

Service Charter of the Lagos State Civil Service Commission

Introduction:

This Service Charter constitutes a service delivery agreement between the Commission and the citizens/inhabitants of Lagos State. The Charter is in recognition of the need to align the Commission's commitments to its core mandate to the vision of Lagos State which is to become "*Africa's model mega city and global economic and financial hub that is safe, secure, functional and productive.*" The Charter is further anchored upon the current mandate of the Commission designed to provide equity in employment, good governance and improvement in service delivery necessary to actualize the vision of the state. The Charter will refocus the commitment of the Commission's staff towards operational efficiency and effectiveness in rendering quality services to the inhabitants of Lagos State. To that end the commitments and standards of performance envisaged in the charter will be realized alongside implementation of other initiatives aimed at continuous improvement of public service delivery. The initiatives include compliance with the Lagos state transformation agenda championed by the Office of Transformation (OoT), compliance with the Public Service Code of Conduct, embracing Results Based Management, implementation of Government financial and fiscal management reforms, embracing affirmative action and gender equity, and promoting public awareness of the Commission's functions and role. We hope that this Charter will promote better understanding, realization and appreciation of the Commission's role and range of services hence engendering public trust. It is pertinent to clarify that this Service Charter aids and does not curtail in any way the Constitutional independence of the Commission in the exercise of its powers and functions. Rather we believe the service charter enhances this independence by cultivating through performance added legitimacy.

Purpose of the Charter:

This Service Charter is issued after successfully reviewing the Commission's mandates and performance objectives. It redefines the Commission's strategic direction towards accelerating the attainment of the shared aspirations of all *lagosians*, namely: *a public service that responds to the needs of the people.*

This charter is a milestone in our commitment to improving service delivery to meet the outcomes desired by Lagos State residents. It therefore spells out the range of services and standards to which we commit ourselves. The core values of the Commission reiterate our shared values and organizational virtues which are necessary for the right attitudes in service delivery. The other important provisions of this Charter include the Commission's vision, mission, core functions and standards of performance.

To meet the citizen's valid and legitimate expectations, the Commission has embarked on continuous training and development of staff in tandem with the required competencies and skills. In addition, we have embraced sustained improvement of the physical infrastructure including modern technologies and systems. In particular, the Commission has leveraged on ICT to tap into the related benefits for efficient service delivery. We appeal to all Commission stakeholders to support us and to provide the necessary feedback with a view to improving our performance further. Outlined below are the specific objectives of this service charter:

- Enhance levels of awareness on our role as a Commission;
- Give insights on our core values;
- Provide information on the range of services we offer;
- Provide standards for service delivery;
- Outline the Commission's client's expectations;
- Provide a platform for dialogue on service delivery; and
- Suggest remedies where services fall short of desired standards.

Vision:

To be a world class civil service that is Dynamic, Efficient and Effective

Mission:

To render efficient services that will ensure a well-motivated and productive workforce on the basis of Equity, Justice and fairness

Mandate:

The mandate of the Commission in summary is to manage entry, retention, conduct and exit of civil servants as provided for in the Constitution of the Federal republic of Nigeria and other enabling statutes.

Core Values:

The Commission's core values guide the staff on the organizational culture thereby creating a sense of identity, collective ownership, direction and purpose. The Commission's shared values assure our

customers of timely provision of quality services guided by the ethical and integrity orientation of the staff. The values as articulated in our corporate mandate are:

- Integrity
- Reliability
- Team Spirit
- Meritocracy
- Fairness
- Confidentiality
- Transparency and Accountability
- Equity and Diversity
- Continuous improvement

Service Delivery Principles

Guided by the above mentioned core values, we will abide by these basic service delivery principles:

- Set clear and explicit standards of service delivery.
- Provide clients with adequate information about Commission's services in a straightforward and open manner.
- Communicate clearly and effectively.
- Serve clients with courtesy.
- Place public interest above self-interest in managing conflict of interest.
- Promote meritocracy with due regard to competence, qualifications, experience and suitability.
- Uphold the principles of natural justice in decision making.
- Utilize resources prudently to avoid waste or failure and to sustain best value for taxes and other resources.
- Cultivate continuous improvement of systems and processes by embracing best practices and innovation.
- Embrace monitoring and evaluation to keep track of performance and changing needs of the citizens.
- Discharge the Commission's mandate consistently, efficiently and effectively.

