



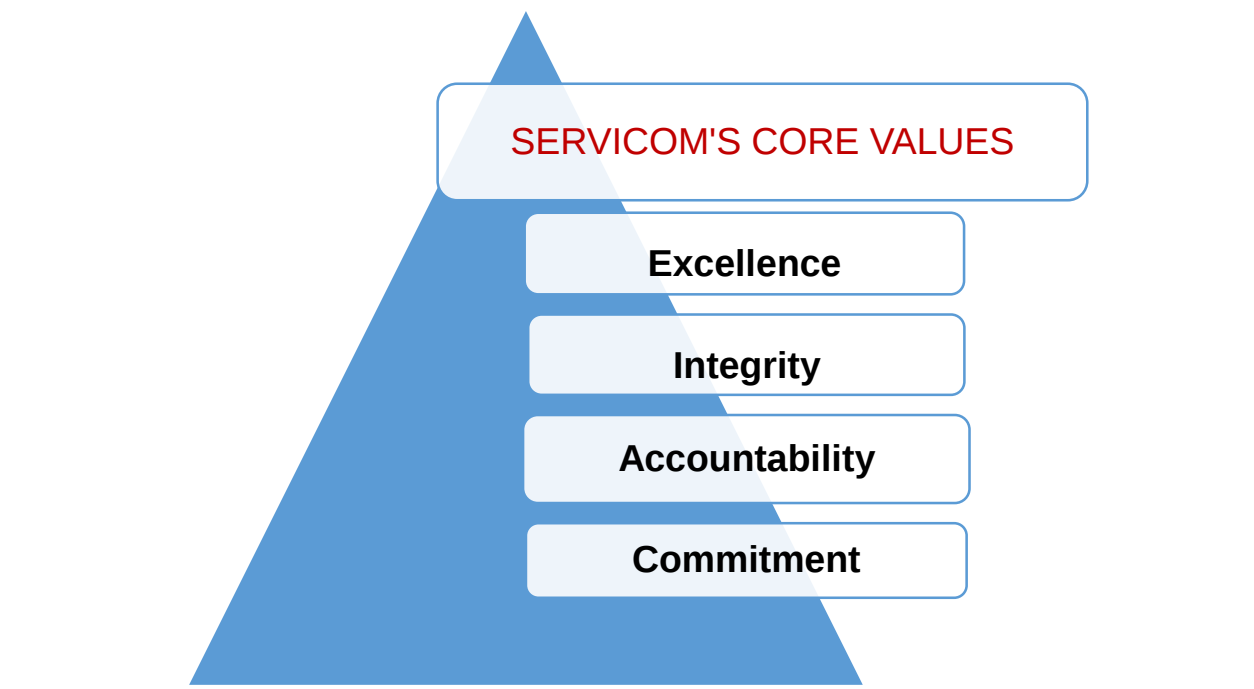
SERVICOM OFFICE
Ensuring Citizens-focused service delivery

Annual Report
**(FOR THE YEAR ENDED
DECEMBER 31, 2022**

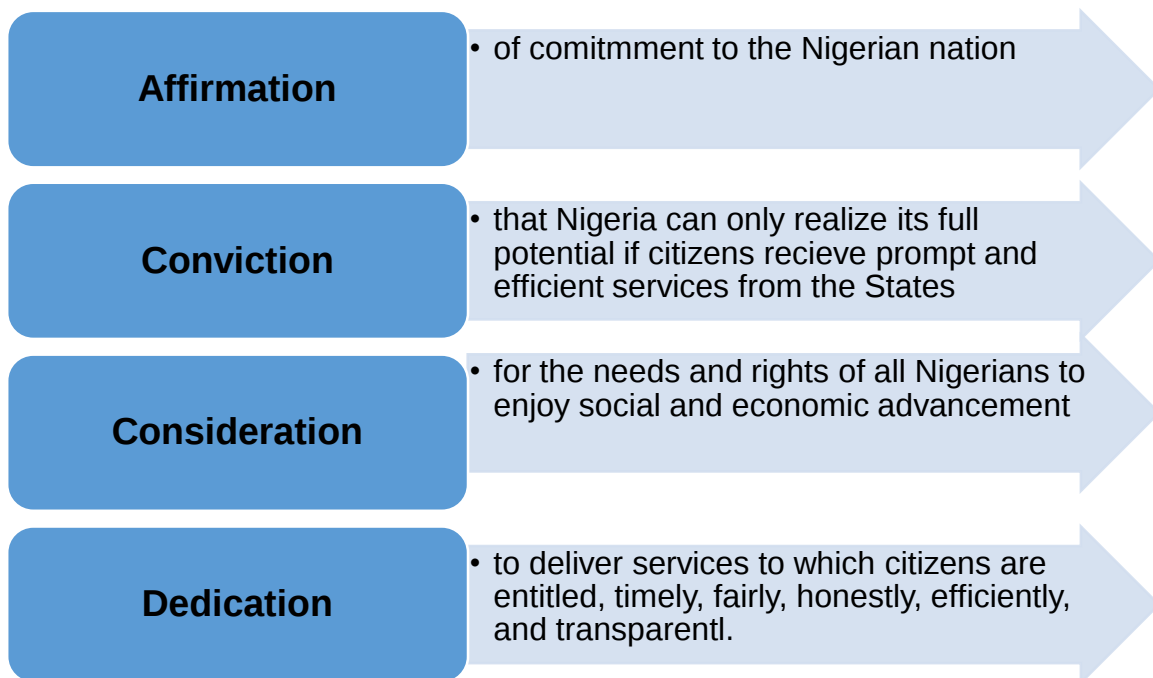
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**VISION
STATEMENT**

**"To be the foremost change agent for
service excellence"**



SERVICOM GUIDING PRINCIPLES





MUHAMMADU BUHARI, GCFR

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



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



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

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MANAGEMENT TEAM

MrsNnenna Akajemeli	National Coordinator/CEO
Mr. Oshin Anthony	Deputy Director/Head of Account
Mr. Michael Emeh	Deputy Director/Head of Admin
Mrs J. Abdullahi	Deputy Director/Head of Operations
Mrs. Ngozi Akinbodewa	Deputy Director/Team Leader B
Mrs.KikelomoAina	Team Leader C
Mr. NurudeenShittuOloyede	Team Leader A
Mrs. Lucy Zach-Ukoh	Team Leader D
Mrs. Henrietta Okokon	Public Awareness Manager/Head of Documentation
Mr. Nat Obe Okpeje	Secretary

NATIONAL COORDINATOR'S REMARKS

I am delighted to present the SERVICOM Office' Annual Report for the year ended December 31st, 2022. The Report contains highlights of key activities and achievements of the SERVICOM as well as developments in the Ministries, Departments and Agencies of the Federal Government of Nigeria on Service Delivery matters.

