



Kano State Government

Kano State Ministry of Education

Customer Service Charter

July 2014

Introduction

The Ministry of Education was established in 1968 a year after the creation of Kano state, and has been discharging the functions of providing quality education to the citizens as well as advising Government on the same.

Previously, the Ministry managed primary, post primary schools, adult education and tertiary institutions, but as a result of several educational reforms over the years, agencies/boards were established (listed below) as well as a separate ministry for higher education. This was done to improve the efficiency in the delivery of quality education as well as to ensure equitable access at all levels. The Agencies/Boards are under the supervision of the Ministry.

Our Vision:

To provide high quality and functional education for citizens' lifelong learning and self-reliance in Kano State

Our Mission:

To work in partnership with all stakeholders in ensuring effective coordination, efficient mobilization and judicious utilization of resources for the provision of high quality and functional education in Kano State.

Purpose of this Service Charter Document

This charter contains information on the scope of services provided by the Ministry of Education, the conditions in which these services are rendered, and the rights/responsibilities of the public. In addition, it will serve as a guide to the staff and management of the ministry in providing quality and efficient services and products to its clients and the general public.

Objectives of the Ministry

- Ensure that all government policies on education respond to the needs of Kano State citizens
- Ensure that all Agencies/Boards working in partnership with the ministry provide the highest quality of service delivery to the citizens
- Effectively and efficiently monitor all basic and post-basic schools in the state to ensure provision of the highest quality of education services to children of school age and neo-literate adults and youths.
- Ensure that all such schools are provided with adequate facilities including well equipped functional libraries and systems to deliver quality education.
- Ensure that all children of school age, neo-literate adults and youths have access to education including those with special needs
- Ensure that all female adults and children are given priority in access to quality education

- Oversee the management and coordination of all teachers in such schools
- Ensure the full involvement of parents, husbands and guardians in the educational development of their wards in such schools
- Monitoring and coordination of all primary, secondary, voluntary, private and community schools in the state
- Coordinate the conduct of all internal examinations in schools in the state.

Ministry composition

The Ministry oversees the following Boards/Agencies

- State Universal Basic Education Board (SUBEB) - responsible for ensuring the provision of basic education to all children in Kano State
- Kano State Science and Technical Schools Board - responsible for managing all Kano State science and technical schools
- Kano State Library Board - responsible for the management of all public, schools and MDA libraries in the state
- Kano State Secondary Schools Management Board (KSSSMB) - responsible for the management of all secondary schools in the state
- Kano State Agency for Mass Education - responsible for the coordination and the delivery of adult and non-formal education in the state.

Our customer and stakeholder groups

- Children of school-age
- Neo-literate adults and youths
- Parents, husbands and guardians
- Examination bodies (WAEC, NECO, JAMB, NABTEB, NBAIS, NTI, NBTE)
- Nigerian Educational Research and Development Council (NERDC)
- State-owned schools
- Integrated Islamiyya Schools (IQTE)
- Private, voluntary and community schools
- Special Needs Schools
- Parents Teachers Association/ Alumni Associations
- School Based Management Committees/Center Based Management committees.
- Non-Governmental, Community/faith-Based organizations
- Local Government Authorities
- Training and research organizations
- Media.

Our Commitment/ Pledges

- We shall ensure that all classrooms are progressively provided with adequate furniture (desks, chairs, blackboards, etc.) by instituting a 30% annual renewal and maintenance policy for all school furniture
- To ensure every student has a desk and a chair to use by 2015

- That all schools will have basic facilities that are maintained all year-round i.e. toilets and running water by end 2015
- We shall ensure that 60% of all schools in the state have fully equipped libraries by end 2015
- We shall ensure that all schools are quality assured once in 3 years and that the results of those evaluations are published within 30 days for public scrutiny
- We shall ensure compliance by all schools to the curriculum as set by NERDC
- We shall ensure the yearly recruitment of adequate qualified teachers for schools, in order to reduce the teacher to student ratio to 60 students per qualified teacher by end 2015
- Ensure the provision of yearly training programs for all teachers, ensure that teachers are properly remunerated and provided with adequate incentives to teach especially in rural schools
- We shall ensure the enrollment and retention of female students by providing free transportation to and from the schools daily.
- Ensure the provision of accommodation facilities for all teachers especially females in rural areas.
- We shall ensure that all special needs schools are properly managed and maintained to ensure that they meet with required standards (provision of ramps, braille textbooks, etc.)
- We shall ensure that all adults and non-formal schools are properly managed to meet the required standards
- We shall ensure that 100% of all children/adult education participants who successfully complete primary education are given placements in junior secondary schools
- We shall ensure that all schools administer appropriate standardized tests/exams at the end of each term to its students and that the results of those tests are communicated to the parents/guardians within 15 days after the exams
- We shall ensure that all parents/guardians can access their children's results on the Ministry's website by 2015
- We shall ensure the continued provision of free education to all children and adults to encourage enrollment in schools
- We shall ensure that all information provided by the ministry on schools is accurate
- We shall facilitate the development of LGEA and school report cards once a year
- We shall ensure the integration of IQTE with conventional education
- We shall ensure the provision of at least one library in each local government by 2015
- We shall conduct and publish the Annual School Census Report
- We shall ensure that stakeholder/community consultation meetings are held at least once a term.

For additional information on our commitments, please contact the Service Charter Desk Officer located at the ministry.

Our expectations from our clients

- We require the cooperation and support from all sections of the society and the public to ensure better quality education to adults, youths and children of school age
- We require that any act of misconduct in curriculum implementation and inefficiency on the part of teaching and non-teaching staff in schools be reported at the ministry.

It is a citizen’s right to expect good service from the ministry and equally the citizen’s right to complain if this service is not received.

Monitoring and evaluation

We shall continue to monitor and evaluate our performance because the development of this Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

How to complain

You can make your complaints verbally or in writing in any suitable language using the following procedures listed below.

Steps

1. Write a letter of complaint addressed to:

The Honourable Commissioner
 Ministry of Education
 Gidan Murtala,
 BUK Road, Kano State.
 Attention:
 The Service Charter Desk Officer – Ministry of
 Education.

2. Submit your letter to the Service Charter Desk Officer at the ministry and ask for an acknowledgment receipt for your letter of complaint showing date of receipt
3. You shall then receive feedback from the Service Charter Desk Officer within 15 working days.

*** All complaints made to the ministry will be treated with utmost urgency and confidentiality.**

*** The Service Charter Desk Officer will ensure that the ministry issues a quarterly situation report on all request and complaints.**

Where to find us:

Ministry of Education Headquarters

- ❖ Address: Second Floor, Gidan-Murtala, BUK Road, Kano
- ❖ Phone number:
- ❖ Email:
- ❖ Website: www.kano.gov.ng