

SERVICE CHARTER
MINISTRY OF ECONOMIC PLANNING & BUDGET

INTRODUCTION

The Lagos State Ministry of Economic Planning and Budget (MEPB) was created in June 1999 out of the erstwhile Plans, Programmes and Budget Bureau (PPBB). Upgrading the defunct PPBB to a ministerial status was informed by the policy thrust of government as enunciated in its blueprint in which planning and *popular participation* were placed at the centre stage of governance and development. Prior to this time, economic planning or development had been an appendage to other ministerial folio such as Finance and Establishment. Thus, the appearance of the MEPB was a deliberate attempt by the State Government to ensure that development is deeply rooted in participatory planning and budgeting so as to actualize government's aspiration of "Poverty Alleviation and Sustainable Economic Growth" for which MEPB has the primary responsibility of breathing life into.

The **purpose** of this Service Charter therefore is to bring MEPB closer to the people in compliance with government's policy of popular participation. To this end, the Corporate Planning Core Group painstakingly took time to identify Twenty – Two (22) major Mandates of the Establishment and abridged them in this charter for clarity and simplicity. The Charter outlines:

- Our Vision and Mission
- Our Mandates and Functions
- Our clients
- Our service pledges
- Our special needs provisions
- Our stakeholders and clients obligations
- Standards of service that our clients and can expected of the Ministry.
- Existing Limitations that may inhibit meeting standards set
- Feedback and Grievance Redress Mechanism etc.

This Service Charter will also guide MEPB management and staff in providing quality and efficient service for our clients and the general public. It is our desire to empower our clients through this charter to demand excellent service from MEPB as a right.

OUR VISION:

To be the primary Agency of Government that facilitates efficient Mobilization, Planning, Allocation and Utilization of resources for Socio-economic transformation of Lagos State.

OUR MISSION:

Ensure continuous and dynamic Socio-economic policies through prudent and equitable resource management in Lagos State.

OUR CLIENTS:

- Ministries, Departments and Agencies (MDAs)
- Contractors
- Professional Institutions
- Corporate Organizations
- Media
- NGOs
- Researchers

- Development Partners
- Staff and
- The General Public

OUR SERVICE PLEDGES:

As a ministry committed to participatory planning and people oriented development programmes we want to provide you with excellent services using all our best efforts. We therefore make the following commitments:

- Stakeholders' participation in Economic Planning and Budget process;
- Gender and Social inclusion in development programmes;
- Timely release of development plans and annual budgets;
- Efficient and Effective monitoring and evaluation of Budgets and project implementation;
- Delivery of regular appraisal reports;
- Harnessing of local and international resources for development activities in the state;
- Production and use statistical data to guide planning and budgeting;
- Effective use of technology to meet the needs of our clients.
- Respect the rights of our Clients, including:
 - the right to access services
 - the right to lodge a complaint
 - the right to access information

OUR SERVICE PROVISION AND DELIVERY:

This section of the charter describes the main services we provide and the standards of service against which our effectiveness and efficiency can be judged.

S/N	List of services provided	Service Standards
1.	Provision of timely economic and statistical indices for a planning base.	<p>We will operate an up-to-date and reliable Economic and Statistical database.</p> <p>Update database quarterly and publish updates in the ministries website, newsletter and newspaper.</p> <p>Show evidence of use of statistical data to inform planning, budgeting and development programmes</p>
2.	Formulation of <i>sustainable</i> State Development plan	<p>We will engender shared ownership of the plan; gender and social inclusion through extensive stakeholder consultations;</p> <p>Show evidence of incorporating stakeholders' input in development plan.</p> <p>Publish and disseminate state development plans on our website and journals</p>
3.	Preparation and processing of Annual Budget of the State Government.	We will prepare and facilitate release of state annual budget within the first quarter of every

		<p>year.</p> <p>Consult stakeholders and ensure the budget reflects their needs, is gender sensitive and socially inclusive</p> <p>Publish released budget in the ministries website, newsletter and at least one national daily within 48 hours of its release.</p>
4.	<p>Monitoring and Evaluation of</p> <ul style="list-style-type: none"> • State Policies • Strategies • Programmes 	<p>We will undertake monthly, quarterly and routine monitoring and evaluation of state policies, strategies and programmes</p> <p>Publish reports of monitoring and evaluation in our website, and related journals</p> <p>Adhere to and report on Key Performance Indicators (KPIs) quarterly.</p>
5.	Inspection of Capital Projects	<p>We will publish check list for project inspection and ensure contractors commit to adhering to inspection criterion in the checklist before contract award</p> <p>Project delivery: Ensure 100% certification of before final payment.</p>
6.	Publishing of Budget Review Report	We will publish budget reviews every quarter in the ministry's website, newsletter and national daily
7.	Sourcing of and Coordination Development Partners (Local and International) in the state	<p>We will convene annual donor/development partners' conference</p> <p>Hold quarterly interactive forum with partners</p> <p>Publish reports of donor/partners conference and quarterly interactive forum</p> <p>Develop and publish a data base of partners working in the state</p>
8.	Preparation of MDGs Report	<p>We will ensure timely delivery of report within the 1st quarter of the succeeding year.</p> <p>Publish and disseminate report</p>
9.	Delivery of a 3-year budget Framework (MTBF)	We will publish the budget framework in the ministry's website and shows clear disaggregation of available resources.