Every recorded milestone of SERVICOM is in line with its vision "to be the Foremost Change Agent for service excellence" As part of its core principles, SERVICOM is built on the slogan of service delivery, namely: *"Serve Others as You Would like to Be Served"*. This is also referred to as the SERVICOM Golden Rule

The overriding aim that guides our relationship with all Ministries, Departments and Agencies as service providers is to get all service providers to render quality service in timely, transparent and efficient manner. 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: social, moral, and economic form.

We are pleased to note from our experiences that we have been able to persuade many service providers and stakeholders to see this point of view.

In the year under review, the SERVICOM worked to sustain improved service delivery and ensure a robust citizens-service and service givers engagement in all Ministries Departments/Agencies (MDAs), in line with its mandate and strategic plan. The activities and accomplishments of the SERVICOM Office, Presidency in year 2022 include the following:

i. Public Awareness Unit

The understanding of stakeholders and success of our operations/visibility depended hugely on the effectiveness of the public awareness strategies. Some of the strategies deployed in the year 2022 to enhance public understanding of SERVICOM concept were: SERVICOM Citizens Connect Programme on Nigeria Police Radio, 99.1 FM, Radio Talk Shows in Human Right Radio. Both programmes involved officials of various MDAs who were invited to discuss their performances on customer service issue in line with the service charter provisions. Press conferences/briefings; monitoring and engagements through social media; and several in-house publications distributed to various MDAs during advocacy visits to Honourable Ministers, Permanent Secretaries and CEOs of various MDAs.

ii. Operations Unit

In the operation unit, staffs engage with the Ministerial SERVICOM Units (MSUs) /departments to raise the demand for improvement in services. The compliance team of officers visited and evaluated specified service windows in MDAs to assess their services against set standards as contained in the FEC approved SERVICOM Index, a process known as SERVICOM Compliance Evaluation (SCE).

iii. SERVICOM Institute

The SERVICOM Institute working with its certified faculty members in the year under review has provided series of trainings and research to improve customer focused service delivery. The Management Team worked with the SERVICOM Institute to provide participatory capacity building/knowledge update training modules for civil servants. Trainings were planned based on identified knowledge gaps on best customer service practices. SERVICOM Institute courses are designed to enable participants to develop a better understanding of SERVICOM concepts as approved by the Federal Government of Nigeria.

iv. International Exchange Program

SERVICOM Office in collaboration with International Quality Registrars and Ascellon, a consulting firm organised an international exchange programme held in Istanbul, Turkey. The programme was in two batches and had a total of 100 participants with the aim of building capacity and growth development on ISO 9001:2015 for top government officials, CEOs and Nodal Officers.

v. Facilitation of Resolution of Complaints Resulting from Service Failures

Consistent with its efforts in engaging MDAs to address concerns associated with service failures, SERVICOM Office has sustained its Complaints Management System established in MSUs/Departments. Over the years the office publishes summarized Reports on a quarterly basis for the purpose of service improvement and accountability for the benefit of citizens/stake holders/customers.

In furtherance to the above, the Office has sustained its various channels for citizens and 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. All this is aimed at encouraging citizens to report their service delivery experiences, give useful feedbacks and seek timely redressal on service failures.

vi. Future Outlook

As in previous years, the SERVICOM will continue to be an active Institutional Safety Net Agency in the country by facilitating and ensuring the effective discharge of its mandate. It would therefore strengthen all aspects of its core functions, adopt the least cost- effective methods of complaints resolution and ensure timely delivery of Government services to the citizenry, focusing to ensure that lives are touched by quality service delivered and engaging to connect citizens to government.

vii. Conclusion

SERVICOM had in the last one year recorded notable achievements in the evaluation of MDAs' Service Charters of identified service windows, awareness drive and capacities building for MSUs were also handled as mandated and planned. While adopting appropriate strategies, the Management and staff were committed to ensuring that the SERVICOM fulfils its core mandates. The SERVICOM office remains resolute to ensuring citizens-focused service delivery particularly in the area of engendering public confidence and trust. The office continued to partner and collaborated with relevant local and International Agencies in the promotion of efficient service delivery in MDAs'

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, Barr. Boss Gida Mustapha for the guidance and support given in the course of discharging our mandate during the year. I also 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 the year 2023, I believe the achievements of 2022 would be surpassed as we remain focused in the effective discharge of our mandate for the common good of all citizens/stakeholders

Thank you.

NnennaAkajemeli(Mrs.)
National Coordinator/CEO SERVICOM

1.0 EXECUTIVE SUMMARY

The Next Level Agenda of the present administration is anchored on the fight against corruption and economic recovery and this translates to improving service delivery initiative and processes.

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 the year 2022. 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 such as paucity of funds in public service and shortage of staff in the SERVICOM Office, Office worked to sustain improved service delivery and ensure feedbacks and 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 2022 were as follows:

I. Operations Unit

Activities of the Operations Unit include: assisting MDAs through regular MSU/MSC 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 2022, the Operations Unit had undertaken Compliance evaluation of parastatals in two key Ministries- which are, Federal Ministry of Education and Federal Ministry of Finance. The selected service windows in these MDAs include: eleven (11) Federal Polytechnics, fifteen (15) Federal Unity Schools, twenty two (22) zonal/states offices and Headquarters of National Examination Council (NECO), seventeen (17) state offices and Headquarters of Teachers' Registration Council of Nigeria (TRCN), 16 locations of National Directorate of Employment and 16 state offices and the Headquarters of Federal Inland Revenue Service. .

Future Plan

- SERVICOM Compliance Evaluation:
- MSU Evaluation: All MDAs
- Advocacy 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 ad-hoc 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 as well as raise citizens' awareness on the significance of service delivery in their lives and stimulate them to challenge service failure and demand for quality service as their constitutional right. In the year under review, The Public Awareness unit achieved the following: continuation of the SERVICOM Help Desk Radio Programme which was transmitted every Tuesday on the Human Rights Radio Abuja FM 101.1 during a popular Reality Radio and TV Talk Magazine Programme "Brekete Family" from 7:30am - 9:00am. The programme which is also on-line is viewed from any part of the world at any time, with Nigerians in Diaspora making their contributions to the success and impact of the programme. The Unit also initiated and ran another programme, the SERVICOM Citizens Connect on National Police Radio, 99.1 FM every Wednesday at 10:00am.

