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Abbreviations and Acronyms

SERVICOM	-----	Service compact with all Nigerians
MDAs	-----	Ministries Departments and Agencies
MSUs	-----	Ministerial SERVICOM Units
SDI	-----	Service delivery Initiative



FORWARD BY NATIONAL COORDINATOR SERVICOM

As the government's sole agency tasked with coordinating the efforts of Ministries, Departments, and Agencies (MDAs) to develop, implement, and evaluate Service Charters, SERVICOM remains steadfast in its mandate to uphold high-quality service standards. Our role is to ensure that all MDAs not only comply with established service delivery benchmarks but also continuously improve their performance to better serve the Nigerian public.

In line with our strategic objectives, the SERVICOM Office has been actively supporting MDAs in the development of their Service Charters. To further strengthen this initiative and drive measurable impact, we recognize the importance of leading by example. As such, we have developed our own SERVICOM Service Charter—a practical guide designed to assist MDAs in creating, implementing, and reporting on their charters effectively. This step reinforces our commitment to accountability, transparency, and excellence in service delivery across all government institutions.

This Charter reflects our commitment to provide MDAs with the necessary tools and guidance to draft their Service Charters before submission for evaluation. It also underscores our dedication to fostering a culture of continuous improvement, where feedback from stakeholders plays a pivotal role in refining our processes and enhancing service delivery.



We encourage you to engage with us and share your feedback through our established channels. Your insights are invaluable in helping us elevate our collective efforts to meet and exceed service delivery expectations in Nigeria.

Thank you for your continued partnership and commitment to delivering exceptional service to the Nigerian people.

A handwritten signature in black ink, appearing to read 'Nnenna Akajemeli'.

Nnenna Akajemeli (Mrs.)

National Coordinator/CEO, SERVICOM Office
The Presidency, Federal Republic of Nigeria



1.0 Introduction

SERVICOM is an acronym for Service Compact with All Nigerians. It was established in 2004 as the outcome of a Three-day Special Presidential Retreat on Service Delivery with the President, Ministers, Special Advisers, Presidential Aides and Chief Executives of major Extra-ministerial Departments and Parastatals.

It is an initiative of the Federal Government of Nigeria conceived to promote effective and efficient service delivery in MDAs to ensure customer satisfaction and to manage the performance-expectation gap between Government and citizens as well as other members of the public, on issues of service delivery.

SERVICOM equally gives the public the right to demand good services as contained in MDAs' Service Charter. One of its goals is to ensure that service takers understand their rights to public services, the service standards they should expect and how to demand for that service or speak up where it is deficient or lacking.

SERVICOM is a solemn compact as well as an institutional mechanism conceptualized to fight against service failure by ensuring that organs of government in Nigeria deliver to citizens and other residents in the country, the services to which they are entitled to.

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 and supports these MSUs to write up Service Charters, establish Complaints Systems at service front-lines as well as develop Service Improvement Plans.

1.1 Purpose of the Charter

This Charter serves to clearly outline SERVICOM's mandate, operational framework, and commitment to facilitating efficient service delivery across all Ministries, Departments, and Agencies (MDAs) of the Federal Government. It defines our role in ensuring that government services meet established standards, align with stakeholder expectations, and fulfill the Federal Government's objective of enhanced public service delivery. By setting transparent guidelines, this Charter reinforces accountability, promotes best practices, and drives continuous improvement in service quality for the benefit of all Nigerians.

It establishes clear service standards, outlines feedback mechanisms for addressing service failures, and incorporates continuous improvement principles in compliance with ISO 9001:2015 Quality Management System (QMS) requirements.

Additionally, this Charter serves as a practical self-assessment guide for MDAs in developing their own Service Charters prior to formal submission and evaluation by the SERVICOM Office. By providing this framework, we ensure consistency, accountability, and measurable progress in national service delivery.

1.2 OUR MISSION

To Improve Citizen Satisfaction by Promoting Service Excellence in Public Services.

1.3 OUR VISION

To be the Foremost Change Agent for Service Excellence.

1.4 OUR CORE MANDATE

- We Coordinate efforts of MDAs to develop and implement quality Service Charters service wide;
- We carry out independent surveys on customer satisfaction on public services;
- We raise Citizens' and the public's demands for satisfactory service from MDAs;
- We build skills of public servants to deliver excellent service by promoting best practice in service delivery.

1.5 OUR CORE VALUES

- Excellence: We are dedicated to giving the best and world class service achieving excellence;
- Integrity: We act with honesty and integrity, not compromising the truth;
- Accountability: We accept our individual and team responsibilities;
- Efficiency: Being efficient & effective in our approach to improving service delivery;
- Commitment: To service that impacts lives of the citizens.

