



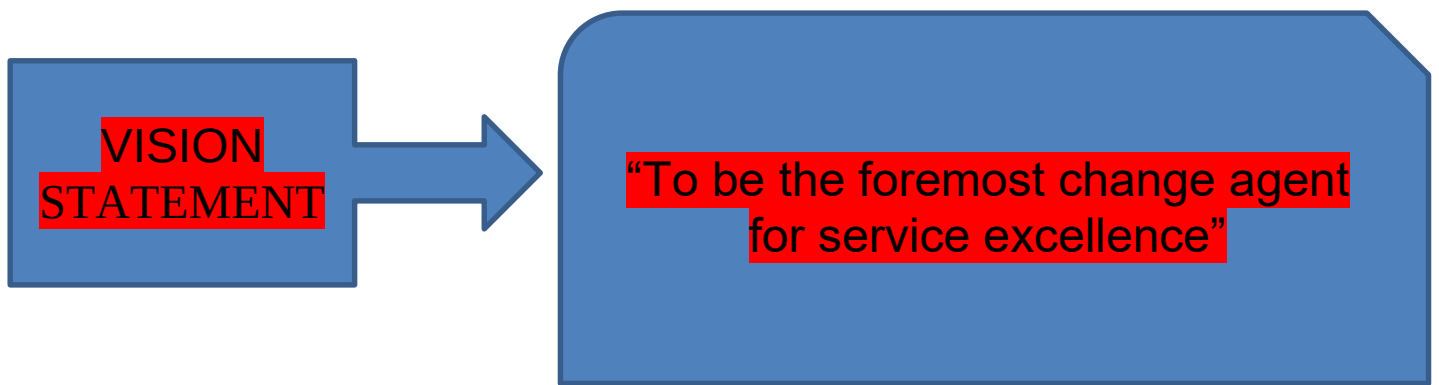
SERVICOM OFFICE

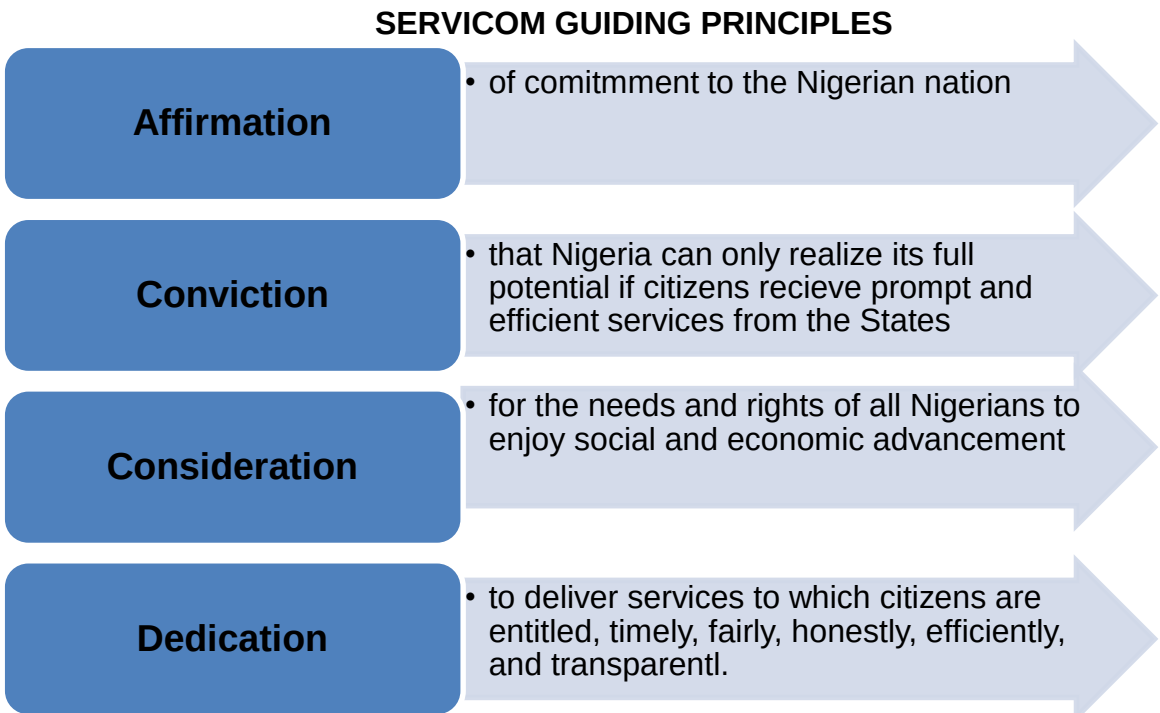
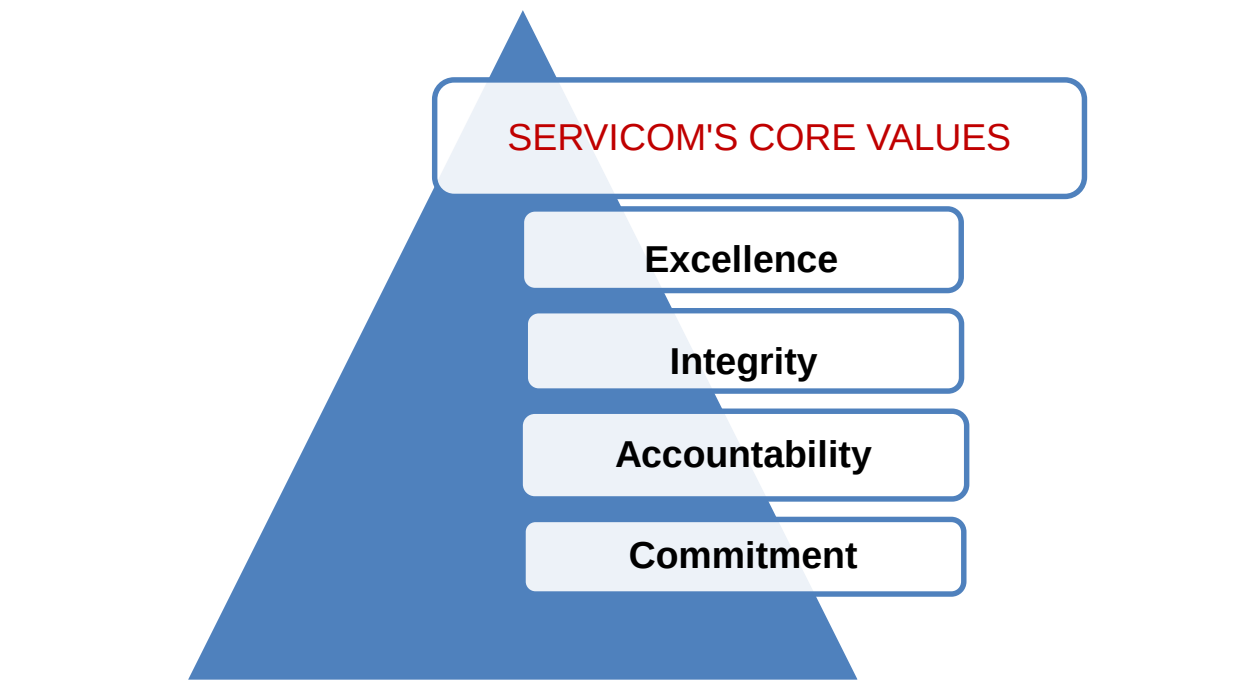
Ensuring Citizens-focused service delivery

Annual Report

(FOR THE YEAR ENDED
DECEMBER 31, 2021)