In line with its future outlook towards 2022, the Office established a dedicated club of SERVICOM Reporters

Future Plan

- Road shows and production of Magazine
- 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 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.
- Render returns on finances to Management and other appropriate authorities,
- The department will facilitate 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 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 Agency 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 2022

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

A. Federal Polytechnics

Evaluation of the services of the Federal Polytechnics was carried out between February 7th to 25th 2022 to identify areas that its services need improvement, especially timely release of students' results and processing of transcripts. Eleven (11) Federal Polytechnics 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) EVALUATED FEDERAL POLYTECHNICS

S/N	Federal Polytechnics visited
1	Hussaini Adamu Federal Polytechnic Kazaure, Jigawa State
2	Federal Polytechnic Mubi, Adamawa State
3	Federal Polytechnic Ilaro, Ogun State
4	Federal Polytechnic Damaturu, Yobe State
5	Federal Polytechnic Ado Ekiti, Ekiti State
6	Federal Polytechnic Nekede, Owerri, Imo State
7	Federal Polytechnic Bali, Taraba State
8	Federal Polytechnic Bida, Niger State
9	National Institute of Construction Technology Uromi, Edo State
10	Federal Polytechnic Ile Oluji, Ondo State
11	Federal Polytechnic of Oil & Gas Bonny, Rivers State

The SERVICOM Compliance Evaluation exercise was conducted from 9th to 18th May, 2022 to identify areas that its services need improvement, especially in students' learning experience and their overall welfare. Fifteen Unity Schools were evaluated and represented on the table below:

Evaluated Federal Government Colleges (Unity Schools)

S/N	Service Window
1.	Federal Government College, Warri
2.	Federal Science Technical College, Yaba
3.	Federal Government College, Jos
4.	Federal Government Girls College Gboko
5.	Federal Government College Odogbolu

6.	Federal Government College, IkotEkpene
7.	Federal Government Girls College, Sagamu
8.	Federal Government Girls College, Umuahia
9.	Federal Government College, Jalingo
10.	Federal Government Girls College, Vandeikiya
11.	Federal Government Girls College Ibusa
12.	Federal Government College, Ganye
13.	Federal Government College, Minna
14.	Federal Government College Maiduguri
15.	Federal Government College Rubochi

The SERVICOM Compliance Evaluation exercise was conducted from 25th July to 12th August, 2022 to identify areas that its services need improvement, especially in the conduct of SSCE (internal). Twenty One NECO Offices were evaluated and represented on the table below:

National Examination Council (NECO)

S/N	Service Window
1.	National Examination Council Headquarters, Minna Niger State
2.	Rivers Zonal Office
3.	Rivers State Office
4.	Oyo Zonal Office
5.	Oyo State Office
6.	Enugu Zonal Office
7.	Enugu State Office
8.	Bauchi Zonal Office
9.	Bauchi State Office
10.	Kwara Zonal Office
11.	Kwara State Office
12.	Kano Zonal Office
13.	Kano State Office
14.	Cross Rivers State Office
15.	Lagos State Office
16.	Plateau State Office
17.	Imo State Office
18.	Sokoto State Office
19.	Ondo State Office
20.	BirinKebbi State Office
21.	FCT State Office

Federal Inland Revenue Service (FIRS)

S/N	Service Window
1.	FIRS Headquarters
2.	FIRS Akwa Ibom State
3.	FIRS Kano
4.	FIRS Niger
5.	FIRS Gombe
6.	FIRS Oyo State
7.	FIRS Enugu
8.	FIRS Lagos Island
9.	FIRS Port Harcourt
10.	FIRS Kebbi
11.	FIRS Owerri
12.	FIRS Ondo
13.	FIRS Bauchi
14.	FIRS FCT
15.	FIRS Lagos East
16.	FIRS Lagos West

Teachers Registration Council of Nigeria (TRCN)

S/N	Service Window
1.	TRCN Headquarters
2.	TRCN State Office Adamawa
3.	TRCN FCT Office
4.	TRCN State Office Sokoto
5.	TRCN State Office Kwara
6.	TRCN State Office Delta
7.	TRCN State Office Enugu
8.	TRCN State Office Lagos
9.	TRCN State Office Bauchi
10.	TRCN State Office Taraba
11.	TRCN State Office Niger
12.	TRCN State Office Benue
13.	TRCN State Office Rivers
14.	TRCN State Office Abia
15.	TRCN State Office Borno
16.	TRCN State Office Kogi
17.	TRCN State Office Anambra

**(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



Some of the pictures taken during the SERVICOM Compliance Evaluation



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

National Directorate of Employment

	State	SERVICE WINDOWS	PERCENTAGE
1	OYO	• Oyo State Office • NDE/MDGs-DRG Skills Acquisition Centre, Ibadan North Women Training Centre, Apanpa • Oje Igosun, Ibadan behind K.S. Motel, Total Garden Area, Ibadan • NDE/MDGs-DRG Skills Acquisition Centre, Kisi, former SDP Secretariat, Mapo	
2	EDO	• State Office • NDE/MDGs-DRG Skills Acquisition Centre located opposite OANDO Filling Station, Sapele Road, Benin City • NDE/MDGs-DRG Skills Acquisition Centre located at	

		Udowo Community, Eidenu, Irrua, Esan Central LGA	
3	IMO	• State Office • NDE/MDGS-DRG Skills Acquisition Centre located at Old LG Secretariat Nwangele • NDE/MDGS-DRG Skills Acquisition Centre, located at Community Secondary School Amuzi Ahiazu Mbaise LGA	
4	ENUGU	• State Office NDE/MDGS-DRG • Skills Acquisition Centre located at Number 63 Amufe Road, Ogurute, Enugu Ezike, Igboeze North LGA • NDE/MDGS-DRG Skills Acquisition Centre, located Opposite Police Station, Agbani Nkanu West LGA	
5	GOMBE	• State Office NDE/MDGS-DRG Skills Acquisition Centre, located at former LG Secretariat Along Bui Road. Dadin Kowa Yamaltu Deba LGA • NDE/MDGS-DRG Skills Acquisition Centre, located at Numan Road Near Govt Comprehensive Day Sec School Kaltungo Kaltungo LGA	
6	Ebonyi	• State Office. • NDE/MDGS-DRG Skills Acquisition Centre Social Welfare Services Premises. Old Enugu Road, Abakaliki • NDE/MDGS-DRG Skills Acquisition Centre Amaeze Village	
7	OGUN	• State Office	

