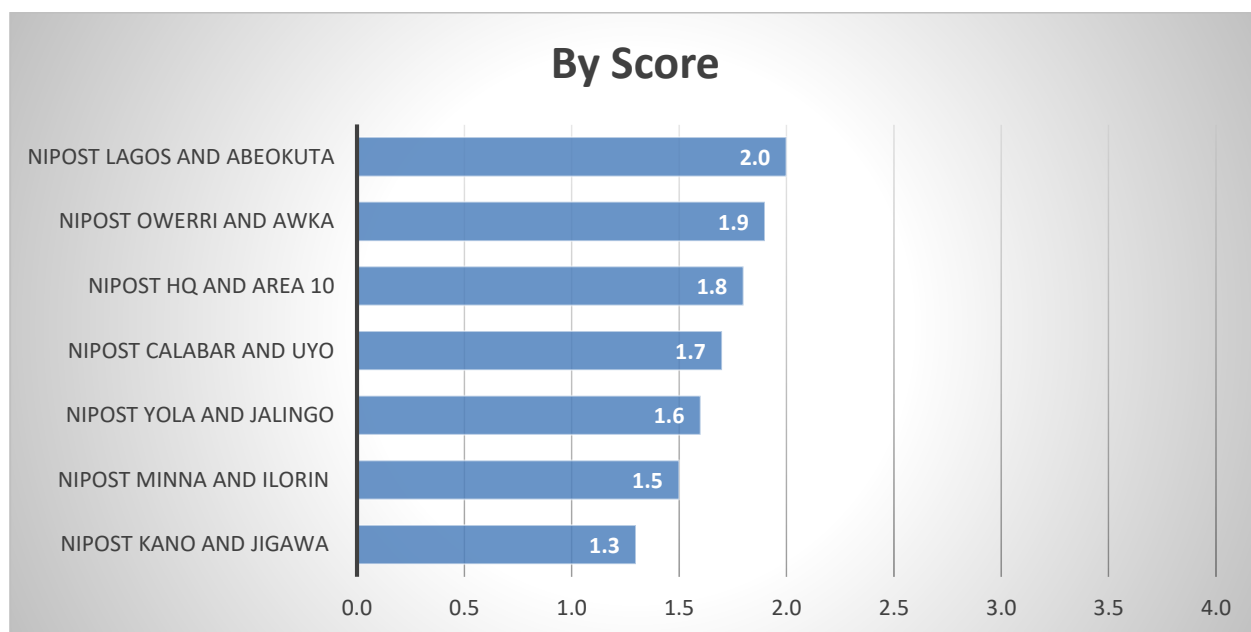


3.1.1 B Nigeria Postal Service (NIPOST)

Evaluation of the services of Nigeria Postal Service (NIPOST) was carried out in August - September 2020 to identify areas that its services need improvement especially collection of revenues. Fourteen (14) GPOs namely Area 10, Ilorin, Minna, Kano, Dutse, Yola, Jalingo, Enugu-GPO GRA & GPO Ogui road, Abakaliki, Lagos I & Lagos II, Abeokuta, Uyo GPO and Calabar GPO. Seven (7) Post Offices visited include Asunara post office, Ilorin, Sabon Gari post office, Kano, Yola south post office, Zing post office, Onuagbonyi post office, Echalaralkwo LGA, Fed. Sec. Complex Abeokuta and Cross River Housing Estate.

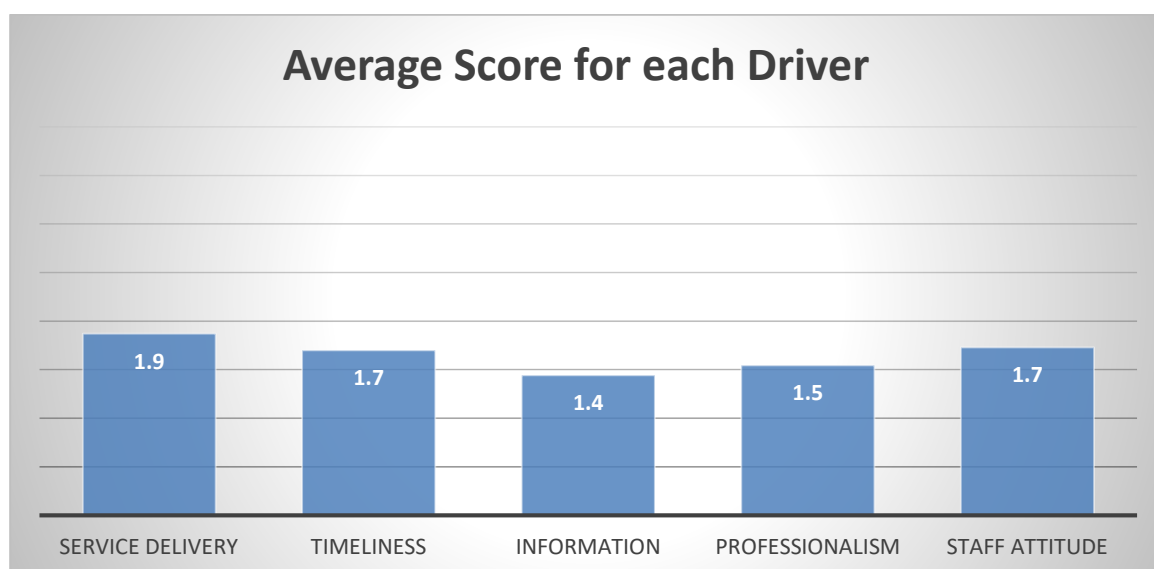
post office and the Headquarters of Nigerian Postal Service (NIPOST) were selected for assessment of their compliance with the SERVICOM index. Evidence was gathered at the service windows evaluated through customer interviews, discussions with management, staff, and partners, review of key documents, desk research and general observations.

Analysis of all Evaluated Service Windows of NIPOST by Scores



The above service windows fall under the ranking of **2 star (fair **)**. The description of this ranking is that, some important aspects & criteria of Service Delivery are not covered and there is a lot to be done to satisfy these requirements.

Analysis of all evaluated windows of NIPOST by Average Driver Score



Suggestions for Improvement on NIPOST services

Immediate Quick Fixes

- The mail movement for inter-state should be made more regular to avoid incidences of delays in delivery of mails and other packages. This will give customers more confidence on the service provider
- The option of tracking of mails should be improved upon and customers should be educated on how to track their mails/parcels on the NIPOST website. Tracking would keep customers confident and reduce anxiety experienced during the waiting time

Medium Term Improvement

- Training and re-training should be provided to staff as at when due; this would enhance their skills, knowledge and attitude for the provision of satisfactory services to customers

Long Term Improvement

- For Nigeria postal Service to compete favourably with similar agencies like DHL, UPS, FED-EX, there is need for Nigeria Postal Service (NIPOST) headquarters to establish partnership with cargo airlines or have NIPOST cargo plane as this will enable prompt delivery of mails and cargo.

