



# SERVICOM AS A FEEDBACK PLATFORM FOR EASE OF DOING BUSINESS





# SERVICOM

- SERVICOM measures the quality of services delivered by Government Agencies from the perspective of service beneficiaries, the content and quality of the interaction and ultimately end user satisfaction
- SERVICOM was conceived in two phases:
  - Preparation of Agencies to render quality services to the public through:
    - Establishment of Ministerial SERVICOM Units (MSUs) to coordinate service delivery activities
    - The three desks in the Unit handle all aspects of customer service e.g. service charters and standards, customer care & complaints handling, Service Improvement
    - Formulation of service level agreements/ standards of service as contained in Ministries, Departments and Agencies (MDAs) Service charters
  - Empowering the citizens to challenge service failure

Service failure and corruption are twin evils that feed on each other to degrade the system and frustrate the ease of doing Government business



# SERVICOM and the Ease of Doing Business

- ▶ The Executive Order 1 (EO1) which aims to promote transparency and efficiency in the business environment requires every MDA to publish a complete list of all requirements or conditions for obtaining products and services including fees and timelines
- SERVICOM has an existing structure of Ministerial SERVICOM Units in all MDAs of Federal Government. These units have been mandated to develop and publish standards of service/ Service Level Agreements (SLAs) and publish same in service charters as stated in circular ref no: SGF.19/S.48/C.2/47 of March, 2004 titled 'Delivering Service in Nigeria'.



# SERVICOM and the Ease of Doing Business.....

- ▶ SERVICOM currently supervises the activities of 90 MSUs in Federal Agencies of Government
- ▶ The MSUs have been serving as a feed back platform and reporting channel to Office of the Secretary to the Government of the Federation (OSGF) through the SERVICOM Office on the quality of services delivered to the public
- ▶ Additionally, these units also have service standards which are reviewed periodically with timelines for delivery stated in their charters
- ▶ SERVICOM will now regularly send service charter performance reports to The Head of the Civil Service of the Federation and Office of the Vice-President in line with the Executive Order 1 (EO1)