		• NDE/MDGS-DRG Skills Acquisition Centre, located at Kadejo Street, Sabo Lafenwa Area,. Abeokuta North LGA. • NDE/MDGs-DRG Skills Acquisition Centre located at Atan Village, Ado-Odo/Ota LGA	
8	CROSS RIVER	• State Office • NDE/MDGS-DRG Skills Acquisition Centre, Academy Primary Sch. Premises Mane Avenue Calabar. • NDE/MDGS-DRG Skills Acquisition Centre,Bendegh E-Ekiem, Ikom Obudu High Way Etung	
9		• State Office NDE/MDGS-DRG Skills Acquisition Centre,Located at Oke Ijebu Street, Oke Ijebu Motor Park, Akure, Akure South LGA, Ondo Central Senatorial District • NDE/MDGS-DRG Skills Acquisition Centre, located at Irun Ogbagi Community Grammer School, Ogbagi Town Akoko North West LGA, Ondo North Senatorial District	
10	Kwara	• State Office NDE/MDGS-DRG Skills Acquisition Centre, Adjacent Govt. Sec. School, Oke Ode Road, Share • Model Skill Centre located at Araromi -Asa	
11		• State Office • NDE/MDGS-DRG Skills Acquisition Centre, N. A. Works, Sokoto. • NDE/MDGS-DRG Skills	

		Acquisition Centre, N. A. Works, Ilela Town	
12	Katsina	• State Office • NDE/MDGS-DRG Skills Acquisition Centre, located at Kofar Soro, Adjacent To Emir's Palace, Katsina • NDE/MDGS-DRG Skills Acquisition Centre, located at Opposite Low Cost Housing Estate, Kano Road, Daura. Daura LGA.	
13	Kebbi	• State Office • NDE/MDGS-DRG Skills Acquisition Centre, Former Television Viewing Centre Bugudo Town, Opp. Union Bank Bagudo. • NDE/MDGS-DRG Skills Acquisition Centre, Ministry of Women Affairs, Kontagora Road, Near Army Barracks Zuru.	
14	Nassarawa	• State Office NDE/MDGS-DRG Skills Acquisition Centre, located beside Primary School, Mama Town, Wamba LGA, Nasarawa Central Senatorial District • NDE/MDGS-DRG Skills Acquisition Centre, Located at Former Veterinary Angwan Waje Keffi, Keffi LGA, Nasarawa West Senatorial District	
15	FCT	• State Office • Model Skill Centre Located At Kuduru, Bwari	
16	HEADQUARTERS	• No. 1, Nouakchott Street, Zone	

		1, Wuse District, Garki, Abuja	
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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 2022, various categories of complaints, the number of complaints resolved, and number of complaint awaiting attention. The table below shows summary of complaints received in 2022

Table 1.4. Status of complaints received

Number of resolved complaints	21	19.4%
Number of pending complaints	42	38.9%
Number of unresolved complaints	45	41.7%
Total No. of Complaints received	108	

Fig 1.5 Graphical representation of complaints received in 2022

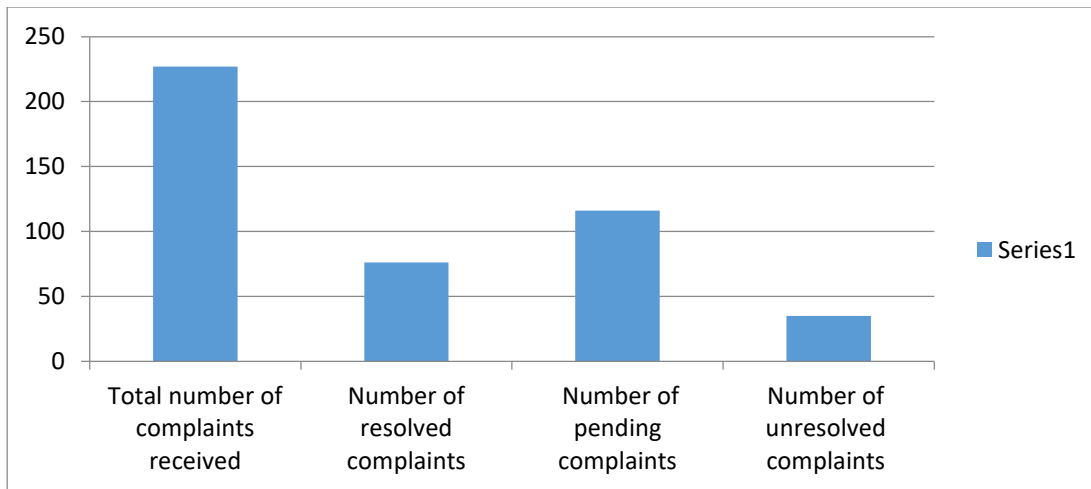
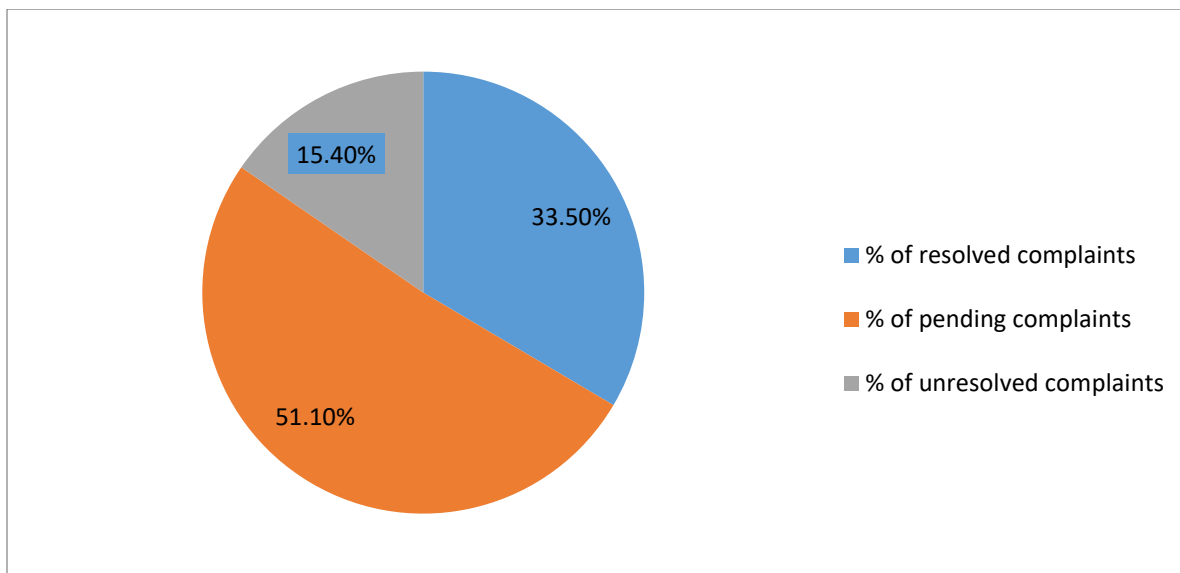


Table 1.5. Summary in percentage of complaints resolved, pending and unresolved

% of resolved complaints	% of pending complaints	% of unresolved complaints
19.4%	38.9%	41.7%



From the figure above, 19.4% of the complaints was resolved, 38.9% of the complaints was pending or awaiting resolution, while 41.7% was unresolved.