3.1.2 Nigerian Electricity Regulatory Commission (NERC) Forum Offices

Eight (8) Zones namely North Central 1, North Central II, South West 1, South West II, South East, North West, South South, North East and the Headquarters Nigerian Electricity Regulatory Commission (NERC) were selected for assessment. Evidence was gathered at the service windows evaluated through interviews, discussions with management, staff, and partners, review of key documents, desk research and general observations.

Suggestions for Improvement on NERC Services

Immediate Quick Fixes

- The Nigerian Electricity Regulatory Commission as a regulatory body should put a more effective and efficient system(s) in place to ensure that customers have prompt and ease of access to services at the all the Forum Offices. E.g Ensure its initiative like the Accelerated Metering Program has result oriented outcomes and impacts.
- There is need to conduct periodic customer satisfaction surveys to representatives of all its customer groups under the purview of the NERC Forum Offices. This will ensure that customer needs and challenges are dealt with in line with stipulated timelines.

Medium Term Improvement

- Training and re-training should be provided to staff as at when due; this would enhance their skills, knowledge and attitude for the provision of satisfactory services to customers

Long Term Improvement

There is urgent need for key stakeholders to discuss the way forward concerning installation of prepaid meter to all electricity consumers in order to ensure even distribution of power supply and payment for electricity consumed.

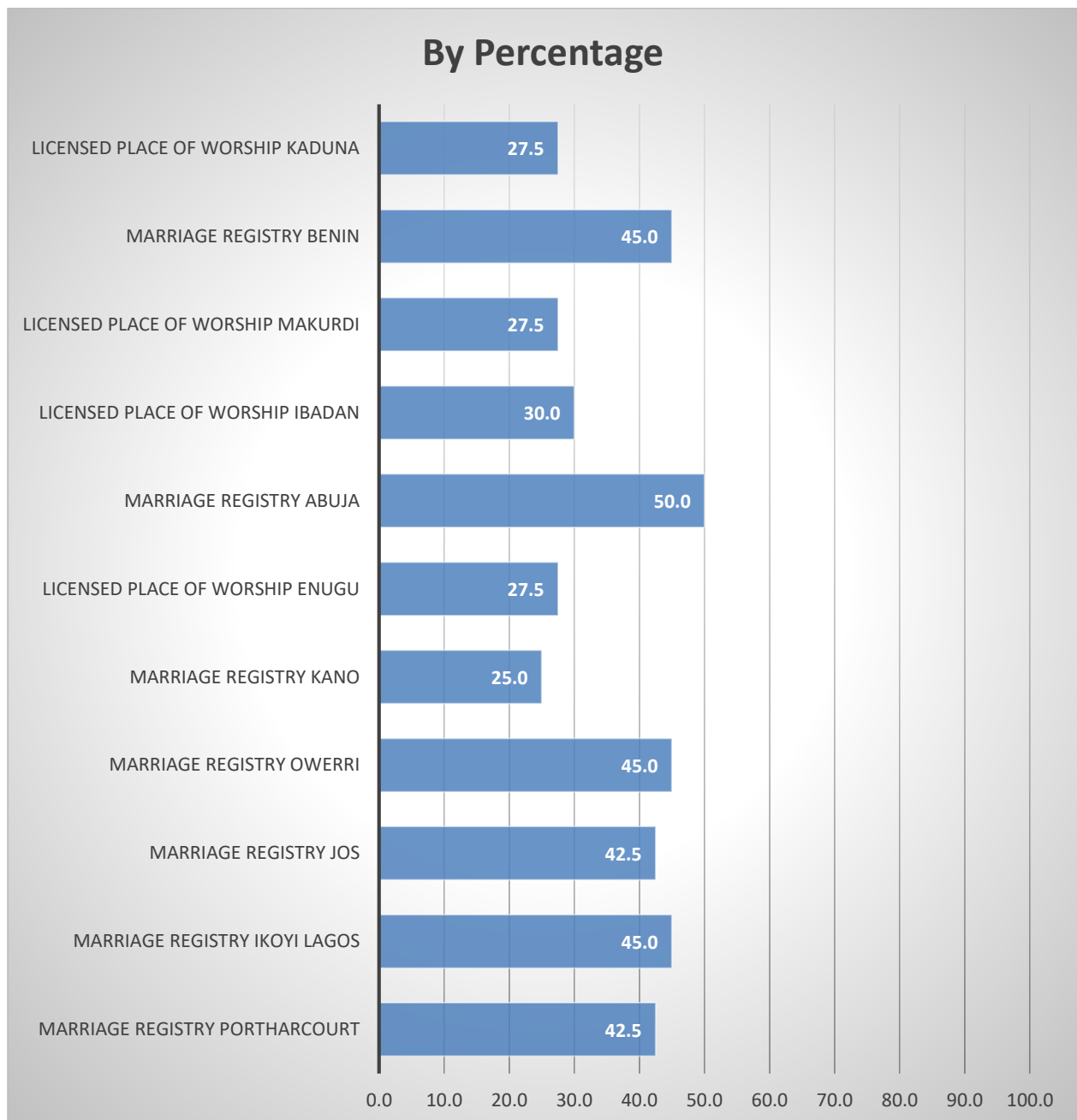
3.1.3 Federal Marriage Registry

There are 12 Federal Marriage registries listed online during the desk research of the Ministry of Interior in 11 states and FCT. However, it was discovered that only 8 have registrars on ground while the rest have licensed places of worship authorised to conduct statutory marriages and issue valid certificates on behalf of the Federal Marriage registries. The States with registrars are as follows: Federal Marriage Registries in Ikoyi, Lagos State; Abuja, Federal Capital Territory; Benin, Edo State; Owerri, Imo State; Port Harcourt, Rivers State; Kano, Kano State; Jos, Plateau State. The SERVICOM Office considered it necessary to also interview the licensed places of worship in states where there are no registrars e.g. Kaduna, Enugu, Ibadan and Makurdi to ascertain the level of partnership and how it affects customer satisfaction

Analysis of Eleven (11) Evaluated Service Windows (7 Marriage Registries and 4 Licensed Places of Worship)



Analysis of Performance of Evaluated Service Windows (Marriage Registry) In Percentage



3.1.2 Complaints Handling on Service Failure Experienced in MDA's

Government delivers services to its citizenry through the Ministries, Departments and Agencies (MDAs) in order to make life more meaningful and improve on their well-being. However, customers' complaint seems inevitable in these establishments of government. MDAs provide services which are perceived in different ways by various people. The increase in people's expectation of the

services, which may not always be compatible with the services they receive, leads to their dissatisfaction and complaint. Although the customers frankly express their dissatisfaction, they are willing to give a chance to the management for accountability so that the dissatisfaction would decrease and they would be encouraged to repeat transactions

Although customer complaint is an inseparable part of the MDAs, it gives the service providers a chance to alleviate their faults and to draw the customers to their offices in the future as well. The complaints which are not directly forwarded to the MDAs will have a number of consequences. In such a case, the MDAs will miss the chance of correcting its mistakes, and therefore, will lose its focus on satisfying the needs of their customers. The following analysis gives the description of total number of complaints received by SERVICOM Office in 2020, various categories of complaints, the number of complaints resolved, and number of complaint awaiting attention. The table below shows summary of complaints received in 2020

