WELCOME TO FEDERAL UNIVERSITY LAFIA SERVICOM UNIT

INTRODUCTION:

SERVICOM is an acronym derived from the phrase ‘SERVICE COMPACT’. It is a social contract between the Federal Government of Nigeria and its people established on March 21, 2004 to ensure that basic services which citizens are entitled to are delivered promptly, fairly, honestly and effectively. SERVICOM is a service-driven unit which all Federal MDAs and Institutions of Higher Learning must have. It is saddled with the responsibility of ensuring maximum value with measurable results on customers’ satisfaction.

SERVICOM monitors performance, institutes complaint procedure including grievance redress mechanism and research techniques towards identifying staff, students and other stakeholders’ feedback services, amongst others.

FULafia SERVICOM Mission Statement therefore is:
“to build and sustain a focused service delivery monitoring outfit which will guarantee unparalleled Customers’ satisfaction and monitor performance of all service providers in the university with a view to improving service delivery”.

Our Core Values are:

- Integrity
- Innovation
- Excellence

SERVICE CHARTER OF FEDERAL UNIVERSITY LAFIA

This is the fulcrum of SERVICOM. It is a basic requirement for the delivery of quality service. It provides the basic standard of service delivery within and outside the University. It is also meant to promote and maintain better understanding and appreciation of the university’s role and services as an institution of higher learning.

A Seven-man Committee inaugurated by the university management in the first quarter of 2012 drafted the University’s Service Charter. FULafia is the first of the nine new Federal Universities to submit its Charter to the National Office of SERVICOM in the Presidency through the National Universities Commission in November 2012.

WHO IS A CUSTOMER?

SERVICOM believes that any individual or group of persons that comes to an office or an organization to demand for service is a Customer. The Customer is the most important person ever. He is not dependent on us; We are dependent on him. He is not an interruption of our work; He is the purpose for it. We are not doing our Customer a favour; He is doing us a favour by giving us the opportunity to serve. He is the one that makes our job possible. In other words No Customer - No Business.

CUSTOMERS OF FEDERAL UNIVERSITY LAFIA
1. Students
2. Staff
3. Parents/guardians
4. Public Officers
5. General public
6. Investors
7. Donors
8. Suppliers
9. Partners
10. Industries/potential employers
11. Host community

**STAKEHOLDERS OF THE UNIVERSITY**

- The Government of the Federal Republic of Nigeria through the Federal Ministry of Education, other Ministries, Departments and Agencies
- Students
- Secondary Schools
- Tertiary Institutions
- Trade Unions
- Examination Bodies (WAEC, NECO, NABTEB, JAMB etc)
- Donor Agencies
- Private Sector
- National Universities Commission
- The University Council
- The University Senate
- The Professional Bodies
- Host Community
- Other relevant State Corporations
- The Alumni
- Affiliate Institutions

**THE CUSTOMERS’ RESPONSIBILITIES**
The University expects that its Customers will:

i. support the university programmes, activities and services;
ii. observe the provisions of the University Law;
iii. respond to requests for information in a timely manner;
iv. observe the basic tenets of courtesy, fairness and respect in dealing with members of the University community.

THE STAKEHOLDERS’ RESPONSIBILITIES

The University expects all stakeholders to support its activities, programmes and services including mobilization of resources.

THE UNIVERSITY’S COMMITMENT ON SERVICE DELIVERY

The University is committed to:

- offering the highest standards of excellence in teaching, research and community service;
- complying with guidelines on the University’s research policy and other policies;
- sustaining other University linkages and industry partnerships;
- timely implementation of decisions;
- observation of financial rules and regulations;
- serving students with Letter of Admission ahead of the reporting date;
- processing and issuing transcripts in accordance with guidelines approved by Senate;
- conducting lectures in accordance with the schedules in the approved timetables;
- adherence to budgetary provisions;
- regularly maintaining and upgrading its infrastructural facilities;
- publishing of Newsletters on a quarterly basis;
- conducting performance appraisal annually;
- issuance of certificates immediately after convocation.
Aside from the above stated commitments, the University Management has shown remarkable commitments in terms of support and encouragement to the SERVICOM Unit. These include the successful conduct of official inauguration of the Unit in the University on 26\textsuperscript{th} February 2013, making it the first of the nine new universities to officially inaugurate its Unit; provision of a befitting office accommodation and equipment for the Unit’s staff for effective operation; inauguration of a Seven-man SERVICOM Committee, chaired by the Vice Chancellor, to review the progress and challenges of service delivery in the University.