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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 Unity Colleges SCE.....	16
FCTA Water Board SCE.....	20
National Population Commission.....	22
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
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LIST OF TABLES

Page	
	Table 1.0 Index Scores For Evaluated Federal Colleges of Education.....16
	Table 1.1 Rating of SCE Scores Rating In Percentage, Ranking & Distribution.....18
	Table 1.2 Average analyses of Fed. Colleges by Drivers of Service Delivery by Scores..18
	Table 1.3 Index Score for Nigeria Customs Service.....20
	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

LIST OF CHARTS

Page	
	Chart. 1.0 Graphical representation of the summary scores of the Colleges.....17
	Chart 1.2 Average analysis Fed. Colleges by Drivers of Service Delivery in percentage.18
	Chart 1.3 Analysis of All Evaluated Service Windows by Score20
	Chart 1.4 Average Scores Customs Offices by Drivers of Satisfaction.....21
	Fig 1.5 Graphical representation of complaints received in 2019..... 23
	Chart 1.6 Categories of Complaints..... 24
	Chart 1.7 Graphical Representation of categories of complaints..... 24

MANAGEMENT TEAM

Mrs Nnenna Akajemeli	National Coordinator/CEO
Mrs. Bola Aderele	Deputy Director (Admin/Ag Head SI)
Mr. Oshin Anthony	Deputy Director/Head of Account
Mrs J. Abdullahi	Assistant Director/Head of Operations
Mrs. NgoziAkimbodewa	Team Leader B
Mrs. TernengeNyipira	Team Leader A
Mrs. Stella Benson	Team Leader C
Mr. IsiomaOdum	Team Leader D/Head of Documentation
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, 2021. 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 and the outbreak of the global pandemic, Covid 19, SERVICOM worked to sustain improved 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 2021 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 2021 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. International Exchange Program

SERVICOM Office in collaboration with International Quality Registrars and Ascellon, a consulting firm organised an international exchange program held in Kenya. The program was in two batches (1st batch 24th October – 1st November, 2021, 2nd batch 1st – 7th November, 2021 and 3rd batch 7th – 13th November with the aim of building capacity and growth development on ISO 9001:2015 for top government officials, CEOs and Nodal Officers.

iii. Complaints Resulting from Service Failure Resolution

Consistent with its effort in helping MDAs address problems associated with service failures, SERVICOM Office has sustained its complaints management system put in place 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 (twitter: @ServicomOffice, Facebook: Servicomng, Instagram: Servicom_Officialpage) in addition to written complaints. In 2021, the Office received a total of **131 complaints from various MDAs customers.**

iv. 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 2022, I believe the achievements of 2021 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 Change agenda of the present administration is anchored on 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 2021. 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 and the outbreak of the global pandemic, Covid 19, SERVICOM worked to sustain improved 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 2021 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 2021, the Operations Unit had undertaken Compliance evaluation of parastatals in three key ministries- Federal Ministry of Education, Federal Capital Territory and Federal Ministry of Works and Housing. The selected service windows in these MDAs include: twenty one (21) Federal Polytechnics, twenty seven (27) Federal Unity Schools, all Area Offices and the Headquarters of FCT Water Board and thirteen (13) Federal Mortgage Bank of Nigeria (FMBN) Zonal Offices and the Head Quarters.

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: continuation of the 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 "Brekeke 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.

Future Plan

- The establishment of dedicated club of SERVICOM Reporters
- Road shows and production of Magazine
- Commencement of SERVICOM Citizens Connect radio programme on Police Radio, 99.1FM
- Online publication of SERVICOM's activities on infographic format

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.
- 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.

VI 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.

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

3.0 Activities and Achievements of SERVICOM Office in 2021

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 2021 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 Capital Territory and Federal Ministry of Works and Housing. The selected service windows in these MDAs include: twenty one (21) Federal Polytechnics, twenty seven (27) Federal Unity Schools, all Area Offices and the Headquarters of FCT Water Board and thirteen (13) Federal Mortgage Bank of Nigeria (FMBN) Zonal Offices and the Head Quarters. 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 Polytechnics

Evaluation of the services of the Federal Polytechnics was carried out between August 16th to August 26th 2021 to identify areas that its services need improvement especially timely release of student's results and processing of transcripts. Twelve (12) Federal Polytechnics 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. The Polytechnics visited and their scores are shown in the table below:

(Table 1.0) THE INDEX SCORES FOR EVALUATED FEDERAL POLYTECHNICS

S/N	Federal Polytechnics visited	Score	Percentage %
	FAIR **		
1	Fed. Poly Bauchi, Bauchi State		
2	Fed. Poly Kaduna, Kaduna State		
3	Auchi. Poly Auchi, Edo State		
4	Fed. Poly Idah, Kogi State		
5	Akanu Ibiam Fed. Poly Afikpo, Ebonyi State		
6	Yaba College of Technology), Lagos Lagos State		
7	Waziri Umaru Fed. Poly), Kebbi State		

8	Fed. Poly, Offa Kwara State		
9	Fed. Poly, Oko, Anambra State		
10	Fed. Poly, Ede, Osun State		
11	Fed. Poly, Nasarawa, Nasarawa State		
12	Fed. Poly, Ukanna Akwalbom State		

Federal M

S/N	Service Window	Score	Percentage %
	FAIR **		
1.	FMBN Headquarters, Abuja	1.9	47.5%
2.	FCT I&II Zonal Office	1.7	42.5%
3.	Ogun Branch Office	1.7	42.5%
4.	Kaduna Zonal Office	1.8	45.0%
5.	Jos Plateau Zonal Office	1.7	42.5%
6.	Oyo Zonal Office	1.7	42.5%
7.	Lagos Zonal Office	1.7	42.5%
8.	Adamawa Branch Office	1.7	42.5%
9.	Calabar Branch Office	1.7	42.5%
10.	Gombe Zonal Office	1.7	42.5%
11.	Imo Branch Office	1.7	42.5%
12.	Sokoto Branch Office	1.7	42.5%
13.	Enugu Zonal Office	1.7	42.5%
14.	Port Harcourt Zonal Office	1.6	42.5%
15.	Bauchi Branch Office	1.6	42.5%
16.	Borno Zonal Office	1.7	42.5%
17.	Kogi Branch Office	1.7	42.5%