Table 1.4 Status of complaints received

Number of resolved complaints	76	33.5%
Number of pending complaints	116	51.1%
Number of unresolved complaints	35	51.1%
Total No. of Complaints received	227	

Fig 1.5 Graphical representation of complaints received in 2020

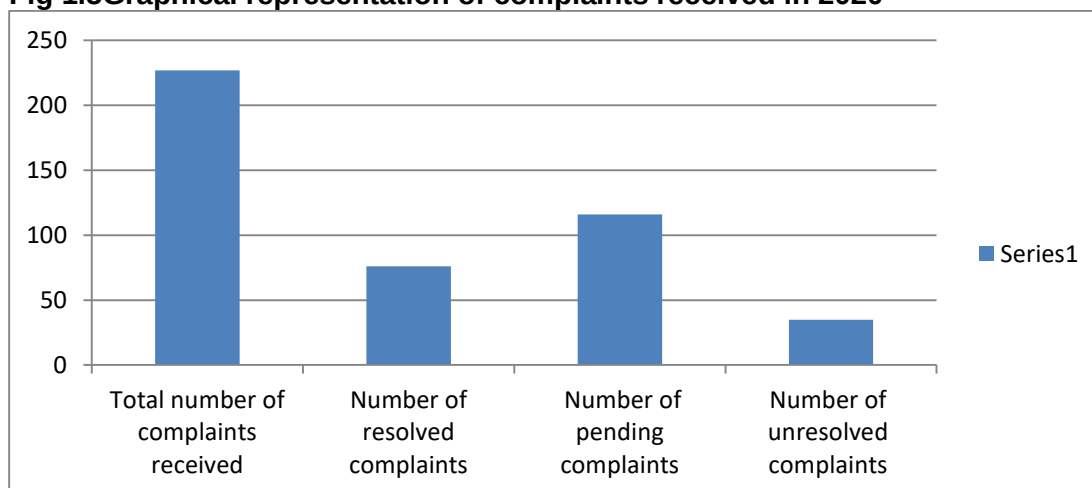
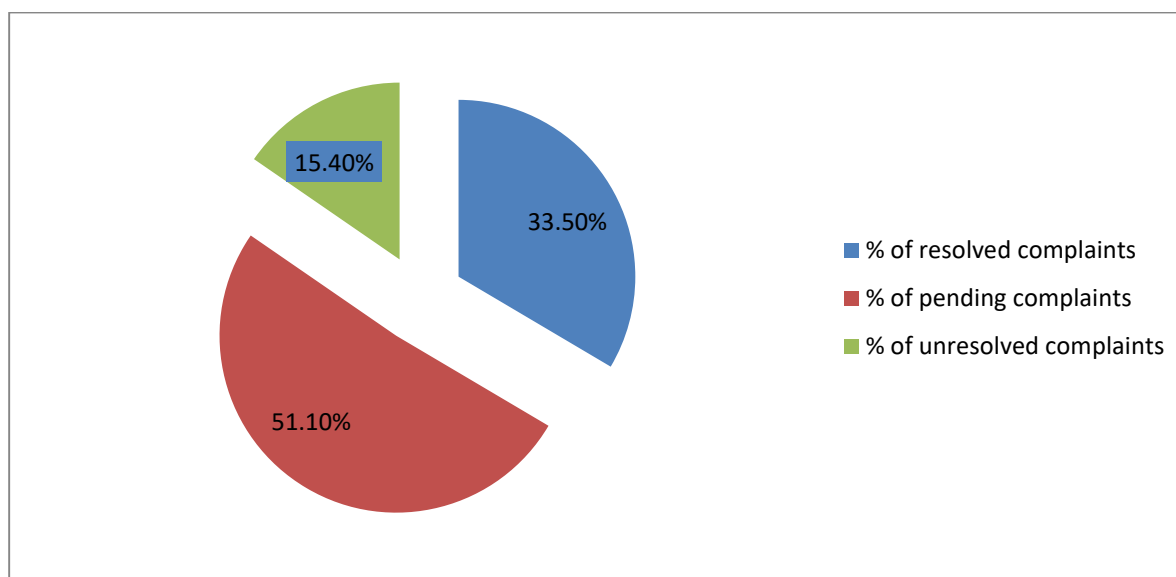


Table 1.5 Summary in percentage of complaints resolved, pending and unresolved

% of resolved complaints	% of pending complaints	% of unresolved complaints
33.5%	51.1%	15.4%



From the figure above, 33.50% of the complaints was resolved, 51.10% of the complaints was pending or awaiting resolution, while 15.40% was unresolved. More than 52% of the complaints were as a result of service failures from Government established agencies, especially from the Nigerian Electricity Regulatory Commission etc.