SERVICOM Complaint Management System

The SERVICOM 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, reports progress/informs on steps taken in addressing their complaints. This aims to integrate the customer into the service delivery process and systems. The complaints management system also provides customers with

convenient access/channels to voice out complaints and give feedbacks. The main issues around complaints when received 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 system 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 the Managements of National Directorate of Employment (NDE), Teachers Registration Council (TRCN), National Examination Council (NECO) and the Federal Ministry of Education that supervise Federal Polytechnics and Federal Unity Schools respectively. 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 Federal Inland Revenue Service (FIRS) Report.



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 to SERVICOM Standards, reviews were made in the Service Charters of most MDAs, this provision was put in place 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 2022: National Emergency Management Agency, Ministry of Power, National Salaries, Income and Wages Commission, Nigerian Correctional Service, NICOMSAT, National Inland Waterways Authority, NIMC, NITDA, Nigerian Nuclear Regulatory Authority (NNRA), National Board for Technology Incubation (NBTI)

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 MDAs that held the meetings were as follows: FMW&H NHIA, FMW&H, FMWR, FMW&H, FMWR, NHIS, FMWR, NHIS, NUC, Ministry of Justice, BPE, Federal Ministry of Justice, Federal Ministry of Education, NSITF, OSGF, FCSC, OHCSF, FMSTI, NTA, MMSD, Fed. Min. of Finance, Budget and National Planning, FIRS, Federal Ministry of Aviation, Sustainable Dev. Goals (SDGs), 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. Fed. Min. of Finance, Budget and National Planning Nigerian Electricity Management Services Agency (NEMSA), Nigerian Bulk Electricity Trading PLC (NBET), Min of Power, Transmission Company of Nig. (TCN), OSGF, NCCE, NOUN, UBEC, Ministry of Foreign Affairs, FCC, NITDA, FCSC

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: Nigeria Mid-Stream and Downstream Regulatory Authority, NUPRC, NNRA, NIMC, NBS, of Technical Cooperation in Africa (DTCA), Ministry of Foreign Affairs, Teachers Registration Council (TRCN), National Christian Pilgrim Commission, National, Salaries Income and Wages Commission

3.1.9 Evaluation of Ministerial SERVICOM Units (MSU)

There are eighty nine (99) 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 an advocacy visit to the Permanent Secretary's Office on the 24th August, 2021



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

3.1.10 Sensitization/Workshops for MDAs

Sensitization workshops for MDAs were carried out to ensure that staffs are better informed of the functionality of the Reforms, Coordination and Service Improvement Departments 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 2022 sensitization exercise: Ministry of Police Affairs, PTAD, NDIC, MMSD, SDGs, Federal Ministry of Special Duties and Inter-Governmental Affairs, JAMB, Federal Ministry of Environment, State House, Ministry of Women Affairs, DTCA, UBEC, FRSC, NUC, INEC, NBC, NHIA, Nigeria Communications Commission, Nigerian Immigration Service, NITDA, NIMC, Ministry of Petroleum Resources, OHCSF, Ministry of Petroleum Resources, Ministry of Transportation

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, Anagada, Satellite 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, Opposite 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 Obuili 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

3.1.12MDAs Work Plan

Ministries Departments and Agencies of government submitted their work plans for the year under review and these work plans were closely monitored by SERVICOM for 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.

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 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).

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.

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 Citizens Connect Programme on Nigeria Police Radio 99.1 FM**
The SERVICOM Citizens Connect Radio Programme was officially introduced this precisely on **February 12th**, 2022 to add to other Radio and sensitization programmes SERVICOM has been using to educate Nigerians on the need to always demand for quality and effective service at all times and the Radio Programme was transmitted live every Wednesday on Police Radio, Abuja, 99.1 FM at 10: - 10:30.
The National Coordinator made it open to all Directors, Nodal Officers, Stakeholders and Partners to be featuring in the Police 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's mandates are achieved.

2022 CUSTOMER SERVICE WEEK

The Public Awareness Unit during 2022 International Customer Service Week created enlightenment and publicity within SERVICOM Office. However, the Office encouraged MDAs to celebrate their staff who performed well in the year under review while the SERVICOM Office gave them technical support during the celebrations.



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:

- ✓ Presentation of report of monitoring of NIMC enrolment centres to the DG/CEO
- ✓ National Council of Nodal Officers' Meetings chaired by the National Coordinator
- ✓ Presentation of SERVICOM Compliance Evaluation Reports to F.M.O.H
- ✓ FMC Jabi Charter Lunch.
- ✓ Presentation of Evaluation Report to FMBN.
- ✓ Presentation of Evaluation Report to NIMC.
- ✓ OGP Non-state Actors meeting on Public Hearing.(Internal).
- ✓ Public Hearing on SERVICOM Bill.
- ✓ Immigration Customer service week.
- ✓ National Secondary Education Commission SERVICOM Unit inauguration.
- ✓ Charter lunch at NIHOTOUR
- ✓ FRSC Traffic Radio public sensitization
- ✓ Council of Nodal Office Meeting in April.
- ✓ NYSC sensitization of Nodal and Focal event.
- ✓ Nodal Officers Breakfast Presentation meeting.
- ✓ Charter Launch in Correctional Centre Abuja.
- ✓ Ministry of Humanitarian Affairs Parastatals SERVICOM meeting
- ✓ MSU training in NTA.
- ✓ FCTA award ceremony 2nd edition.
- ✓ MSC Inauguration meeting at Federal Ministry of Finance,Budget and National Planning.
- ✓ Award presentation by SERVICOM office to FRSC Corps Marshal.
- ✓ MSU State House Award ceremony
- ✓ Presentation of Evaluation Report of Polytechnics to NBTE.
- ✓ Presentation of Evaluation Report of to FCTA Water Board.
- ✓ Inauguration/sensitization at Federal Civil Service Commission.
- ✓ Nodal officers meeting.
- ✓ Nodal Officers Breakfast meeting of Presentation of Quarterly Report from day 1 to day Bidding submission process.
- ✓ Charter workshop at State House Abuja.
- ✓ Ministry of Humanitarian Affairs Charter Lunch.
- ✓ Advocacy visit at BUREAU OF STATISTICS.
- ✓ NSITF engagement forum.
- ✓ Interactive section in Ministry of Justice for FOI officers.
- ✓ NBET Inauguration of SERVICOM unit.
- ✓ Meeting of Lagos State Office of Transformation, Creativity and Innovation.
- ✓ Leadership Management Conference in Calaber (one week Program 22nd - 26).