2.0 Service provision standards

Services rendered	Requirements	service delivery timelines	Fees	service window responsible	key performance indicators
Technical support to MDAs in developing Service Charter	letter to the Office requesting for support 7 days to the event	2-3 working days	To be determined	operations	Charters developed and used by MDAs to render services
forwarding of complaints letters to concerned MDAs	letter of complaints in 3 copies	2 working days	nil	Operations	Resolution of complaints
SERVICOM Compliance Evaluations	send letters of authorisation letters to selected MDAs	10 working days before commencement	nil		draft report of SCE produced
Presentation of reports to evaluated service windows	defence and scoring concluded internal and external reading of draft report concluded	6 weeks after evaluation	nil	Operations	report presented to MDAs and way forward agreed
Post evaluation monitoring	reports of SCE officially presented SIP workshop done for evaluated MDAs	1 year after Evaluation	nil	Operations	70 percent of recommendations of reports of SCE implemented
Raise Citizens' and the public's demands for satisfactory service from MDAs	use of all available media to create awareness	weekly	nil	PAU	citizens more aware of rights to demand for quality service at service points
Build skills of public servants to deliver excellent service	letters of invitation to target participants	3 to 5 days	see SERVICOM Institute	SERVICOM Institute	competent public servants with requisite

3.0 Our Customers / Stake holders

- Ministries, Departments and Agencies
- Civil Society Organisation
- Journalists
- General public
- Contractors
- Donor agencies
- Legislators

4.0 Commitment/obligation to customers/Stake holders

SERVICOM is dedicated to upholding the highest standards of service excellence and accountability. Our obligations to customers and stakeholders include:

- **Transparent Service Delivery**

- Providing clear explanations of service requirements, processes, and timelines.
- Ensuring fair, efficient, and equitable treatment for all internal and external stakeholders.

- **Accountability & Performance Evaluation**

- Conducting honest and objective assessments of MDAs' compliance with Service Delivery Initiatives (SDI).
- Delivering impartial evaluations of MDAs' performance in line with established standards.

- **Responsive Feedback & Resolution**

- Acknowledging and addressing complaints promptly.

- Investigating reported service failures in a timely manner and providing updates on resolutions.
- **Professional & Ethical Conduct**
- Upholding integrity, professionalism, and courtesy in all engagements.
- Maintaining open and constructive relationships with stakeholders.

4.1 Customers/stakeholders obligations

To ensure effective service delivery and continuous improvement, customers and stakeholders are expected to:

- **Adhere to Established Procedures**
- Promptly report service failures only after exhausting the designated complaints channels within MDAs.
- Follow prescribed escalation frameworks and processes for lodging complaints or requests.
- **Timely & Responsive Engagement**
- Submit required reports, feedback, or documentation within stipulated timelines.
- Respond promptly to inquiries or complaints forwarded by SERVICOM for resolution.
- Request services in alignment with the timelines specified in MDAs' Service Charters.
- **Constructive Participation**
- Attend scheduled meetings punctually to facilitate

efficient collaboration.

- Proactively provide suggestions for service improvements to support ongoing enhancements.

5.0 Monitoring and reporting performance

The SERVICOM Office will monitor and track performance of its activities through the following mechanism:

- Weekly interdepartmental meetings;
- Quarterly Charter performance reporting by MDAs;
- Publication of Annual performance report on the Office website;
- Yearly Trend analysis on complaints and resolution by MDAs
- Monthly collation and analysis of complaints and feedbacks;
- Yearly staff retreat to review processes.

6.0 Stake holders' engagement

- Quarterly Nodal Officers meeting ;
- End of year meeting of Nodal Officers;
- Resource centre interaction;
- Annual discourse on burning service delivery issues;
- Annual Networking seminars.
- Annual sensitisation of MDAs on service delivery gaps identified by SERVICOM

7.0 Special needs provision

The SERVICOM Office is located in a building with provision for the physically challenge e.g. ramp and lift for easy access to all floors.

8.0 Existing Limitations

- Non-compliance to developing measurable Service Charters by MDAs for easy assessment;
- Late release of funds;
- Delay in Complaints resolutions by MDAs;
- Lack of management support for MSUs and PSUs.

9.0 SERVICOM Complaints Escalation Framework

Level 1: Where a Complainant is not satisfied with how the complaint was handled at service point. Complaints should be forwarded to the Ministry supervising the agency where service failure occurred.

Level 2: Complainant who is not satisfied on how complaints was resolved at MDA level, should write to the SERVICOM Office addressing the letter to the

National Coordinator, SERVICOM Office, Federal Secretariat Complex Phase III, Abuja or send an email to info@servicom.gov.ng or call the SERVICOM help desk on 08106419581, 08153566084

For further enquiries please visit the SERVICOM website on www.servicom.gov.ng

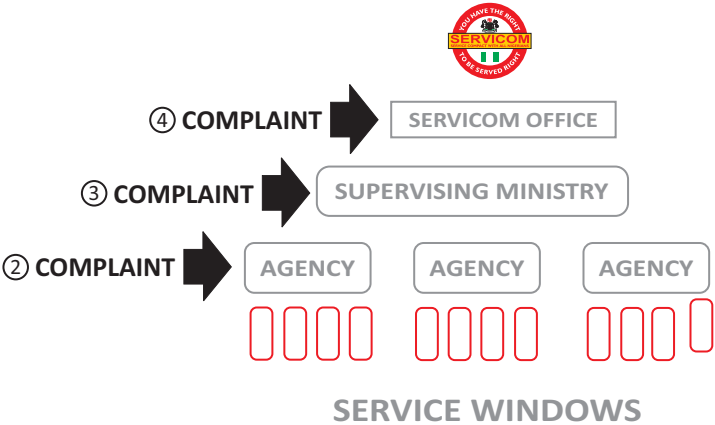


SERVICOM
SERVICE COMPACT WITH ALL



The complaints escalation framework

SERVICOM, the MDA, and the customer



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10.0 Periodic Reviews

The Charter review is used to compare the charters actual performance to stipulated standards to identify areas for improvement every 2years