Chart 1.6 Categories of Complaints

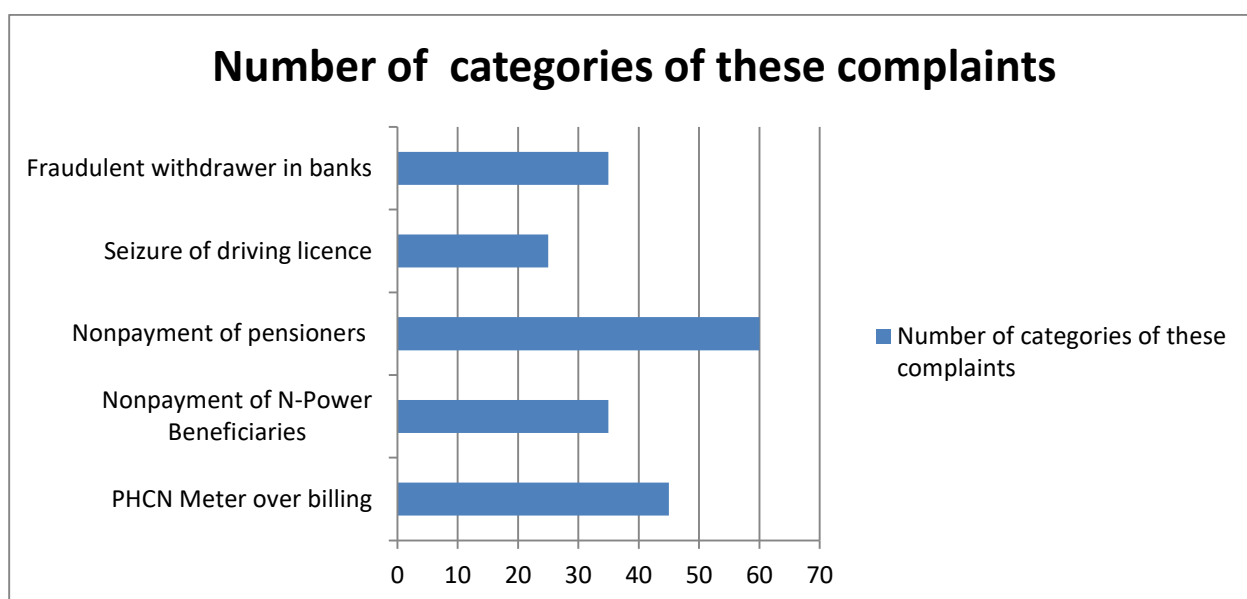
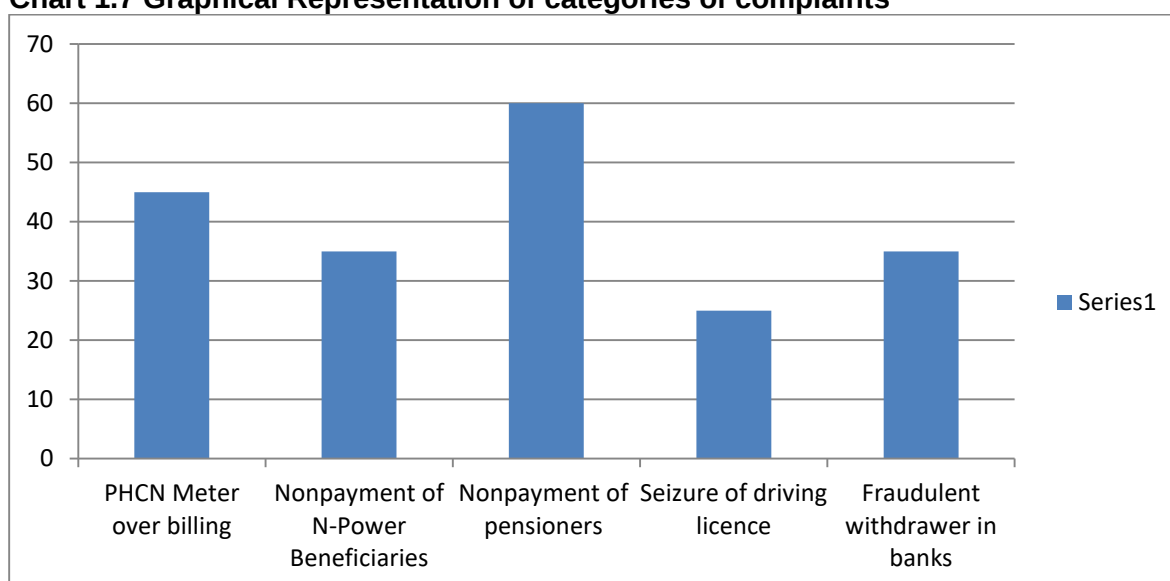


Table 1.6 Categories of complaints

Category of complaints	PHCN Meter over billing	Nonpayment of N-Power Beneficiaries	Nonpayment of pensioners	Seizure of driving licence	Fraudulent withdrawer in banks
Number of such complaints	45	35	60	25	35

Sixty pensioners complained of government failure to pay their entitlements which represents 30%, while 45 complained of meter over-billing by the Power Distribution Companies which represents 22.5%

Chart 1.7 Graphical Representation of categories of complaints



Source SERVICOM Office

SERVICOM Complaint Management System

SERVICOM consistently receive from service takers though not a service provider. This is because the office has put Complaint Management System in every MDA to address complaints resulting from service failures. The system has enabled SERVICOM capture the interest of the complainants, presents solutions, informs the customer about steps taken in addressing his/her complaints, and integrates the customer into the process. The Complaint Management Systems also provide customers with convenient access/channels to voice complaints and viewpoints. During and upon the reception of the complaints the main issues are accessibility and responsiveness. Complaining customers are primarily concerned about whether their complaints are being processed in an appropriate and fair manner. Perception of an open and responsive MDA willing to present satisfactory solutions to a complaint issue is critically important. Effective Complaints Management Systems therefore involves accessible professional processes and are characterized by sensitivity to customer viewpoints

3.1.3 Presentation of SERVICOM Compliance Evaluation (SCE) report

Within the year under review, the unit coordinated the official presentation of SERVICOM Compliance Evaluation Reports to Permanent Secretary, Ministry of Interior which supervises Federal Marriage Registry, Federal Ministry of Power which supervises Nigeria Electricity Regulatory Commission, Ministry of Communication and Digital Economy which oversees Nigeria Postal Service. Service. During these presentation meetings, service improvement strategies were discussed to bridge identified service gaps in evaluated service windows.



The National Coordinator/CEO SERVICOM presenting NIPOST SCE report to the Permanent Secretary, Ministry of Communication and Digital Economy

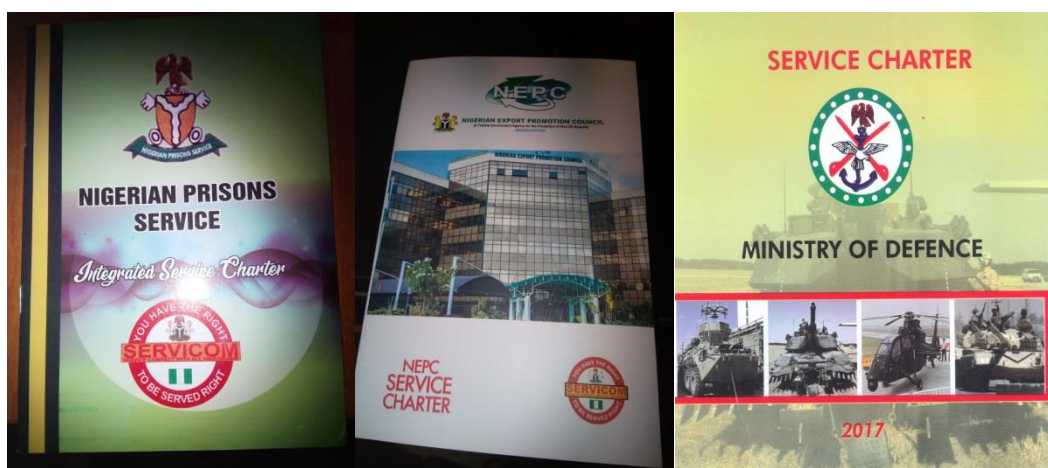


The National Coordinator/CEO SERVICOM presenting NIPOST SCE report to the Permanent Secretary, Federal Ministry Power, Mr. Christian Ohaa

3.1.4 Evaluation of MDAs Service Charter

Service Charter is a promissory document that contains standards and service delivery provisions which are made available to both the service providers and the customers. To ensure that the service charters conform with SERVICOM Standards, reviews were made in the Service Charters 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 develop workable service charter. The following service charters were evaluated in 2020: Nigerian Electricity Liability Management Limited (NELMCO), Federal Housing Authority, Health Records Officers Registration Board of Nigeria, National Health Insurance Scheme Ministry of mines and Steel Development, Sustainable Development Goal Office, FCT High Court Corporation, Nigeria Maritime Academy of Nigeria, Nigerian College of Aviation Technology, Legal Aid Council of Nigeria, Universal Basic Education Commission, and Federal Ministry Defence

Pictorial display of some of the MDAs' Service Charters





3.1.5 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 sharing 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. The papers presented during the MSC meetings include: Patient Experience management- A SERVICOM Perspective, Role of effective Communication in patients care, measuring patient Satisfaction etc.