In her words at the official inauguration, the Vice Chancellor Prof. Ekanem I. Braide remarked that,

“...with all these in place, Federal University Lafia is SERVICOM Compliant. We are committed to delivering quality service to all stakeholders. This will enhance our achievement of the objectives for which the University was established...”
In his paper presentation at the official inauguration, the Registrar, Dr. Idris O. Jibrin enthused that, “...the service delivery by the University has been spot on, and, is of the highest standard and proficiency”.

According to the N.U.C Nodal SERVICOM Officer and Chairman Parastatals SERVICOM Committee, Mr John M. Ahmadu, “FULafia must be commended for being the first of the nine new Federal Universities to prepare its draft Charter as well as inaugurate its SERVICOM Unit”.

MECHANISMS FOR HANDLING COMPAINTS AND SUGGESTIONS

The University has pledged its obligations to address all complaints and service failures as soon as they are received through the SERVICOM Unit.
Customers are therefore encouraged to make genuine complaints through the following:

i. The University’s SERVICOM Focal Officer;
ii. The Customer Care Officer in the SERVICOM Unit;
iii. The Suggestion Boxes placed at strategic points within the University premises;
iv. The dedicated GSM Lines: 08038515764; 08095385819.
v. Email: servicomfulafia@gmail.com
vi. info@fulafia.edu.ng

OTHER SERVICOM ACTIVITIES IN THE UNIVERSITY

It is our great pleasure to state here that Customer Satisfaction is our overriding consideration of service delivery. Research Consultations and Surveys have shown that Customer Satisfaction is driven by- Service delivery, Timeliness, Information, Professionalism and Staff Attitude.

As part of SERVICOM’s mandate to measure the level of Customers’ Satisfaction, FULafia SERVICOM Unit on 18th February 2013 designed and successfully administered a close-ended questionnaire with some portions for suggestions and ways that can improve efficient and qualitative service delivery in the University. The responses received from both staff and students were carefully analyzed and forwarded to the University Management. This has given the management a clear insight of the challenges faced by staff and students of the university, and has guided the University in proffering remedial measures aimed at improving service delivery in the university. It was resolved that this exercise would be carried out annually.
In addition, the SERVICOM Unit, following the directive of the Vice Chancellor to embark on awareness campaign of SERVICOM activities in the University, has commenced the implementation of the directive by the organization of Awareness Programme and Interactive Sessions with all Units/Departments/Divisions in the university with a view to enlightening them about SERVICOM activities. This Interactive Sessions which started on Wednesday 24th April 2013 will end on Tuesday 2nd July 2013.

SERVICOM Unit has also been incorporated into the Orientation Programmes organized for the newly admitted students of the University. The Focal Officer presented a Paper on SERVICOM and You at the occasion held in the University Auditorium on Wednesday 15 May, 2013.

The Unit staff have been sponsored to attend scheduled training at the SERVICOM Training Institute in Abuja beginning from May, 2013.

The University management has also appointed more staff and twelve of them have been posted to the Unit to serve as Desk Officers in all units and departments of the University. These Desk Officers have been posted
to monitor service delivery in the various Service Windows of the University.

Service delivery in any organization can only be successful if all stakeholders give their support, exhibit positive attitudes and work diligently.

Always remember that, **YOU HAVE THE RIGHT TO BE SERVED RIGHT.**

Thank you.

_Courtesy: SERVICOM Unit, FULafia- 2013._