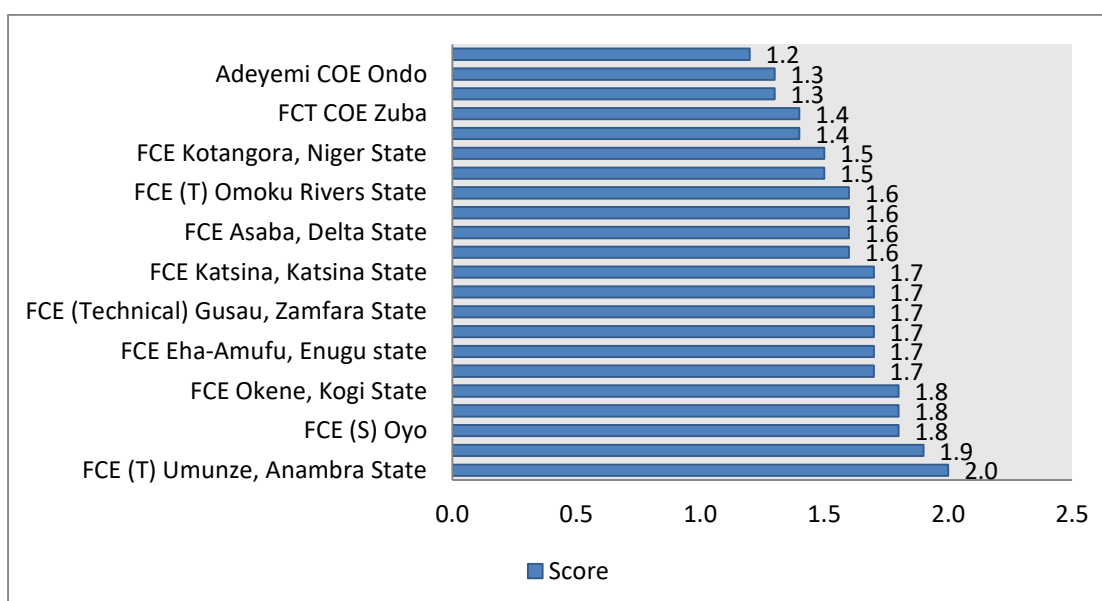
Source:SERVICOM Office

Two star (fair **) Ranking College

No star (Poor) Ranking Colleges

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 were proffered in the detailed reports forwarded to the management of National Commission for Colleges of Education (NCCE) on the July 30, 2019

Fig. 1.0 Graphical representation of the summary scores of the Colleges



(Table 1.1) RATING OF SERVICOM SCE EVALUATION SCORES RATING IN PERCENTAGE, RANKING AND DISTRIBUTION

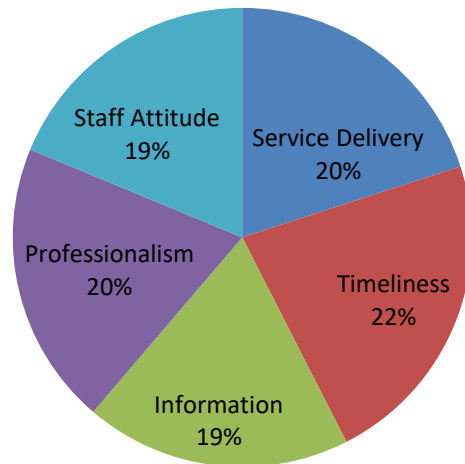
% Score	Ranking	Description
90 – 100	5 Star Services	Praiseworthy ***** (Has excelled at all aspects & criteria of Service Delivery)
70 – 89	4 Star Services	Commendable **** (Has all aspects & criteria of Service Delivery covered)
60 – 69	3 Star Services	Acceptable *** (Has most aspects & criteria of 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

Average Score



From the figure above all the Federal Colleges of Education fell below average of 50%. This sends signal to the stakeholders in the Education sector that a lot need to be done to ensure future generation of teachers as Colleges of Education are the training institution for teachers

Some of the pictures taken during and after the SERVICOM Compliance Evaluation



Centre R-L: SERVICOM Compliance Officer, Mr. Nat Okpeje handing awareness material to the Area Manager of Wuse/Wuye Area Office of Water Board during and evaluation exercise



SERVICOM Compliance Officers during document review/defense of evaluation results of Federal Polytechnics

3.1.1 B Federal Unity Schools

Evaluation of the services of Federal Ministry of Education (Unity Schools) was carried out in May 2021 to identify areas that need improvement. A total of twenty seven (27) schools were selected for assessment of their compliance with the SERVICOM Index. Evidence was gathered at the service windows evaluated through students interviews, discussions with management, staff, partners, review of key documents, desk research and general observations. The schools visited and their scores are shown in the table below:

Table 1.3 Index Score for Unity Schools

S/N	Service Window	Score	Percentage %
	FAIR **		
1	Kings College Lagos		
2	Queens College Lagos		
3	FGC, Ijanikin		
4.	FGGC Akure		
5.	FGC Ido-Ani-Ondo		
6.	FSTC Ikare Akoko		
7.	FGCAzare		
8.	FGC Bauchi		
9.	FGC, PortHarcourt		
10.	FSTC Ahoada		

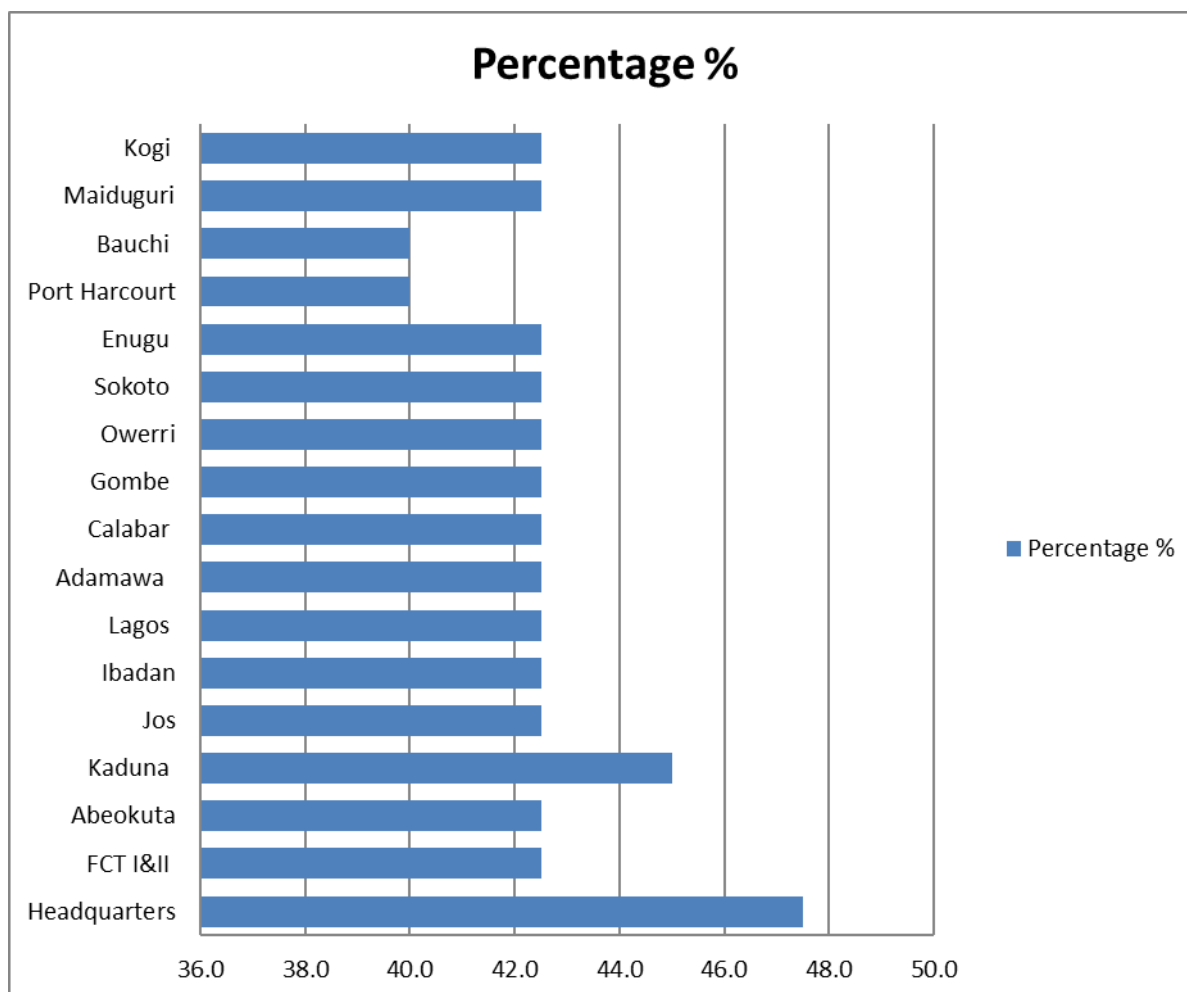
11.	FGGC Abuloma		
13.	FGGC Omu Aran		
14.	FGC Kwali		
15.	FGC Ogbomosho		
16.	FGC Wuye		
17.	FGGC Minjibir		
18.	FGC Ilorin		
19.	FGGC Kazaure		
20.	FGC Bwari		
21.	FSC Sokoto		
22.	FGGC Tambuwal		
23.	FGC Sokoto-Sokoto		
24.	FGC Enugu		
25.	FSTC Awka		
26.	FGGC Ezzamgbo		
27.	FGC Kano		

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.