3.1.6 Induction of new Nodal Officers

The Operation Units carried out the induction of new Nodal Officers to enable them fully understand the concept of SERVICOM in MDAs and their roles and responsibilities in MSUs. The staffs of the following MDAs were inducted. National Universities Commission (NUC) Office of the Secretary to the Government of the Federation (OSGF), Federal Ministry of Defence, Institute for

Peace and Conflict Resolution, NACETEM, Centre for Satellite Technology Development (CSTD), Abuja, Federal Ministry of Science Technology, Nigeria Communication Commission (NCC), Nigeria Institute of Advance Legal Studies

3.1.7 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 Service Charter, service profiles of MDAs are regularly updated. SERVICOM-in-Action stories and other activities that concerns the MDAs on SERVICOM are also discussed

3.1.8 Courtesy/Advocacy visits to Ministers/CEOs

In order to familiarize the newly appointed Ministers and Permanent Secretaries with the SERVICOM concept 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: National Health Insurance Scheme, Federal Ministry of Works & Housing, Federal Roads maintenance Agency, Federal Housing Authority, Federal Ministry of Health Nigeria Immigration, National Orientation Agency, Police Service Commission (PPC), Pension Transitional Directorate (PTAD) and Federal Mortgage Bank of Nigeria (FMBN).



Courtesy visit to National Defence College, Abuja by the National Coordinator/CEO SERVICOM

3.1.9 Evaluation of Ministerial SERVICOM Units (MSU)

There are eighty four (84) Ministries, Departments and Agencies in the protocol list of Operation Unit teams. To ascertain the functionality of these MDAs, Operations Unit carried out evaluation

with the objectives of assessing their status, effectiveness and overall functionality of the Ministerial SERVICOM Units (MSU in driving the Service Delivery Initiative in MDAs. Some of the findings from the evaluation include non-sensitisation of staff members on values of service delivery, lack of directional signs in and around office complexes. However recommendations to the findings were forwarded to the management of these MDAs for implementation



Reception Area of Federal Ministry of Foreign Affairs pictured during the MSU evaluation



Display of phone numbers and social media handles at the Federal Ministry of Science & Technology

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 Principles. For example, sensitization exercise carried in the following MDAs has led to improved skills, enhanced the knowledge and attitude of staff for effective service delivery. The following MDAs were included in 2020 sensitization exercise: Justice, Federal Ministry of Agriculture & natural Resources, Nigeria Export Promotion Council, Federal Ministry Education, Federal Aviation Authority of Nigeria, Nigeria Civil Defence Corps, Auditor General of the Federation, Nigeria Air Space Management Agency, Nigeria Correctional Services, Nigeria Immigration Service, Nigeria Television Authority, Independent National Electoral Commission, Federal Ministry of Transportation, Nigeria Tourism Development Corporation, Police Service Commission, Office of the Head of Civil Service of the Federation, Federal Ministry Trade & Investment, Nigeria Broadcasting Commission, Federal Ministry Solid Minerals Development, RMAFC, Federal Ministry of Interior, Federal Ministry of Defence, Nigeria Social Insurance Trust Fund, Nigeria Police Force, Federal Ministry of Labour & Productivity, Nigeria Deposit Insurance Corporation and Federal Ministry of Water Resources

3.1.11 Assessment of Joint Admission & Matriculation Examination (UTME) Centres:

The Office in conjunction with Joint Admission & Matriculation Board (JAMB) observed 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

A checklist was used to guide the monitoring and to ensure that key service delivery priorities were captured reflecting the six (6) dimensions of the SERVICOM Index. In addition to the checklist, a one-page questionnaire was used to measure the experience of candidates during

the exams. Details of our findings and recommendations are contained in a report which was forwarded to the management of JAMB

The SERVICOM Index consists of six (6) dimensions and weighted as follows:

- | | |
|---------------------------------|-----|
| 1. Policy Commitment | 10% |
| 2. Service Delivery | 25% |
| 3. Customer | 20% |
| 4. Organizational Effectiveness | 20% |
| 5. Accountability | 15% |
| 6. Innovation | 10% |

Twenty five (25) JAMB CBT Centres representative of all the Area Councils within the FCT were selected for monitoring. A team of fifteen (15) SERVICOM Compliance Officers were assigned to different Centres to carry out the monitoring exercise; 3 officers visited 2 centers each while 5 officers visited 1 Centre each. Overall, each Centre was visited twice on different days. During the monitoring, the officers interacted with the CBT Administrators and their staff, JAMB supervisors as well as candidates. Observations were also made on the environment and the general conduct of the exams from entry to exit.

Table 1.7 SELECTED JAMB REGISTRATION CENTRES AND LOCATIONS

S/N	CENTRE & LOCATION
1.	Central Emirates International Academy, Plot 903-904, AnagadaSatelite Town, Near Giri Junction, Abuja
2.	Unique ICT & Innovative Institute LTD, City Royal Sec. Sch. Opp Forte Oil(AP) Filling Station, after Nyanya Bridge, Nyanya, FCT-Abuja
3.	Government Day Secondary School, Karu, Karu/Jikwoyi Road, Opposire Karu Market, Abuja, FCT
4.	Distance Resource Centre, (University of Abuja) Kado, Abuja
5.	Blueocean Technology, Glory House, Opposite GGSS, Dutse, Abuja
6.	Islamic Leadership Academy, Behind Forest Zone, Kuje, FCT Abuja
7.	Government Secondary School, Jikwoyi Road, Karu.
8.	Comprehensive Institute Of Management & Tech, Arab Road Byazhim, Close To Water Board, Behind Mountain Of Fire Church, Kubwa, FCT
9.	Uzyadic ICT/CBT, G.S.S. Tudun Wada, Wuse Zone 4, Abuja, FCT
10.	JC Best Schools International, Plot 133, Cafe District, After Magistrate Court, Life Camp, Abuja
11.	Lead British Int'l School, Aliyu Mustdafa Street (Opposite Trafford Hotel) Off Wole Soyinka Avenue, 2nd Avenue, Gwarinpa, Abuja
12.	Best Intellect Inti Academy, Along Central Mosque Old Kutunku, Gwagwalada, FCT-Abuja
13.	JAMB FCT ZONAL OFFICE, No 19 Karaye Street, Off Amurie Omanze Street, Off Ladoke Akintola Boulevard, Garki II, Abuja, FCT
14.	Unique College Zuba, No 1, Behind Total Filing Station, Runji, Zuba, Abuja, FCT
15.	Christ the King College (C.K.C.), Gwagwalada, Abuja
16.	Apo Resettlement CBT & ICT centre, G.S.S, Apo, Abuja, FCT
17.	JAMB CBT Centre, Kogo, Bwari, Abuja
18.	JAMB CBT Centre, JAMB Headquarters, Along Law School Road, Bwari, Abuja
19.	Brix Academy, No 2, Etang Obuli Crescent, Jabi, Abuja
20.	Computer Based Test (CBT) Centre, Veritas University, Bwari, Abuja