- ✓ Presentation of Evaluation Report to NDE.
- ✓ TRCN briefing of SERVICOM Operations unit.
- ✓ NC's Zoom Presentation to NEC meeting chaired by the Vice President.
- ✓ National Coordinator and the Public Awareness Manager went to RayPower Fm. Radio To discuss service delivery.
- ✓ NC during Customer Service week at PTAD, CBN, FRSC, FIRS, NITDA, BPSR.
- ✓ NC visit to EFCC during Customer Service week
- ✓ Customers Service week activities at State House
- ✓ Customer Service Week event at Fed. Min of Justice.
- ✓ Presentation of Evaluation Report to NECO at Minna, Niger State
- ✓ Nodal Officers Breakfast meeting of Presentation of Quarterly Report (4Quarter) from day 1 to day 5.
- ✓ Inauguration of N.U.P.C PSC.
- ✓ B.P.E customer service week.
- ✓ T.C.N PSC Inauguration
- ✓ TRCN Presentation.
- ✓ Nodal Officers End of the Year Award Event

Advocacy and Courtesy visit:

- ✓ Advocacy visit to Perm SEC Ministry of Police Affairs
- ✓ Advocacy visit to Directorate of Technical Corporation in Africa.
- ✓ Advocacy visit to Ministry of Foreign Affairs
- ✓ Advocacy visit to Nigerian Christian Pilgrims Commission.
- ✓ Advocacy visit at Bureau of Statistics.
- ✓ Advocacy visit to Ministry of Aviation
- ✓ Advocacy visit to Salaries and Wages Commission.
- ✓ Advocacy/Inauguration at NAICOM
- ✓ Advocacy visit to HYPADDEC



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 improvements on SERVICOM Social Media handles were sustained and made more interactive especially the Facebook handle which had 2,548 organic followers and 7430, facebook followers at the end of 2022.

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.



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.
- Shortage of staff

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

1.1 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 2022.

2.0 FACILITATION OF MANAGEMENT, NODAL OFFICERS AND HEADS OF UNITS MEETINGS.

a) Management Meeting

The Management Committee of the Office headed by the National Coordinator as the Chairperson has all Heads of Units and Team Leaders as members. The Committee met monthly 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.

SERVICOM Office held meeting with Nodal officers twenty one times in the year 2022.

c) Heads Of Units Meeting

The heads of units meeting of the office headed by National Coordinator as the Chairperson has all head of units and secretariats members. They meet every Friday by 10am prompt to deliberate on issues from various units that will move the units forward.

(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 on the 21st December, 2022. 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 organizations whose contributions are instrumental to continued achievement of the objectives of Government's Service Delivery Initiative.

AWARD FOR NODAL OFFICERS/MSUs

TEAM A SELECTION FOR AWARDS 2022

TEAM A SELECTION FOR AWARDS 2022

1. Overall Best Ministry, Team A Min. of Youth & Sports Development
Abdullahi Jarimi (Mr.)
2. Overall Best Parastatal, Team A National Health Insurance Authority
Abdulsalam Omar (Mr.)
3. Best Nodal Officer, Team A National Health Insurance Authority
Abdulsalam Omar (Mr.)
4. 2nd Best Nodal Officer, Team A Industrial Trust Fund Olayinka Shodunke
(Mrs.)
5. 3rd Best Nodal Officer, Team A Bureau Public Enterprise Amina Tukur
Othman (Mrs.)
6. Overall Best Nodal Officer Year 2022
National Health Insurance Authority Abdulsalam Omar (Mr.)

TEAM B NORMINATIONS FOR 2022 END OF YEAR AWARDS

1. Overall Best Ministry Team B _____ Ministry Of Science, Technology
And Innovation (Msti)
2. Overall Best Parastatal Team B _____ National Information Technology
Development Agency (NITDA)
3. 1st Best Nodal Officer Team B _____ National Information Technology
Development Agency (NITDA) (Mrs Tari Ndoni)
4. 2nd Best Nodal Officer Team B _____ Nigeria Communication
Commission (NCC) (Mr Bashir Bello)
5. 3rd Best Nodal Officer Team B _____ National Insurance Commission (NIACOM)
(Dr Julius Odidi)

TEAM C SELECTED AWARDEES

- 1 Overall best Ministry, Team C - Ministry of Environment
- 2 Overall best Parastatal, Team C - Economic Financial and Crime
Commission
- 3 Best Nodal Officer, Team C - State House Mr. Paul Abia

- 4 2nd Best Nodal Officer, Team C - Joint Admissions and Matriculation Board Mrs. Ngozi .J. Egbuna
- 5 3rd Best Nodal Officer, Team - Federal Road Safety Corps DCC Okonkwo L. Chima

TEAM D NOMINATION FOR 2022 MDAS AWARD

1. Overall Best Ministry - Team D Federal Ministry of Power
2. Overall Best Parastatal -Team D Federal Inland Revenue Service (FIRS)
3. Best Nodal Officer - Team D Federal Inland Revenue Service (FIRS) Haruna Mannir (Mr.)
4. 2nd Best Nodal Officer - Team D Federal Ministry of Aviation Chima Evelyn Nwaelom (Mrs.)
5. 3rd Best Nodal Officer - Team D Nigeria Deposit Insurance Corporation (NDIC) HyeladziraOchonogor (Mrs.)
6. Most featured MDA on SERVICOM's Radio Programmes in2022- Federal Capital Territory Administration

CATEGORY OF BEST SUPPORTIVE CHIEF EXECUTIVE OFFICERS

1. PTAD: Dr. Chiomane Jikeme (The Executive Secretary PTAD)
2. EFCC: Abdulrasheed Bawa (Chairman EFCC)
3. ITF: Sir Joseph N. Ari KSM.KSS (Director- General/Chief Executive Officer ITF)
4. FCTA: Muhammad Musa Bello (Honorable Minister FCT)
5. Fed. Min Of Aviation: - Hadi Sirka (Minister Of Aviation)
6. JAMB: Prof.Is-Haq Olanrewaju Oloyede (Registrar JAMB)
7. NITDA: Kashifu Inuwa Abdullahi, CCIE (Director General/ Ceo NITDA)
8. NCC: UMAR Garba Danbatta (Executive Vice Chairman/CEO)
9. NUPRC: Engr.Gbenga Komolafe Fnse (Commission Chief Executive)
- 10.NMDPRA: Engr. Farouk Ahmed(Chief Executive Officer NMDPRA)
- 11.FIRS: Muhammad Nami (Executive Chairman FIRS)
- 12.State House: Tijjani Idris Umar (Permanent Secretary State House)
- 13.BPE: Alex Okoh (Director General BPE)
- 14.NEMSA: Engr. Tukur Tahir Aliyu (Managing Director/CEO NEMSA)
- 15.Head Of Service: Folashade Yemi- Esan (Head Of Civil Service Of The