3.1.2 C Federal Mortgage Bank of Nigeria

S/N	Service Window	Score	Percentage %
	FAIR **		
1.	FMBN Headquarters, Abuja	1.9	47.5%
2.	FCT I&II Zonal Office	1.7	42.5%
3.	Ogun Branch Office	1.7	42.5%
4.	Kaduna Zonal Office	1.8	45.0%
5.	Jos Plateau Zonal Office	1.7	42.5%
6.	Oyo Zonal Office	1.7	42.5%
7.	Lagos Zonal Office	1.7	42.5%
8.	Adamawa Branch Office	1.7	42.5%
9.	Calabar Branch Office	1.7	42.5%
10.	Gombe Zonal Office	1.7	42.5%
11.	Imo Branch Office	1.7	42.5%
12.	Sokoto Branch Office	1.7	42.5%
13.	Enugu Zonal Office	1.7	42.5%
14.	Port Harcourt Zonal Office	1.6	42.5%

15.	Bauchi Branch Office	1.6	42.5%
16.	Borno Zonal Office	1.7	42.5%
17.	Kogi Branch Office	1.7	42.5%



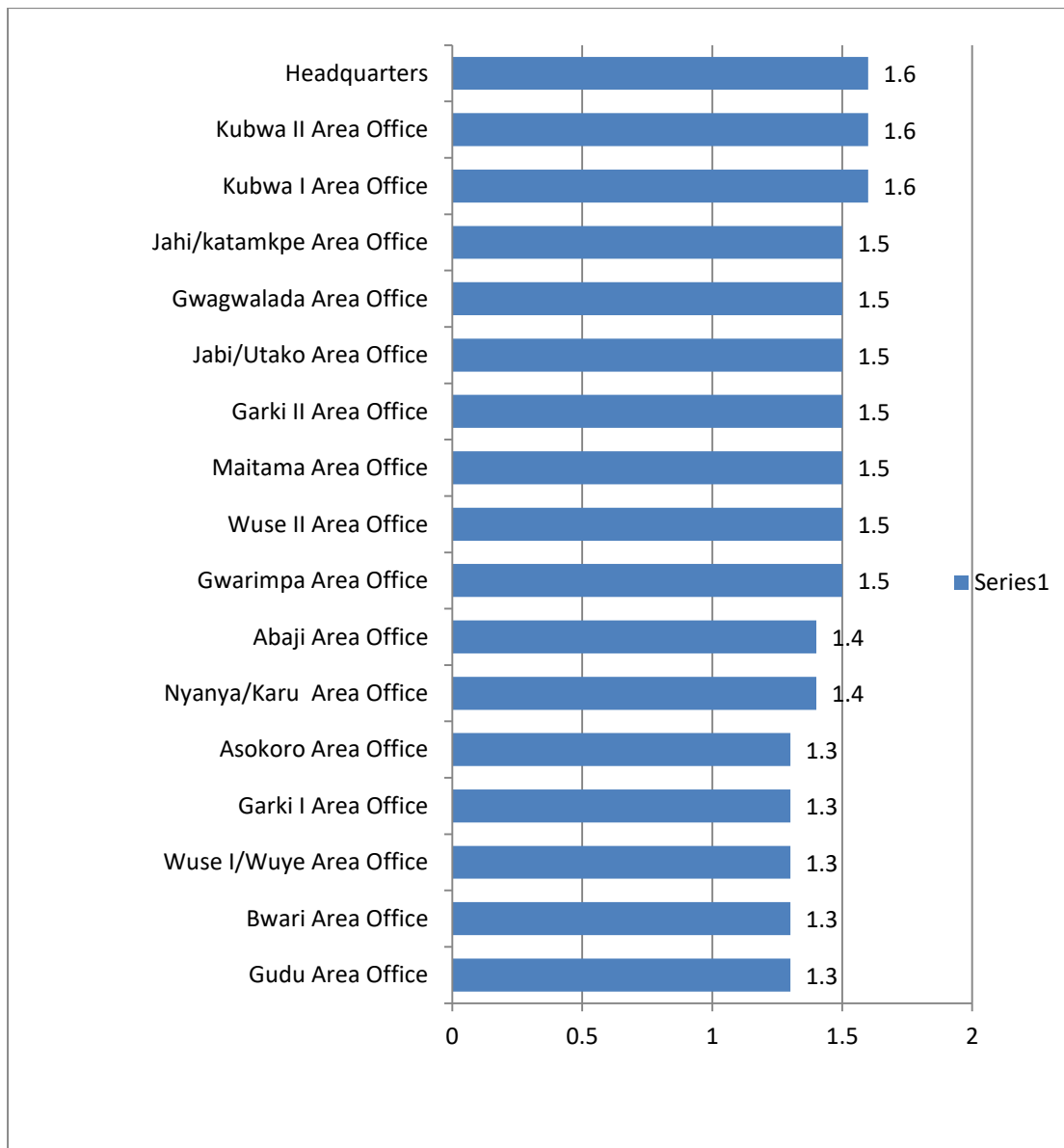
Federal Mortgage Bank scores as shown in the charts

3.1.3 D Federal Capital Administration Authority Water Board

Evaluation of the services of the FCT Water Board was carried out from November, 1st - 12th 2021. The evaluation of the services of FCT water board was to identify areas that need improvement especially in customer care, timely response to customers' complaints etc.. 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. Though all the Area Offices and Headquarters of the FCT Water Board were evaluated, reports are yet to be presented to the Minister of the Federal Capital Territory and his management

S/N	Service Window	Score	Percentage %
FAIR **			
1	Headquarters/ Federal Capital Territory State Office	1.6	40.0
2	Kubwa I Area Office	1.6	40.0
3	Kubwa II Area Office	1.6	40.0

POOR *			
4	Gwarimpa Area Office	1.5	37.5
5	Wuse II Area Office	1.5	37.5
6	Maitama Area Office	1.5	37.5
7	Garki II Area Office	1.5	37.5
8	Jabi/Utako Area Office	1.5	37.5
9	Gwagwalada Area Office	1.5	37.5
10	Jahi/katamkpe Area Office	1.5	37.5
11	Nyanya/Karu Area Office	1.4	35
12	Abaji Area Office	1.4	35
13	Gudu Area Office	1.3	32.5
14	Bwari Area Office	1.3	32.5
15	Wuse I/Wuye Area Office	1.3	32.5
16	Garki I Area Office	1.3	32.5
17	Asokoro Area Office	1.3	32.5