21.	Global Distance Learning Institute (GDLI), Plot 825, Ralph Shodehinde Street, Off Ahmadu Bello Way, Central Business District, Abuja, FCT
22.	Chamscity/Sascon CBT 1, 3rd floor, Sascon International School, 19A Yedseram Street, Maitama, Abuja
23.	Dominion International School CBT Centre, No 40, Asheik Jarma Street, Off Mike Akhigbe Way, Jabi, Abuja
24.	Balami Global Mega ENT LTD., GSS – Gwagwalada, Plot 612 (Web Palace), UATH Road, Gwagwalada-FCT
25.	Solid Model CBT, Model Secondary School, Maitama, Abuja

3.1.12 MDAs Work Plan

Ministries Departments and Agencies of government submitted their work plans for the year which was closely monitored by SERVICOM foot soldiers and focused on enhanced service delivery to service takers. The work plans enable SERVICOM office track the activities of the MDAs to ensure that the programs were carried out as scheduled. 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.



2020 PUBLIC AWARENESS UNIT ANNUAL REPORT

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 and also to give media support to SERVICOM in realizing its mandate. This is against the backdrop of the realization that awareness would create the knowledge needed for behavioral change among government workers and the citizen, which would further entrench service delivery in Ministries, Departments and Agencies (MDAs).

In 2020, the Public Awareness Unit faced some set back in carrying out their mandates as a result of global pandemic Covid-19, but were able to execute some programmes and activities that have increased SERVICOM's visibility and have heightened general awareness on the importance of quality services to nation building and how citizens can resort to SERVICOM processes to access satisfactory services in MDAs.

ACHIEVEMENTS

SERVICOM ENGAGED IN SEVERAL PUBLIC ENLIGHTENMENT RADIO PROGRAMMES AND INTERVIEWS:

- **SERVICOM- Help Desk Radio Programme in Brekete Family Programme,**
The SERVICOM- Help Desk Radio Programme is 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 - 10:00am. Its

objective 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.

The impact, popularity and acceptance of the Radio Programmes grew tremendously in 2020 especially Brekete Radio Programme, but was scaled down to two appearances in a month, 1st Tuesday and last of the month because of the Global pandemic (Covid - 19). The pandemic was a total setback to SERVICOM Radio programmes and activities this year 2020. Most episodes featured Directors of MDA's and Nodal Officers who talked about the service delivery Processes of their organizations. Prominent among such are Federal Housing Authority (FHA), Federal Roads Maintenance (FERMA), Security and Exchange Commission (SEC), Department of Petroleum Resources (DPR).

SERVICOM has been touching lives and bringing urgent succor to Nigerians through the Radio Programme. In fact the programme is fast becoming a house-hold name as more citizens are able to engage with service –givers which has improved trust in the service delivery process in the country. This has enhanced the level of connectedness between service providers and service- takers. Complaints have been satisfactorily redressed through the Radio Programme. *(Highlights of the episodes of the programme can be accessed on the SERVICOM website www.servicom.gov.ng).*

- **SERVICOM- Public Enlightenment Programme on Traffic Radio 100.7 FM of Federal Road Safety Commission (FRSC) Abuja.**

The Traffic Radio Programme was officially introduced this precisely on August 6th, 2020 year to add fillip to other Radio and sensitization programmes SERVICOM has being using to educate Nigerians on the need to always demand for quality and effective service at all times and the Radio Programme is transmitted live every Thursday on the Traffic Radio of Federal Road Safety Commission (FRSC) Abuja FM 100.7 time 10:30 - 11:00.

However, the National Coordinator made it open to all Directors, Nodal Officers, Stakeholders and Partners to be featuring in the Traffic Radio Programmes in order to bring a massive sensitization from different MDA's to Nigerians and also to improve and promote effective service delivery and to ensure that SERVICOM mandates is achieved.

2020 CUSTOMER SERVICE WEEK

The Public Awareness Unit during 2020 International Customer Service Week created enlightenment and publicity within SERVICOM Office because of the pandemic, although our celebration was restricted within the Office premises based on the Nigeria Center for Disease Control (NCDC) guidelines on Covid-19, So there was not a road

show to sensitize the general public on the 2020 Customer Service Week in order to control the crowd for safety purposes.

However, the National Coordinator gave a press briefing to inform and enlighten Nigerians on the importance of Customer Service Week and how it reflects to our business life for National development and also the significance of quality and effective service delivery in our Offices and business. Enlightenment fliers were distributed during the event.



The National Coordinator, during press briefing to mark the 2020 Customer Service Week.



The National Coordinator presenting an award to Tetfund staff during 2020 Customer Service Week at TETFUND Office.



The National Coordinator with Public Awareness Unit staff during 2020 Customer

Service Week.

PRESS RELEASES/ COVERAGE

The Public Awareness Unit issued several press releases through various media platforms to sensitize and enlighten the public on the activities and programmes of SERVICOM.

Furthermore, coverage and report of SERVICOM's activities were sustained by the Unit. Some of the events the Unit facilitated were:

- a. Federal Ministry of Health (Advocacy visit on OGP to the Honourable Minister)
- b. National Council of Nodal Officers' Meetings chaired by the National Coordinator
- d. Presentation of SERVICOM Compliance Evaluation Reports to F.M.O.H

Advocacy and Courtesy visit:

- a. Advocacy visit to University of Abuja.
- b. Courtesy visit to NSITF.
- c. Courtesy visit to Federal Ministry of Transport