Core Functions:

The core functions of the Commission as derived from the Constitution and relevant statutory provisions include the following:

- Recruitment and selection for the civil service including *parastatals*;
- Appointment, promotion and acting appointment of civil servants;
- Disciplinary control in the civil/public service;
- Retirement and removal of civil/public officers;
- Protection of pension benefits;
- Issuance of service regulations;
- Administration of staff performance appraisal system;
- Promotion of good governance, ethics and integrity in the public service in accordance with the provisions of the Public service Ethics and Code of Conduct;
- Human resource audit in the public service including local authorities;
- Administration of civil service examinations and occupational tests;

Customers and Stakeholders:

The Commission has multiple customers and stakeholders including:

- Indigenes of Lagos State and Nigerian Citizens
- Lagos State House of Assembly
- Judiciary
- Commission Staff
- Government Ministries and Departments, Agencies (MDAs)
- Local Government Councils
- Corporations and Employers
- Academic, Training and Research Institutions
- The private sector
- The Media.
- Civil Society Organisations (CSO) and Development partners
- Trade Unions and professional associations
- Federal Civil Services Commissions and State Civil Service Commissions

Our Service Pledge:

The citizens legitimately expect efficient, effective and ethical public service delivery. To meet the expectations of Nigerian public and Lagos state residents in particular, we make the following pledges:

- To uphold independence in the discharge of the constitutional and statutory mandate in order to enhance acceptability and legitimacy of decision made;
- To undertake competitive recruitment and selection to achieve merit in appointments and promotions.
- To provide a One Stop Shop for inquiries and queries;
- To promote fairness in handling alleged misconduct in the public service;
- To promote good governance, ethics and integrity in the Lagos State Civil Service;
- To embrace contemporary practices in the discharge of human resource functions in the service;
- To review and make service regulations in line with the changing needs of the service;
- To assure professionalism in setting, marking and administering Commission's Examinations;
- To institute and implement a transparent performance appraisal system;
- To promote cost-effectiveness, value for money and avoidance of waste;
- To embrace courtesy and timely response to requests, complaints inquiries

Customers Responsibility

The Commission in turn expects the citizens to:

- Apply for jobs when advertised;
- Attend all interviews (written and oral) when invited;
- Provide valid contact information in all correspondence to the commission
- Offer patriotic service to the Government when hired;
- Uphold and promote public service ethics and integrity;
- Provide necessary information in a timely manner;
- Observe the Commission's rules and regulations;
- Provide feedback for improved service delivery;
- Treat the Commission's staff with courtesy

Stakeholder Participation:

The commission shall creatively evolve means of collating and incorporating stakeholders' input in service improvement initiatives. Presently, we have three main approaches of eliciting information from stakeholders namely focus group discussions (FGD), customer panels and exit surveys.

Service Provision and Delivery

Services:

The Commission offers a wide range of services that include:

- Issuance of service regulations;
- Appointments and promotions;
- Confirmation in appointments;
- Auditing of the Human Resource functions in the public service;
- Determination of discipline cases including appeals and reviews;
- Translation of Terms of Service;
- Extension of Service;
- Re-designations and *Secondments*;
- Protection of Pensions benefits including gratuity matters;
- Approval of Schemes of Service and granting of waivers where necessary;
- Administration of Civil Service Examinations and Occupational Tests;
- Implementation of the Civil Service Ethics including the administration of the Public Service Code of Conduct;
- Addressing complaints and grievances relating to human resource functions in the public service;
- Approving retirement from the Service:
 - Age
 - Ill health
 - Re-organization of Government or abolition of office
 - In Public interest.