FCTA Water Board SERVICOM Evaluation scores shown in the charts

3.1.4 E National Population Commission

S/N	Service Window	Score	Percentage %
	FAIR **		
1.	Adamawa State Office	1.6	40.0
	POOR *		
2.	Headquarters/ Federal Capital Territory State Office	1.5	37.5
3.	Kwara State Office	1.4	35.0
4.	Ogun State Office	1.3	32.5
5.	Kano State Office	1.3	32.5
6.	Abia State Office	1.3	32.5
7.	Akwa Ibom State Office	1.3	32.5
8.	Benue State Office	1.2	30.0

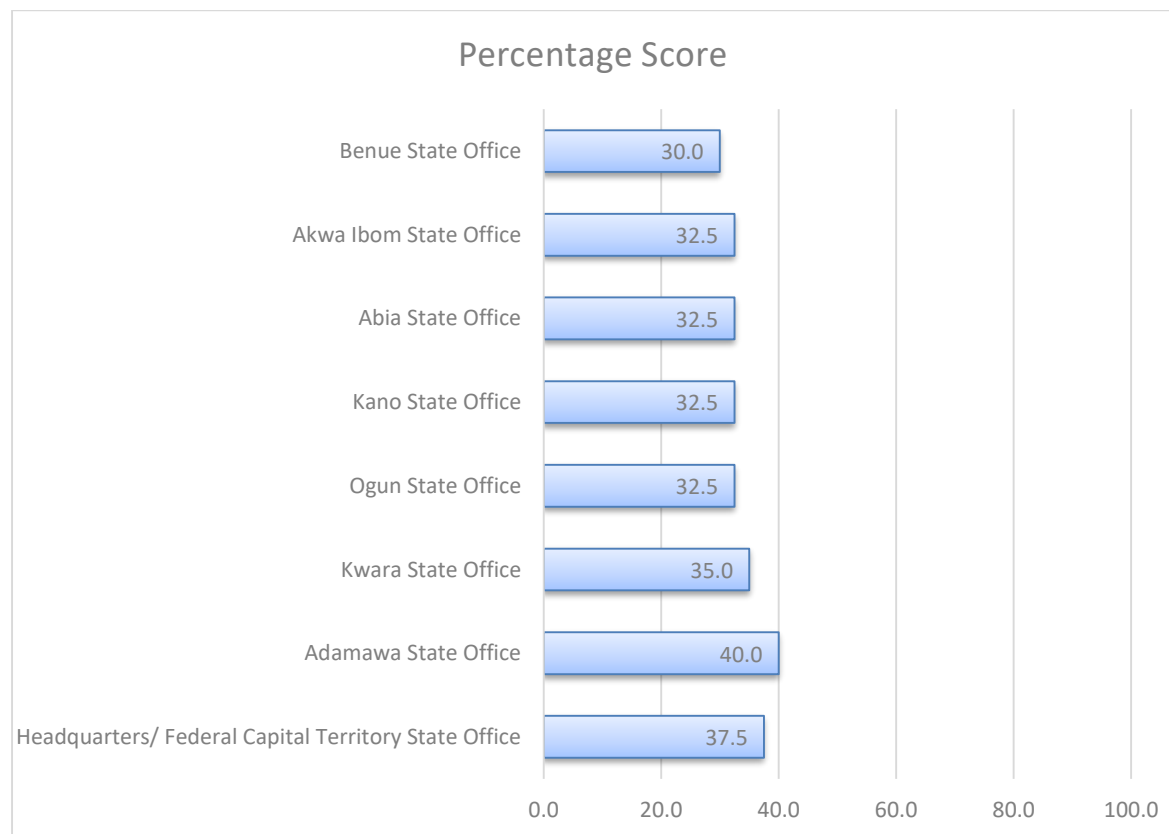
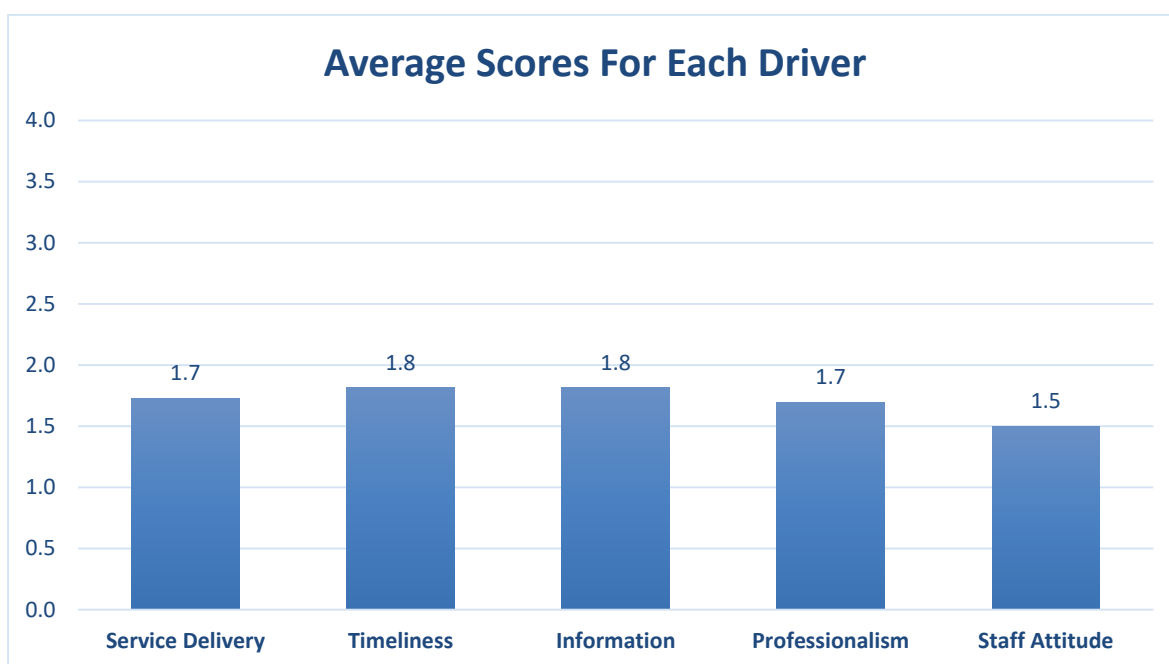


Chart 1.4 Average Scores of all evaluated Unity Schools by Drivers of Customer Satisfaction



Suggestions for Improvement in National Population Commission

Immediate Quick Fixes

- Registration should take place as soon as possible after a birth has occurred, the Commission should consider the option of online registration of birth by parents/guardians from the comfort of their homes or offices
- The Commission should liase with Ministry of Communication and Digital Economy as well as National Information Technology Development Agency (NITDA) as part of its inter-governmental agency collaboration for digitization
- Increase in the number of registrars and registration points where births can be registered in hospitals, Local Government Areas etc across the country
- Adequate measures should be taken to improve sensitization of citizens in the communities to create awareness on the benefit(s) of both birth and death registrations

Medium Term Improvement

- Frontline staff should be trained on customer care and complaints handling to ensure all customers are treated as kings and with sensitivity
- 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

- The management of National Population Commission as a matter of urgency should renovate State Offices structures that are dilapidated, the premises well maintained to make the environment more customer friendly. This would ensure some level of comfort for staff and customers

- Office equipment e.g., laptops, desktop, etc. should be provided for CRVS Department, this would increase productivity and improve service delivery at the state level

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 2021, various categories of complaints, the number of complaints resolved, and number of complaint awaiting attention. The table below shows summary of complaints received in 2021