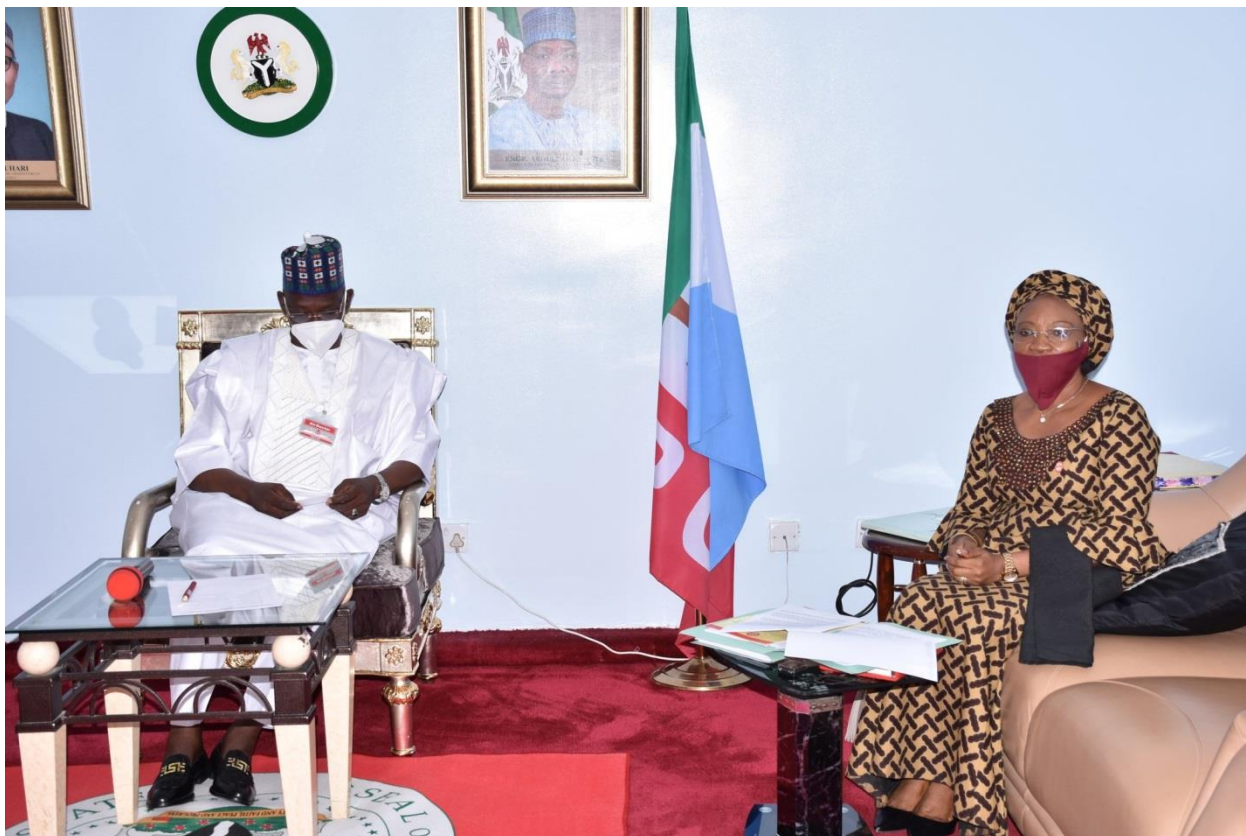
OPEN GOVERNMENT PARTNERSHIP (OGP) PROGRAMME

The National Coordinator visited the following MDAs to get a buy-in from the CEOs on the Open Government Partnership (OGP) Initiative.

MDAs

STATES

- | | |
|---|-------------------------------|
| a. Federal Ministry of Aviation. | a. Nasarawa State Government. |
| b. Federal Ministry of Works | |
| c. Federal Ministry of Transport | |
| d. Federal Ministry of Education | |
| e. Federal Housing Authority | |
| f. Federal Ministry of Power | |
| g. Federal Ministry of Agriculture and Rural Development. | |
| h. Federal Ministry of Health. | |



The National Coodinator, Nnenna Akajemili with Nasarawa State Governor, Engr. Sule Abdulahi during OGP in Nasarawa State Government House.



The National Coodinator, Nnenna Akajemili alongside SERVICOM staff and Hon. Minister of Works, Fashola and his team during OGP in Works Ministry.



The National Coordinator, Nnenna Akajemili with Hon. Minister of Transport, Chibuike Amachi during OGP in Transport Ministry.

MAINTAINANCE OF SERVICOM ICT PLATFORM AND SOCIAL MEDIA HANDLES

The Information and Communication Technology (ICT) Platform is one of SERVICOM's strategic windows for getting spontaneous feedback that would allow for speedy intervention when government services fail to meet citizens' expectations. The following are SERVICOM's Social Media Handles.

- a. Website: www.servicom.gov.ng
- b. Facebook: www.facebook.com/servicomng
- c. Twitter: @servicomoffice
- d. Instagram: Servicom_officialpage
- e. Email: info@servicom.gov.ng

To foster a robust interaction between service givers and service takers, the SERVICOM Social Media handles were re-activated and made more interactive especially the twitter handle which had 2,548 organic followers and 7430, facebook followers at the end of 2020.

The SERVICOM website which is constantly updated has now become a rich resource-base for useful information, data and research for the public with the aim of promoting

public discourse on service delivery as a catalyst for improved customer focused service delivery and Service Improvement.



A group photograph of the National Coordinator, SERVICOM, Mrs. Nnenna Akajemeli, and the managements staff of TETFUND during 2020 Customer Service Week.



The National Coordinator, Mrs. Nnenna Akajemeli, with the Permanent Secretary, Federal Ministry of Aviation during Open Government Partnership (OGP) in his Office.



The National Coordinator, Mrs. Nnenna Akajemeli with Ag Director General Nigeria Social Insurance Trust Funds during advocacy visits in his Office.

Challenges

- Insufficient funds to continue carrying out massive nationwide awareness campaigns.
- Inadequate documentaries, media coverage and tours.

CONCLUSION

The Public Awareness Unit has in the last one year recorded notable achievements in enhancing citizens' awareness of their right to quality service, sensitization and educating MDAs on the importance of quality 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 2020.

2.0 ACTIVITIES OF THE UNIT FOR 2020

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, 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.



ACCOUNTS DEPARTMENT **2020 ANNUAL REPORT**

INTRODUCTION

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 returns on finances to Management and other appropriate authorities.
- 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 2020

Accordingly, the SERVICOM Office receives its funding for 2020 fiscal year only from the Federal Government Consolidated Revenue Funds (CRF)

EXPENDITURES IN THE YEAR 2020

The SERVICOM Office applied the funds in discharging its duties of implementing the service delivery initiative of the FG in the 2020 fiscal year as follows:

- ₦158,602,940 Million on Capital Cost
- ₦ 17,212,936 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 needs of the office



Audit Unit

INTRODUCTION

In accordance with the Financial Regulation 2009, Section 1706, the Internal Audit Unit successfully executed the approved Internal Audit programme of activities for the year 2020.

ACHIEVEMENTS

- Rules and Regulation were followed in the office pertaining to the execution of transactions.
- There is no weakness in the office Internal Control System. Efforts should be made to sustain it.

FUNDING ACTIVITIES FOR YEAR 2020

In the year 2020, the total vouchers audited by the unit for both Capital and Overhead expenditures are as follows

- ₦ 158,602,940 Million on Capital Cost
- ₦17,212,936 Million on Overhead Cost

CHALLENGES

- The role of internal audit is still over looked in the aspect of GIFMIS method of payment in the civil service.
- A role should be given to the auditor in the tray of payment at least checking online.

- Auditors should also be a partaker in the training of IPSAS.

Conclusion

The Internal Auditors have raised some observation as well made recommendations to the management to ensure efficient service delivery. Also, it is pertinent to note here that there is segregation of duties and hence there is no material weakness in the system of internal control within the set up. It is expected that the management will build on this effort.