# CUSTOMER SERVICE FORM

S/N	NAME OF CUSTOMER	PHONE NO/EMAIL	DATE/TIME	SERVICE REQUESTED	SATISFIED/ NOT SATISFIED



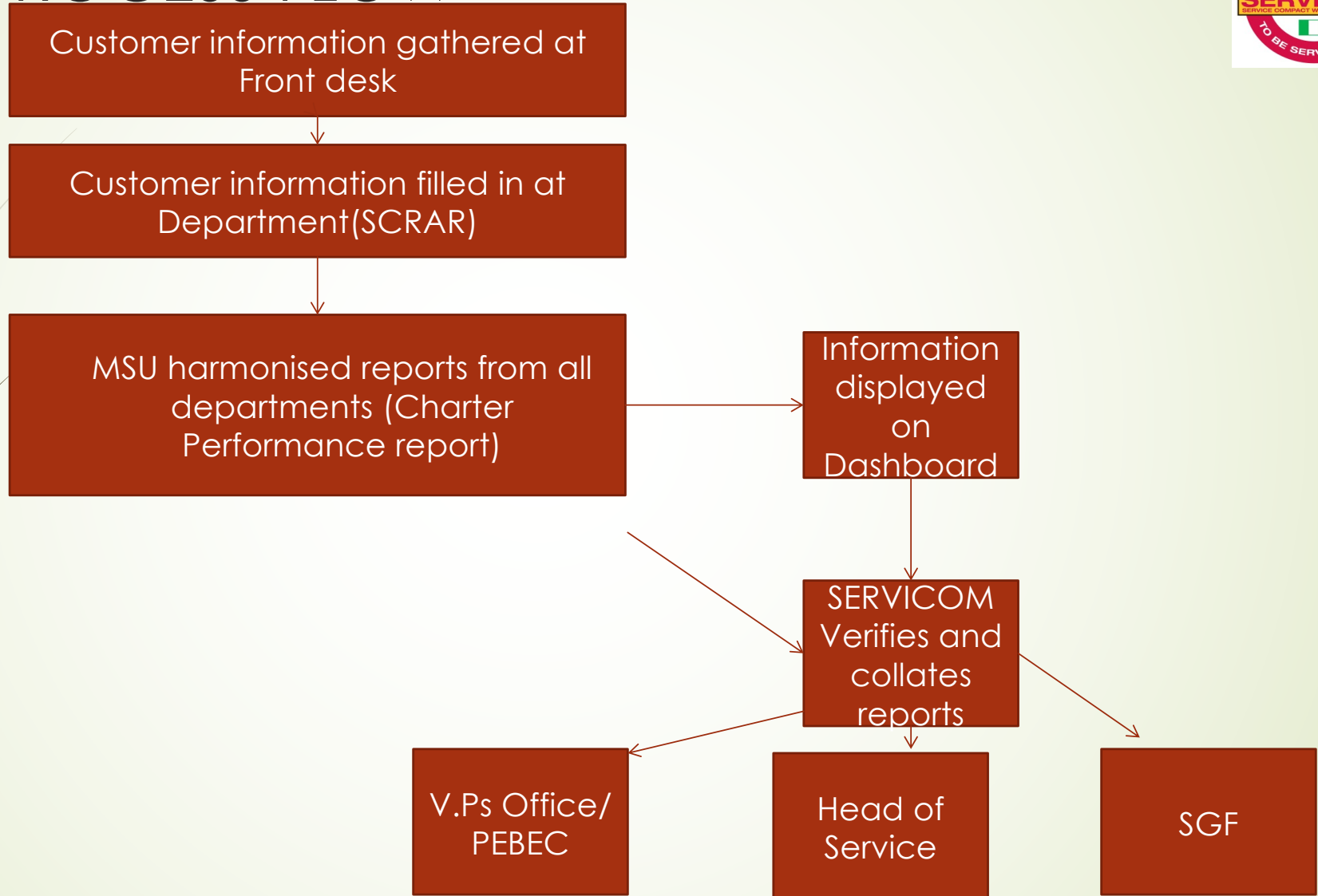


# SAMPLE OF SERVICE CHARTER PERFORMANCE TEMPLATE

S/N	KEY SERVICE	CLIENTELE	STANDARD OF SERVICE	PERFORMANCE TARGET	SOURCE OF DATA (MEANS OF VERIFICATION)	PERFORMANCE MONITORING ACTIVITY/FREQUENCY	DEPARTMENT /UNIT	INDICATE SERVICE FAILURE/GAPS (IF ANY)	REMARKS
1.	Handling of general complaints	MDAs, Public, Staff	10 working days	75%	Complaints Register /SCRAR	Monthly analysis of register	SERVICOM Unit	None reported	Nil



# PROCESS FLOW



## Key

MSU-  
Ministerial  
SERVICOM  
M Unit





# SERVICOM NOW

- ▶ SERVICOM is currently working with the Civil Service Transformation Department in the Office of the Head of the Civil Service of the Federation to fast track service improvements in all MDAs
- ▶ Working with the PEBEC Secretariat to explore areas of collaboration such as training of front/help desk officers as pilots (Corporate Affairs Commission held 1<sup>st</sup> July) to improve on customer service experience
- ▶ Unique selling points of MDAs through simple readable reports on mystery shopping exercises (reception experience in OHCSF, registration and examination process at JAMB etc.), SERVICOM Compliance Evaluations (SCEs on National Open University, Police Force, NAFDAC), Independent Surveys etc.



## FUTURE PLANS

- ▶ To treat and work with all MDAs as feed back platforms since all are indeed responsible for ensuring ease of doing Government business
- ▶ Leveraging on technology for service improvement e.g. use of electronic dash board/ contact centre to track service delivery performance in MDAs with the aim of identifying root causes of service failure
- ▶ Celebrate service excellence in outstanding MDAs/MSUs



# Conclusion

- ▶ MDAs were established by Government to deliver quality services to the public – identified gap led to the establishment of SERVICOM.
- ▶ Federal Government Policies and Reforms can be seen to be working only when it translates to qualitative and tangible service delivery. This is key to good governance
- ▶ While MDAs strive to deliver on their mandate, the beneficiaries of services and improving on the quality of interaction with them must always be the focus
- ▶ Service providers need to work to earn the trust and confidence of all service takers (citizens)

'The future of our Country lies in our hands'

..... Acting President Yemi Osinbajo (2017)