Federation)

16. Ministry Of Environment: Engr. Hassan Musa (Permanent Secretary)

17. NAICOM: Mr. Thomas Olorundare Sunday (Commissioner For Insurance/CEO)

18. The Executive Secretary, Nigeria Content Development Monitoring Board: Engr. Simbi Wabote (FNSE)

(b) AWARD FOR OUTSTANDING STAFF

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

S/N	CATEGORY	NAME
1.	Best Staff (Team A)	Mr Ben Olofu
2.	Best Staff (Team B)	Mr Duruba Sesugh
3.	Best Staff (Team C)	Mr Kakinde Lawal
4.	Best Staff (Team D)	Miss Tolu Tubi
5.	Best Public Awareness	Mr Tony Ochelebe
6.	Best Accounts Staff	Mrs Ifeoma Okoli
7.	Best SI Staff	Mr Clement Dougara
8.	Best Admin Staff	Mrs Chinyere Nwabua
9.	Best Staff Of the National Coordinator's Office	Mr Danladi Maku
10.	Overall Best Support Staff	Mr Isaiah Kaura
11.	SERVICOM Drivers	Mr Ognonna Idu Mr Thankgod Nwachukwu Mr Samson Danabuyi Mr Gambo Yunusa Mr Musa Mohammed
12.	SERVICOM Dispatch Riders	Mr Amos Obinna Mr Paul Tukur
13.	SERVICOM Cleaners	Mr Oliver Vitalis Mrs Christiana Sunday Mrs Khinde Jimoh Mrs Cecilia Adeshina
14.	Posted out staff	Mrs Bola Aderele Mrs Stella Benson Mrs Tenenge Nyipira Mr Isioma Odum
15.	SERVICOM Head of Units	Mr Oshin Anthony (Head Of Accounts) Mr Emeh Michael(Head Of Admin) Mrs Abdullahi Jummai (Hops) Mrs Akinbodewa Ngozi (Head Of Procurement)

		Mrs Henrietta Okokon (Head Of Pau) Mrs Faith Oladipo (Head Of Audit)
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4.0 Staff Deployment

Within the period under review, one Directorate Officer and three Assistant Directors were posted out from SERVICOM Office by the Head of Service. And one Deputy Director was posted to SERVICOM Office from Ministry of Education.

ACCOUNTS DEPARTMENT

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.

The performance of the SERVICOM office 2022 appropriation is as show below;

- (a) Overhead cost: In the year under review the sum of N78,321,541, was appropriated to SERVICOM office as overhead cost. A total sum of N71,794,745.88 has been released as at December 2022 representing 92% of the appropriated sum, the sum of N71,792,945.75 was utilize leaving a balance of N1,800.

**EXECUTIVE SUMMARY OF YEAR
2022 ANNUAL REPORT**

S/ N	Projects	2022 Appropriation N	Amount Release N	Amount expended N	Perfor mance base on appropri ation %	Perfor mance base on the releas e %	Balance n Release %
1	CAPITAL	161,790,053	69,211,519.64	69,189,336.67	43%	99%	92,578,533
2	CONSTIT UENCY PROJECT S	280,444,155.36	123,807,521.36	123,807,521.3 8	44%	100%	156,236,63
3	OVER HEAD	78,321541	71,794,745.88	71,792,745.75	92%	99%	6,526,795
4	TOTAL	520,155,749	264,813,786.88	264,789,603.7 8	72%	72%	255,341,96

**ZONAL INTERVENTIONS PROJECTS FOR YEAR 2022
CONSTITUENCY PROJECTS (44.21%)**

1	ERGP552712474	PROVISION OF CUSTOMER SERVICE SOFTWARE AND HARDWARE FOR SELECTED SMALL BUSINESS IN SOUTHWEST GEO-POLITICAL ZONE	45,000,000	19,894,500
2	ERGP55712475	CUSTOMER SERVICE TRAINING FOR SELECTED HEALTH WORKERS AS TOOL TO CRUB THE SPREAD OF COVID -19 PANDEMIC IN ODO –OTIN LGA OSUN STATE	20,000,000	8,842,000
3	ERGP552712477	DIGITAL ADVOCACY PROGRAMME FOR SMALL BUSINESS OWNERS ON EFFECTIVE SERVICE DELIVERY IN IBADAN OYO STATE	100,549,054	44,452,736.77
4	EGP552712477	ENLIGHTENMENT/ADVOCACY ON SERVICE DELIVERY TO FEDERAL GOVERNMENT STAFF	14,495,102	6,408,284.59

		IN PLATEAU STATE		
5	ERGP2022201093	PROVISION OF LAPTOPS AND CUSTOMER SERVICE OF CUSTOMER SERVICE SOFTWARE AND HARDWARE FOR SELECTED SMALL BUSINESS IN EGBEDA/ONA-ARA FEDERAL CONSTITUENCY OYO STATE	100,000,000	44,210,000
	TOTAL		280,044,155	123,807,521.36

		DEVELOPMENT OF NORMATIVE AND INSTITUTIONAL FRAMEWORK/INSTRUMENT FOR IMPROVED SERVICE DELIVERY IN 4 STATES OUT OF 7 PILOT STATES PURSUANT TO PRESIDENTIAL COMMITMENT ON OGP	280,044,155	123,807,521.36
	Total		119,000	49,471,233.16

**ZONAL INTERVENTIONS PROJECTS FOR YEAR 2022
CONSTITUENCY PROJECTS**

S/ N	PROGRAM CODE	PROGRAM NAME	2022 APPROPRIA TION AMOUNT (N)	AMOUNT RELEASED (N)	10% DEDUCTION
1	ERGP552712474	PROVISION OF CUSTOMER SERVICE SOFTWARE AND HARDWARE FOR SELECTED SMALL BUSINESS IN SOUTHWEST	45,000,000	19,894,500	1,720,874

		GEO-POLITICAL ZONE			
2	ERGP552712475	CUSTOMER SERVICE TRAINING FOR SELECTED HEALTH WORKERS AS TOOL TO CRUB THE SPREAD OF COVID-19 PANDEMIC IN ODO – OTIN LGA OSUN STATE	20,000,000	8,842,000	764,833
3	ERGP552712476	DIGITAL ADVOCACY PROGRAMME FOR SMALL BUSINESS OWNERS ON EFFECTIVE SERVICE DELIVERY IN IBADAN OYO STATE	100,549,054	44,452,736.77	3,845,161
4	ERGP552712477	ENLIGHTENMENT/ADVOCACY ON SERVICE DELIVERY TO FEDERAL GOVERNMENT STAFF IN PLATEAU STATE	14,495,102	6,408,284.59	554,316
5	ERGP20220193	PROVISION OF LAPTOPS AND CUSTOMER SERVICE OF CUSTOMER SERVICE SOFTWARE AND HARDWARE FOR SELECTED SMALL	100,000,000	44,210,000	3,824,165