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 2021

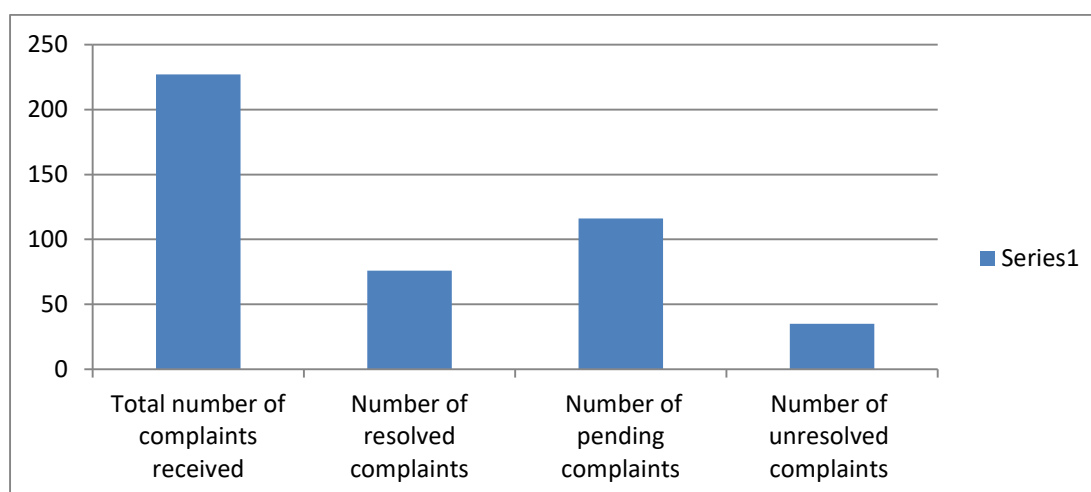
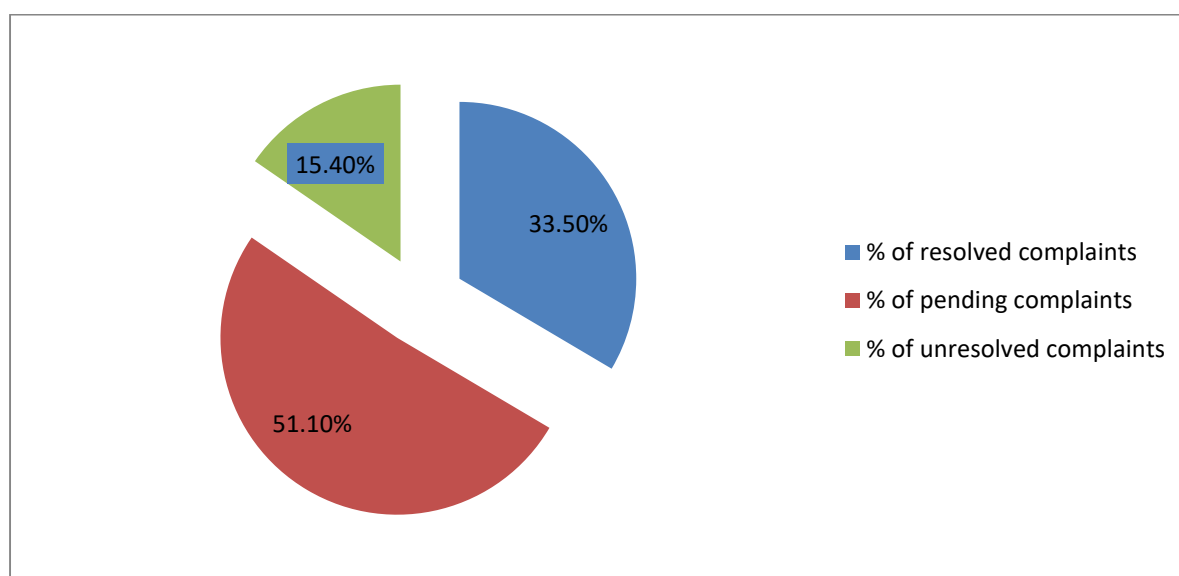


Table 1.5 Summary in percentage of complaints resolved, pending and unresolved

% 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

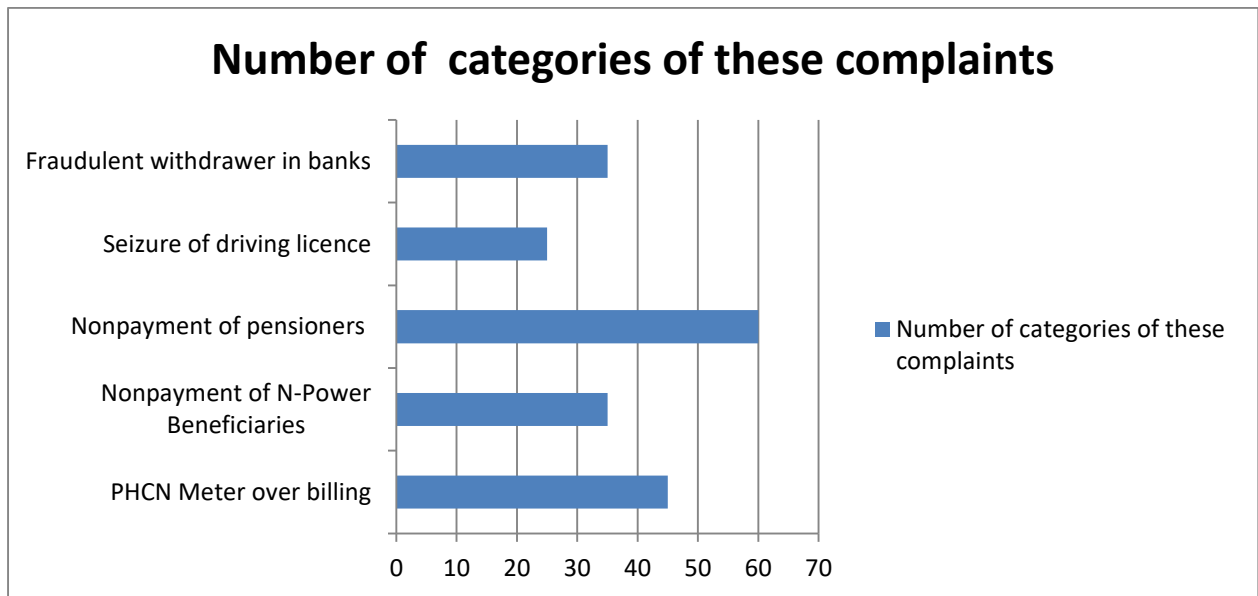
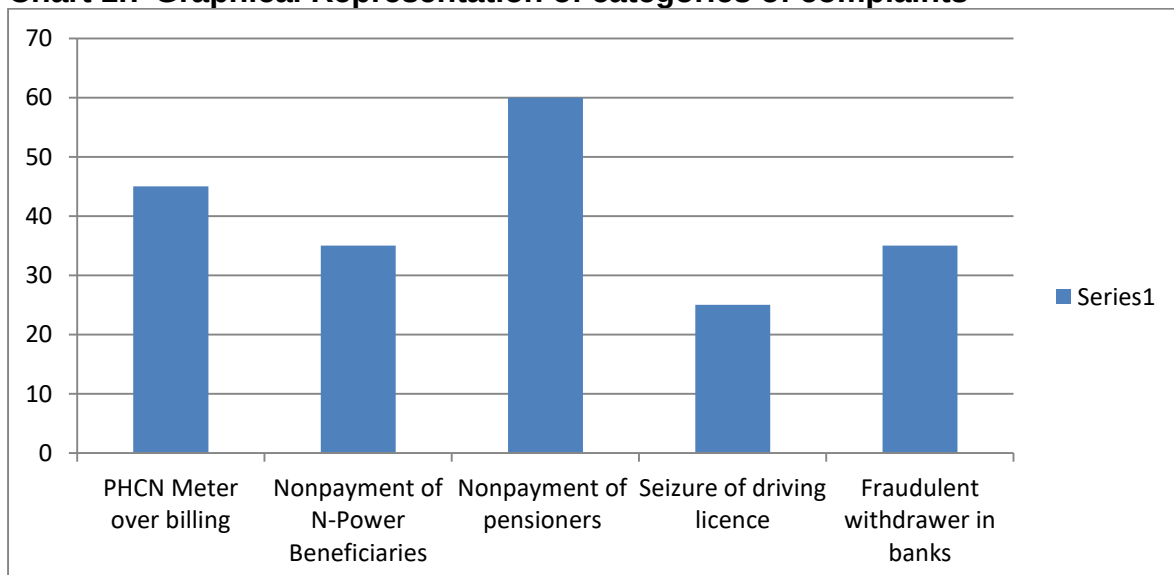