STAKEHOLDERS’ PARTICIPATION

We will ensure and enhance stakeholders’ participation by enlightening the public on our activities through regular town hall meetings, stakeholder forum and enlightenment campaigns using the mass media.

We will occasionally seek clients’ input through random surveys of how they perceive our services and what services they need, including assessments of our performance.

Stakeholders can further contact us in persons, in writing, by phone and the internet. The table below outlines our service principle and standards on maintaining contacts with our clients and stakeholders.

In Person	
Service Principles	Service Standards
We will be accessible	<p>We will be open for business from 8.00 AM – 5.00PM M0nday – Friday except on public holidays.</p> <p>Our offices will have clear signage and current, relevant information on display; our offices will be clean and comfortable.</p>
We will serve you promptly	<p>We will serve you within ten (10) minutes of your arrival, if you have an appointment.</p> <p>We will serve you within 30 minutes if you do not have an appointment.</p> <p>We will advise you, in advance, about any unexpected delays in attending to you.</p>
We will be courteous, professional and helpful	We will be neatly dressed and well presented.
	All staff attending to will wear name tags or identification cards (IDs);
	We will provide you with the required service or provide information on where and how service can be obtained.
Written Communication	
We will respond to your correspondence promptly	<p>We will acknowledge receipt of your correspondence within 3 working days using the most appropriate contact method – telephone, in-person or in writing or email and provide you with a likely timeframe for our full response.</p> <p>We will provide accurate, helpful and timely responses that are relevant to your needs.</p>

	We will record all of your correspondence on departmental databases and filing systems.
Telephone	
We will be accessible by telephone during business hours	All departments will have telephone service options and the numbers available in the website and relevant ministry's journals We will respond to your telephone messages within one (1) working day and inform you on actions taken to address your concerns or issues raised.

OUR STAKEHOLDERS/CLIENTS' OBLIGATIONS

Stakeholders/Clients should please familiarize themselves with various outputs of MEPB such as Budget estimates, Statistical Journals and other reports generated by the Ministry in order to have an insight into the Budget process. To help us help you, we ask you to:

- ✓ Treat our staff with courtesy and respect;
- ✓ Attend scheduled meetings with stakeholders punctually;
- ✓ Respond to requests for information by the department accurately, thoroughly and in a timely manner;
- ✓ Provide contact details in all correspondence to our ministry: physical address, phone numbers, email etc;
- ✓ Provide us with changes in your contact address promptly;
- ✓ Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.

OUR SPECIAL NEEDS PROVISION:

MEPB has provided three (3) wheel chair ramps for the use of physically challenged staff and clients at the three (3) entrances on the ground floor.

MONITORING & REPORTING

We will monitor our performance against the standards set out in this Charter and take appropriate actions to address gaps.

We will ensure Monthly/Quarterly review of the Ministry's activities and publish on the website, results of the review to show how well we are meeting the pledges in our Service Charter.

REVIEW OF THE CHARTER

We will formally review the standards set out in this Charter once a year and adjust them where appropriate in light of clients comments and in response to ongoing changes;

We will independently review our Charter at least every three years by inviting comments from clients, stakeholders and staff as part of our monitoring and review procedures.

EXISTING LIMITATIONS

Some of our deliverables like timely release of budgets depend on the legislative and executive arm of government. We will however speedily conclude our part of the process to give room for inputs from other arms of government that may militate against our meeting standards sets.

COMPLAINTS AND GRIEVANCE REDRESS MECHANISM

Let us know as soon as possible when we do not meet your expectations and we guarantee the following:

- ✓ To provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy;
- ✓ To investigate your complaint and tell you what we have done to resolve it;
- ✓ To resolve complaints satisfactorily and promptly within the limits of our mandate and resources.

You can help us, by providing clear details of relevant facts, persons and dates when you make a complaint. Clients and stakeholders are advised to make complaints to the person they have been dealing with or that person's supervisor) or send written complaint to our mailing address.

Outlined below are our service principles and standards for feedback/complaints handling:

Your Feedback/Complaints	
Service Principles	Service Standards
We value your compliments, complaints and suggestions	We will invite feedback and provide appropriate contact details in our client information pack; Acknowledge clients complaint/feedback within one working day; We will respond promptly by identifying and contacting responsible officer(s) within twenty four (24) hours of receiving any complaint; Resolve written clients complaints within twenty working days and continually provide the client with information on complaints resolution and where there is delay will provide detailed explanation.

To Give feedback or make a complaint:

Mail To:	
Postal Address	
Fax Number	
Email:	
Website:	

You can obtain information about the Office by visiting our website at www.lagosstate.gov.ng

HOW TO CONTACT US:

Director	Economic Planning
Postal Address:	Ministry of Economic Planning & Budget Block 19, The Secretariat Alausa Ikeja
Telephone Number	01-4963429, 08023025228
Fax Number	
Email	budget@lagosstate.gov.ng
Website:	www.lagosstate.gov.ng