Standards:

In service her esteemed customers the Commission will endeavor to abide by the following standards:

- Advertised vacancies shall be disposed of (interviews and appointments) within 3 months from the date of closing of advertisement for promotional appointment and 4 months for direct entry appointments.
- Commission decisions shall be communicated to a Ministry, Department, Agencies or the recipient within 3 days from the date the decision is made.
- Disciplinary cases including appeals and reviews shall be processed and concluded within 30 days.
- Results of the Commission's administered examinations will be released within 60 calendar days from the date of sitting;
- Any obsolete property in the Commission in respect of an ending financial year will be disposed of within the year.
- All telephone call will be attended to within the second ring (5 9. seconds).
- A visitor will be attended to at the reception within one minute of arrival.
- The Commission's Annual Report will be published in February for the preceding calendar year.
- Routine correspondence will be replied to within 7 days from the date of receipt.
- Technical correspondence will be replied to within 21 days from the date of receipt of the enquiry. All written complaints will be acknowledged within three (3) working days of receipt.

Special Needs Provisions

The commission gives great consideration to customers with special needs e.g. elderly, blind, cripple, pregnant women, etc. our staff are trained to be patient and helpful and to respect cultural and religious differences. We have however gone a step further to provide wheel chairs and have hired staff with competences in dealing with customers who have visual and auditory challenges.

Monitoring & Reporting

In monitoring our performance against the standards set in this charter we place great premium on the contributions of our stakeholders. We appeal to our customers to fill our exit surveys, attend our FGD sessions as we will take appropriate steps to address all gaps and concerns identified by them. We will ensure continues improvement by institutionalizing routine review of our activities and publish on the website, results of the review to show how well we are meeting the pledges in our Service Charter.

Review:

This Service Charter will be reviewed every two years to incorporate the changing needs of our customers and reforms in the public service.

Existing Limitations:

Some of our services like recruitment, appointment and promotions are subject to approval from the executive arm of government. Payment of gratuity and other welfare packages for post service officials are subject to availability of funds.

Complaints Handling and Grievance Redress Mechanism:

We encourage our customers to make genuine complaints, suggestions and compliments to the Permanent Secretary, in person, by post, telephone, fax or e-mail.

The Commission is committed to the following complaints handling process:

- ✓ Operate a Service Delivery Unit (SDU) with a trained complaints handling staff;
- ✓ Maintain a register of complaints and commendations;
- ✓ Maintain a telephone Line dedicated to complaints, suggestions and commendations;
- ✓ Maintain a functional and user friendly website with an easy to identify section for complaints, suggestions and commendations;
- ✓ Maintain a functional suggestion box;

The Commission guarantees confidentiality and fairness in handling complaints. All complaints shall be acknowledged promptly and complainants informed on progress being made on their complaints. We will endeavor to resolve complaints within thirty working days (30). The Commission encourages complainants to:

- ✓ Disclose their identity and contact to facilitate due process and feedback;
- ✓ Make complaints at the service window where the complaints originates;
- ✓ Complain to the service provider’s supervisor or line manager when not satisfied or
- ✓ Complain in person, writing, phone or via the internet to:

Permanent Secretary, CSC, <i>Phone Number:</i> <i>Email:</i> <i>Office</i>	Assistant Director Service Charter, CSC, <i>Phone Number:</i> <i>Email:</i> <i>Office</i>	Chief Admin Officer, CSC, <i>Phone Number:</i> <i>Email:</i> <i>Office</i>
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How to Contact us:

Director	Director (Finance and Administration)
Postal Address:	Civil Service Commission, Block 9, Secretariat, Alausa-Ikeja
Telephone Number	08033375818/08053070580
Fax Number	
Email	

Website:	
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