Table 1.6Categories of complaints

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

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 complaint 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 involve 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 the Management of National Board for Technical Education (NBTE) and the Federal Ministry of Education which supervise Federal Polytechnics and Federal Unity Schools respectively. The unit also coordinated the presentation of reports to the Management of Federal Mortgage Bank of Nigeria. During these presentation meetings, service improvement strategies were discussed to bridge identified service gaps in evaluated service windows. Talks are ongoing for the presentation of FCT Water Board.



The National Coordinator/CEO SERVICOM, Mrs. Nnenna Akajemeli displaying a copy of FMBN SCE report before the press during presentation



The National Coordinator/CEO, SERVICOM, Mrs. Nnenna Akajemeli handing a copy of the SCE report of Federal Unity Schools to the Hon. Minister of State for Education, Chief Emeka Nwajiuba

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 2021: Nigerian Electricity Liability Management Limited (NELMCO), Federal Ministry of Health, Federal Ministry of Defence, NAPTIP Nigeria Universities Commission Federal Government Girls College, Imiringi Bayelsa, Federal University Lafia, PENCOM, Nigeria Content Development & Monitoring Board (NCDMB,) National Space Research and Development **Agency....**

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: FMW&H NHIS, FMW&H, FMWR, FMW&H, FMWR, NHIS, FMWR, NHIS, NUC, Ministry of Justice, OSGF, JAMB, NUC/PMC Ministry of Petroleum, Ministry of Petroleum

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. **Nigeria Social Insurance Trust Fund (NSITF), Economic and Financial Crimes Commission (EFCC), Federal Government Girls College Bwari** , Nigeria Immigration Service, Ministry of Petroleum Revenue Mobilization Allocation and Fiscal Commission, National Bureau of Statistics, Ministry of Science & Technology, National Youth Service Corps, **COREN, CCT and UDUTH**

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: Min of Petroleum Resources, RMAFC, EFCC State House, Ministry of Defence, **National Defence College...**

3.1.9 Evaluation of Ministerial SERVICOM Units (MSU)

There are eighty four (84) Ministries, Departments and Agencies on the protocol list of Operation Unit. 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 a courtesy visit



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 2021 sensitization exercise: Bureau of Public Enterprise, NAFDAC, Ministry of Water Resources, ICPC Federal Ministry of Works and housing, TEDFUND, Nigeria Universities Commission, Nigerian Correctional Service National Space Research and Development Agency....

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 1.7SELECTED JAMB REGISTRATION CENTRES AND LOCATIONS

S/N	CENTRE & LOCATION
1.	Central Emirates International Academy, Plot 903-904, Anagada Satelite Town, Near Giri Junction, Abuja
2.	Unique ICT & Innovative Institute LTD, City Royal Sec. Sch. Opp Forte Oil(AP) Filling Station,afterNyanya Bridge, Nyanya, FCT-Abuja
3.	Government Day Secondary School, Karu, Karu/Jikwoyi Road, OpposireKaru 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, AliyuMustdafa Street (Opposite Trafford Hotel) Off WoleSoyinkaAvenue, 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 AmurieOmanze Street, Off LadokeAkintola 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, EtangObuili 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 YedseramStreet,Maitama, Abuja
23.	Dominion International School CBT Centre, No 40, AsheikJarma Street, Off Mike AkhigbeWay, 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

3.1.12MDAs 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.

ADMINISTRATION UNIT

1.1 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 the year 2021.

2.0 FACILITATION OF MANAGEMENT AND NODAL OFFICERS MEETINGS.

a) Management Meeting

The Management Committee of the Office headed by the National Coordinator as the Chairman has all Heads of Units and Team Leaders as members. The Committee met regularly to deliberate on issues that would move the Service Delivery Initiative forward and also on staff welfare matters.

b) Nodal Officers' Meeting

The Office held quarterly meetings with all Nodal Officers on its protocol list to exchange information on service delivery best practices as well as updating members on progress made in implementing SERVICOM. It was also a forum to enable Nodal Officers showcase the impact SERVICOM has had on service delivery in their various MDAs in such a way that 'before' and 'after' scenarios can be compared, validated and documented for public awareness purposes.

(3.0) ANNUAL END OF YEAR EVENTS

A) Council Of Nodal Officers' End Of Year And Award/ Meeting

The Office organized an end-of-year programme for her stakeholders and Nodal Officers in December, 2021. The programme provided a platform to

- appreciate the efforts of the Nodal Officers
- collectively reflect on and attack all issues which hindered the effectiveness of the MSUs
- come up with actions to tackle these challenges for better results next year
- Present Gifts and plaques to deserving Nodal Officers
- for stocktaking and experience sharing between SERVICOM, her partners and stakeholders
- Celebrate SERVICOM friends and champions, to raise and praise those individuals and organisations whose contributions are instrumental to continued achievement of the objectives of Government's Service Delivery Initiative.

Award for Nodal Officers/MSUs

S/N	CATEGORY	NAME/MDA
1	BEST MSU (TEAM A)	INDUSTRIAL TRUST FUND (ITF)
2	BEST MSU (TEAM B)	FEDERAL AIRPORTS AUTHORITY OF NIGERIA
3	BEST MSU (TEAM C)	NIGERIAN DEPOSIT INSURANCE CORPORATION
4	BEST MSU (TEAM D)	STATE HOUSE
5	BEST NODAL OFFICER(Team A)	MR MOHAMMED BAKO - EFCC
6	BEST NODAL OFFICER (TEAM B)	MRS EBELE OKOYE – FAAN
7	BEST NODAL OFFICER (TEAM C)	MR NGOZI FIDELIA CHIEFE- NIGERIAN DEPOSIT INSURANCE COROPORATION
8	BEST NODAL OFFICER (TEAM D)	MR AUGUSTUS OGUERI- STATE HOUSE
9	OVERALL BEST PERFORMING NODAL OFFICER (MINISTRY)	MR OYIBO MICHAEL- FEDERAL MINISTRY OF SCIENCE AND TECH
10	EARLIEST BIRD AT COUNCIL OF NODAL OFFICERS MEETINGS	Mr AMBROSE- NIGERIAN AIRSPACE MANAGEMENT AUTHORITY
11	SUPPORTIVE CEO (TEAM A)	PROF ISHAQ OLOYEDE
12	SUPPORTIVE CEO (TEAM B)	CAPTAIN RABIU HAMISU YADUDU –

		MANAGING DIRECTOR, FAAN
13	SUPPORTIVE CEO (TEAM C)	ALHAJI UMAR mni - MANAGING DIRECTOR,/CEO, NDIC
14	SUPPORTIVE CEO (TEAM D)	MR JALAL A. ARABI- PERMANENT SECRETARY, STATE HOUSE
15	SERVICOM CHAMPIONS	MR BOSS MUSTAPHA- SGF
16	SERVICOM CHAMPIONS	DR AHMAD ISAH- ORDINARY PRESIDENT, BREKETE FAMILY
17	SERVICOM CHAMPIONS	SIR AGABAIDU CHUKWUEMAKA JIDEANI



The National Coordinator/CEO, Mrs. Nnenna Akajemeli with Mr. MD/CEO, NDIC, Mr. Hassan Ibrahim during an advocacy visit to NDIC.