SERVICOM Institute



Introduction

Delivery Institute (now known as the SERVICOM Institute) was established in December 2005 with the aim of 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

1.1 Training Programme Schedule.

Due to Covid -19 pandemic, the regular training for the year could not hold, However,

In all a total of four(4) training programmes was organised .Below is the breakdown

1.2 Workshop participation/ organisation.

1. Leading Change For Service Improvement

VENUE: Global Suit Hotel Nasarawa

Date: 5th-9th, October, 2020

The workshop was organised for New Nodal Officers of MDAs

Total Number of Participants **45**

2. Result Based Monitoring and Evaluation

VENUE: Global Suit Hotel Nasarawa

Date: 19th-23th, October, 2020

This training was organised for SERVICOM Unit of MDAs

Total Number of Participants **23**

3. Leading Change for Service Improvement

VENUE: JVM Hotel Maraba, Nasarawa State.

Date: 16-20, November 2020

This training was organised for SERVICOM Unit of Ministry of Power

Total Number of Participants **15**

4. Leading Change for Service Improvement

VENUE: JVM Hotel Maraba, Nasarawa State.

Date: 17-21, November 2018

5. Capacity Growth Development on Horsemanship In Service Delivery.

VENUE: Maranata Hotel and Suits ,Owerri Imo State.

BATCH A	16-20 November ,2020	69	
BATCH B	23-27 November ,2020	87	
BATCH C	30th Nov - 4 Dec ,2020		69
BATCH D	7-11 December , 2020	64	
BATCH E	14-18 December ,2020	50	
TOTAL			339

At the end of 2020, the total number of training organised was 4 and the total number of participants are 422

REPORT ON OGP IMPROVED SERVICE DELIVERY THEMATIC AREA AT 21 DECEMBER, 2020

Introduction:

The SERVICOM Office as the Lead Agency with **Basheer Adamu as Non-State Actor Co-Chair** on Open Government Partnership (OGP) Second National Action Plan (NAPII) Improved Service Delivery Thematic Area carried out the following in year 2020;

1. Letters written for Advocacy Visits to 7 Priority Ministries, Departments & Agencies (MDAs) namely;

- a. Federal Ministry of Agriculture and Rural Development (FMARD).
- b. Federal Ministry of Education
- c. Federal Ministry of Health
- d. Federal Ministry of Power
- e. Federal Ministry of Transportation
- f. Federal Ministry of Works and Housing
- g. Federal Ministry of Aviation

BELOW IS STATUS REPORT OGP MDAS ADVOCACY VISITS

SUMMARY:

- All 7 selected Ministries visited
- 11 out of 18 Service Windows visited
- 7 out of 18 Service Windows **NOT** Visited
- 9 Visited Service Windows with Written Appreciation Letters
- 1 Visited Service Window (FMARD) with **NO** Written Appreciation Letter
- 1 Visited Service Window (Aviation) with Written Appreciation Letter yet to be vetted
- 4 Visited Service Windows with **Appointed** Technical Committees
- SERVICOM Core Technical Team to commence technical engagement with MDAs that set up their Technical Team/Reform Champions.
- Letters of appreciation outlining key commitments of the advocacy visits are sent to visited MDAs to maintain dialogue with them as a strategy
- CSOs to create List of Hall of Shame to Name & Shame non performing MDAs while praise those performing.

2. Role out SERVICOM at Sub-national (State and Local Government) Level

- a. North Central: Nasarawa State
- b. North West: Kaduna State now Katsina State since Kaduna is on board with OGP
- c. North East: Bauchi State
- d. South West: Oyo State

- e. South East: Imo State
- f. South South: Delta State
- g. FCT

BELOW IS STATUS REPORT ON OGP SERVICOM AT SUB-NATIONAL:

- Only Nasarawa State responded and the visit held on Thursday 9th of July, 2020
- Advocacy letter is written to Imo State Governor and awaiting response
- SERVICOM to engage SGF for NC to meet with Permanent Secretary Political Affairs and be admitted into Governor's Forum for her to brief the meeting on the Improved Service Delivery at the state level.

3. Enact SERVICOM Bill:

- a. SERVICOM will hold pre-public hearing interactive session to prepare all stakeholders to contribute to the Bill during the Public Hearing at the National Assembly.
- b. The gazette Bill is sent to OGP National Secretariat for circulation to both state and non state actors input before the public hearing.
- c. The SERVICOM Bill has passed its second reading.
- d. It is to be scheduled for public hearing in, date to be communicated by the House Committee Secretary.
- e. SERVICOM Office to organize a Policy Dialogue on the Bill with selected stakeholders, state (OSGF, BPSR OHCSF, Council of Nodal Officers, 7 selected OGP MDAs, etc) and non -state actors (CSOs, Media, etc) to harvest feedback and forward same to NASS Bill Committee

4. On SERVICOM National Policy:

- a. A draft copy of the SERVICOM National Policy was forwarded to the OGP National Secretariat for circulation to both state and non state actors input
- b. A draft copy of the SERVICOM National Policy was forwarded to the Members of the Council to the Nodal Officer for their input.

5. Others:

- On the issue of ensuring that SERVICOM became a cadre, the National Council of States voted for cadre and the Head of Service approved the vote.
- NAPII Revised end date is now to end August 2022 instead of 2021 due to the COVID19 Pandemic.
- Virtual Meeting between State and Non-State Actors Co-Chairs of Service Delivery Working Group (SDWG) held on the 2nd of December, 2020 with **Basheer Adamu** as Non-Stat Actor Co-Chair.

6. Next Steps:

- SERVICOM to Organize Service Charter Workshop for appointed Technical Committee/Reform Champions of selected MDAs
- OGP National Secretariat to use its position and included Improved Service

Delivery as a commitment the in Sub-National Action Plans of OGP states that the Secretariat works with and a SERVICOM Focal person to be part of state steering committee. It is also to advise SERVICOM on states that are willing to accept the OGP Initiative for result oriented outcomes.

- The National Secretariat to engage the SERVICOM Office when dealing with the sub-nationals for opportunity to be adequately briefed on the commitment.
- The OGP National Secretariat pledged to give technical and financial support to SERVICOM where possible.
- The OGP National Secretariat to solicit support from the Head of Service of the Federation on the forwarded gazetted SERVICOM Bill and the Draft National Policy for Service Delivery to add value to the process.
- SERVICOM to hold separate stakeholders meetings with both state and non-state actors to get their support for the SERVICOM Bill and the National Policy for Service Delivery before a scheduled public hearing.
- SERVICOM to implore Nodal Officers to periodically make service delivery presentations to their managements so that they would be acquainted with Nodal Officers for ease of access and service improvement.

Challenges

- Insufficient funds to continue carry out other nationwide awareness campaigns.
- Inadequate manpower
- Lack of operational vehicles

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.

Some Abbreviations used in this report

S/N	Abbreviation	Full meaning
1.	FMC	Federal Medical Centre
2.	MSC	Ministerial SERVICOM Committee
3.	MDAs	Ministries, Departments & Agencies
4.	MSUs	Ministerial SERVICOM Units
5.	SCE	SERVICOM Compliance Evaluation
6.	SIP	Service Improvement Program
7.	M&E	Monitoring & Evaluation