OGP PROJECTS FOR YEAR 2022

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1	ERGP16172297	DEVELOPMENT OF NORMATIVE AND INSTITUTIONAL	19,000,000	8,399,900	
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		FRAMEWORK/INSTRUMENT FOR IMPROVED SERVICE DELIVERY IN 4 STATES OUT OF 7 PILOT STATES PURSUANT TO PRESIDENTIAL COMMITMENT ON OGP.		
2	ERGP16172308	DESIGN AND DEVELOPMENT OF POLICY AND LEGISLATION ON IMPROVED SERVICE DELIVERY FOR 3 STATES OUT OF 7 PILOT STATES PURSUANT TO PRESIDENTIAL COMMITMENT ON OGP	11,400,000	5,039,940
3	ERGP16172317	RESEARCH ON SOCIO – ECONOMIC CONSEQUENCES OF SERVICE FAILURE RESULTING FROM LONG AWAITING TRIAL INMATES IN THE CRIMINAL JUSTICE SERVICE SECTO	14,250,000	6,299,925
		TOTAL	44,650,000	19,739,765
		SELECTED SMALL BUSINESS IN SOUTHWEST GEO-POLITICAL ZONE	45,000,000	19,894,500
1 2	ERGP55271247 5	CUSTOMER SERVICE TRAINING FOR SELECTED HEALTH WORKERS AS TOOL TO CRUB THE SPREAD OR COVID-19 PANDEMIC IN ODO-OTIN LGA OSUN STATE	20,000,000	8,842,000
1 3	ERGP55271247 6	DIGITAL ADVOCACY PROGRAMME FOR SMALL BUSINESS OWNERS ON EFFECTIVE SERVICE DELIVERY IN IBADAN OYO STATE	100,549,054	44,452,736.77
1 4	ERGP55271247 7	ENLIGHTENMENT/ADVOCACY ON SERVICE DELIVERY TO FEDERAL GOVERNMENT STAFF IN PLATEAU STATE	14,495,102	6,408,284.59
1 5	ERGP20220109 3	PROVISION OF LAPTOPS AND CUSTOMER SERVICE OF CUSTOMER SERVICE	100,000,000	44,210,000

		SOFTWARE AND HARDWARE FOR SELECTED SMALL BUSINESS IN EGBEDA/ONA- ARA FEDERAL CONSTITUENCY OYO STATE		
		TOTAL	436,594,706	193,019,041.30

**BREAK DOWN OF 2022 CAPITAL
BUDGET PERFORMANCE**

S / N	Projects	2022 appropriation N	Amount release N	Amount expended N	Perform ance base on appropri ation %	Perform ance base on the release	Balance no Release %
1	MONITORING AND EVALUATION	22000,000	9,471,233.16	9,471,233.16	43%	100%	12,528,766
2	RESEARCH AND DEVELOPMENT	139,790,083	40,000,000	40,000,000	29%	100%	99,790,053
	TOTAL	161,790,083	49,471,233.16	49,471,233.16			112,318,81

SERVICOM Institute

Introduction

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 arm of the SERVICOM Office. It coordinates the provision of regular training on key elements of customer-focused service delivery for all cadres of the public servants.

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 on service delivery.
- Evaluate the effectiveness and impact of trainings.
- Redefine 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
- Benchmark current state of service delivery in Nigeria with best practice

At the of the year 2021 Nodal Officers meeting, the institute's training calendar for year 2022 were distributed to MSUs/MDAs.

Sensitization workshops for MDAs were carried out to ensure that staffs are better informed of the functionality of the Reforms, Coordination and Service Improvement Departments in adherence to SERVICOM Principles. For example, sensitization exercise carried out 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 2022 sensitization exercise: Bureau of Public Enterprise, BPSR, Ministry of Water Resources, ICPC Federal Ministry of Works and housing, TEDFUND, Nigeria Universities Commission, Nigerian Correctional Service National Space Research and Development Agency, FERMA, NUPRC, STATE HOUSE, NIMC, FIRS, NHIA, FCTA, FRSC, CBN, NSCDC, NAGGW. An exchange programme was also organised for MDAs to enable them witness international best practices in service delivery in comparison to other climes. Istanbul was chosen and participants attended the ISO 9001:2015, service delivery implementer workshop. This workshop prepares MDAs for ISO certification. A total of 657 public servants were trained for enhanced capacity for improved service delivery in Ministries, Departments and Agencies (MDAs).

Learning objectives for the training workshops:

- To identify causes of service delivery failures and Understand the dynamics of service delivery and role of SERVICOM in improving the public service
- To develop strategies and skills for change management and organisational advocacy.
- Gain in-depth understanding of significance of the service charter
- To develop a framework for monitoring

- Training on Open Government Partnership (OGP) took place in 4 batches.

Learning Objectives:

- Better understand the role of service charters in promoting Open Government.
- Conduct an in-depth review of charters based on guidelines and principles of transparency and accountability.

A total of 254 public servants were trained. The breakdown is as follows:

FCT Health = 21
 FAAN = 40
 MIN.OF AGRIC = 16
 MIN.AVIATION = 6
 CBN = 10
 EFCC = 5
 PTAD = 1
 FMWR = 3
 NPA = 16
 NIGCOMSAT = 3
 LOTTEERY COM = 4
 NIHOUTOUR = 1
 NAICOM = 2
 OSSAP-SDG = 2
 FMBN = 8
 NAMA = 12
 NYSC = 9
 NAGGW = 3
 INEC = 1
 NIWA = 1
 FINANCE = 16
 EDUCATION = 32
 NSWIC = 1
 NITDA = 2
 FIRS = 4
 UBEC = 8
 NIMR = 3
 FERMA = 3
 NSSEC = 1
 PTI = 2
 ITF = 2
 CCB = 5
 TETFUND = 1
 POWER = 10

Total = 254

Charter performance workshop = 121 participants

Learning objectives:

1. To demonstrate strong understanding of the SERVICOM concept.
2. To explain the roles and responsibilities of SERVICOM Units in MDAs.
3. to describe the key attributes of a customer focused service.
4. to explain the service charter
5. to gain in-depth understanding of the importance of citizen participation in charter development. The based on guidelines and principles of transparency and accountability

In collaboration with The National Assembly, the SERVICOM Institute organized a capacity building training on Enhancing Leadership Capacity for High Performing Public Sector and 182 public servants participated.

Exchange Programme

As earlier stated, the exchange programme held in Istanbul, Turkey. The first batch had 47 participants while the second batch had 53 participants in attendance.

Total=403

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