The National Coordinator/CEO, SERVICOM handing a postal to the IGP, Usman Alkali Baba during an advocacy visit.



Best Nodal Officer, Mrs. EbeleOkoye of FAAN receiving award during SERVICOM Reward ceremony for deserving Nodal Officers

(b) Award for Outstanding Staff

The Office also recognized and appreciated some of its staff who were outstanding within the year as follows:

S/ N	CATEGORY	NAME/MDA
1	BEST STAFF (TEAM A)	MRS MEDINAT MOHAMMED
2	BEST STAFF (TEAM B)	MR SESUGH DURUBA
3	BEST STAFF (TEAM C)	MR. KEHINDE LAWAL
4	BEST STAFF (TEAM D)	MISS TOLU TUBI
5	OVERALL BEST TEAM	TEAM D
6	BEST OPERATIONS STAFF	MR BEN OLOFU
7	BEST ACCOUNTS STAFF	MRS FUNMILAYO OLADIMEJI
8	BEST AUDIT STAFF	FAITH OLADIPO
9	BEST DIMU STAFF	ISIOMA ODUM
10	BEST PUBLIC AWARENESS/IT STAFF	TONY OCHELEBE
11	BEST SERVICOM INSTITUTE STAFF	MR CLEMENT STEPHEN
12	BEST ADMIN STAFF	MR. ISAIAH DAUDA
13	BEST STAFF OF THE NATIONAL COORDINATOR'S OFFICE	DANLADI MAKU
14	BEST SERVICOM DRIVER	MR GAMBO YUNUSA



SERVICOM Staff with the National Coordinator/CEO and some staff during year 2021 Customer Service Week Celebration

PUBLIC AWARENESS UNIT

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, which would further entrench service delivery in Ministries, Departments and Agencies (MDAs).

In 2021, 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 MDAs.

Achievements

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 to account through the voice of the people.

The impact, popularity and acceptance of the Programme grew tremendously in 2021. The Programme ran successfully in 2021 with 43 episodes that featured Nodal Officers of Ministerial SERVICOM Units of MDAs, who talked about the service delivery Processes of their organizations.

The Nigerians in Diaspora make their contributions to National growth and development by calling into the programme and sometimes at the end of the programme.

Through the programme, SERVICOM has further become a house-hold name as more citizens are able to engage with the office to access improved services while the 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).*

2021 CUSTOMER SERVICE WEEK

The Public Awareness Unit during 2021 International Customer Service Week create massive enlightenment and publicity through a road show which began at the Federal secretariat, moved to the headquarters of Nigerian Television Authority (NTA) and ended at the Office of the Secretary to the Government of the Federation. Hundreds of people were reached through fliers which were distributed during the event



The National Coordinator/CEO, SERVICOM, Mrs Nnenna Akajemeli making a presentation to the representative of the Head of Civil Service of the Federation, Mrs. Folashade Yemi Essan to mark the 2021 Customer Service Week.



The National Coordinator/CEO, Mrs. Nnenna Akajemeli and the Minister of State for Education, Chief Emeka Nwajiuba flanked by top Management Staff of the ministry and some Principals of Unity Schools after presentation of the SCE report.

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 publicity of such events in the media, amongst them were:

Courtesy and Advocacy Visits to Ministry of Health.

- a. National Council of Nodal Officers' Meetings chaired by the National Coordinator
- b. Presentation of SERVICOM Compliance Evaluation Reports to Federal Ministry of Education
- c. Presentation of SERVICOM Compliance Evaluation Reports to FMBN
- d. Courtesy visit to MOD
- e. Courtesy visit to NIHOTOUR
- f. Courtesy visit to RMAFC
- g. Courtesy visit to Ministry of Petroleum Resources
- h. Advocacy visit to NDC.

- i. Courtesy visit to Ministry of Foreign Affairs.
- j. Courtesy visit to EFCC
- k. Courtesy visit to Sate House

Milestone Media appearances

The Unit coordinated the following Press/media features which amplified media mileage for the office

- a. Centre Spread Publication of SCE Reports in the Guardian News Papers on page of Monday, March 15, 2021.
- b. We ran 43 episode of the SERVICOM Help Desk Programme times on Human Rights Radio on the Brekete Family Programme
- c. The SERVICOM story/activities appeared 17 times on different national dailies
- d. The National Coordinator featured once on NTA

Re-activation of SERVICOM ICT platform and Social Media handles

The ICT Platform is one of SERVICOM's strategic windows for getting spontaneous feedback that would allow for speedy intervention on experiences of service failure by members of the public in the course of accessing services from MDAs. The following are SERVICOM 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 engagement with stakeholders and the general public, the SERVICOM Social Media handles were re-activated and made more functional. The office Facebook and Intagram pages had a total of 345,210 reach in 2021.

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 efforts by MDAs.

Challenges

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

ACCOUNTS UNIT

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 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 2021

Accordingly, the SERVICOM Office receives its funding for 2021 fiscal year only from the Federal Government Consolidated Revenue Funds (CRF)

EXPENDITURES IN THE YEAR 2021

The SERVICOM Office applied the funds in discharging its duties of implementing the service delivery initiative of the FG in the 2021 fiscal year as follows:

- ~~₦~~446,793,959 Million on Capital Cost
- ~~₦~~78,321,541 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

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 2021.

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 2021

In the year 2021, the total vouchers audited by the unit for both Capital and Overhead expenditures are as follows

- ₦ 29,815,904 Million on Capital Cost
- ₦ 11,910,770.02 Million on Overhead Cost

CHALLENGES

- The role of internal audit is still overlooked 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 observations as well as 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

A total of six (6) training workshops in the calendar year January to December 2019 in line with the SI Action plan against a minimum target of 10 workshops. The table below shows the breakdown as follows;

S/N	Workshop Title	Target Participants	Dates	Location	Description
1.	Leading Change for Service Improvement	SERVICOM Unit, Ministry of Women Affairs	June, 24-27	Nasarawa	Free Training
2.	Developing Performance Measurement Framework	NCC SERVICOM committee	July, 1-5	Nasarawa	Customized Training
3.	Result M & E Techniques for SERVICOM units	Health Sector MDAs	July, 8-12	Abuja	Open Programme
4.	SIP workshop	Evaluated MDAs (NCCE)	September, 16-20	Nasarawa	Closed Programme
5.	NIPC workshop	Leading Change for Service Improvement	November, 25-28	Nasarawa	Customized training
6.	OSGF	Leading Change for Service Improvement	December, 12-13	Nasarawa	Customized training

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