

SERVICE CHARTER OF THE OFFICE OF ESTABLISHMENTS AND TRAINING

Introduction

The Lagos State Ministry of Establishments and Training is as old the creation of Lagos State. Prior to 1999, the Ministry was named Office of Establishments, Training and Pensions but was amended to its present status vide Circular Ref No.LS/S.251/S.15/V051 of August 8, 2003. In February 2001, the Office of Establishments and Training was carved out of the former Ministry of Establishments, Pensions & Training.

The Ministry of Establishment, Training and Pensions is a core human resource agency of Government with the responsibility for Human Capital Development, Management Consultancy, Career Management and maintenance of harmonious industrial climate and pensions matters

The Ministry is made up of two offices namely:

- Establishments and Training
- Civil Service Pensions Office;

As well as a Parastatal Organization which is the Public service Staff Development Centre

Vision:

To be the leading Government Agency reputable for providing an enabling and progressive environment for the development of a result-oriented Public Service

Mission:

Sustenance of ethical values and effective Career Management through capacity building towards achieving a virile Public Service

Purpose:

The purpose of this Service Charter is to clearly define our mandate as a Ministry to our customers and enhance awareness of the services we offer, our standards, avenues for redress where our services fall short of expectations and to express our commitment to the delivery of quality services in pursuit of our customers satisfaction.

Mandate

Our mandate is to: enforce labour laws, maintain industrial peace, industrial training and promote safety and health of employees. We also develop and coordinate implementation of policies and strategies for human resource development and career advancement of public servants in Lagos State

Core Values

The following are the fundamental values and principles that guide the Ministry's culture in undertaking its functions:-

- ***Integrity, transparency, and accountability:*** all staff adhere to these values in the performance of duties and responsibilities.
- ***Patriotism and professionalism:*** all staff are patriotic and observe all requirements for ethical and professional conduct.
- ***Commitment:*** all staff are committed to delivering results.
- ***Teamwork:*** the staff embrace team spirit to achieve the ministry's goals and objectives.
- ***Customer orientation:*** we are committed to putting the customer first by upholding the values of customer driven service and expectations.
- ***Creativity and Innovation:*** the Ministry encourages and supports innovative practices and ideas aimed at improving service delivery.

Core Functions

The core functions of the Office of Establishments and Training as derived from the Constitution and relevant statutory provisions includes the followings:

- Initiate, formulate, execute, monitor and evaluate policies relating to establishment, Training and Industrial Relations.
- Establishment matters including staff complement, grading and conditions of appointment.
- Training and manpower development in conjunction with the Head of Service.
- Preparation of service wide annual personnel budget in conjunction with Ministry of Economic Planning and Budget.
- Ensuring compliance with the civil service rules and financial instructions.
- Review of salaries, wages and allowances in conjunction with the Head of Service.
- Advising Government on the remuneration of the chairmen and member of the boards of Parastatals.
- Review conditions of service in conjunction with the Head of Service
- Service-wide personnel records and statistics of the Civil Service.
- Computerization of service wide staff records.
- Meetings of National Council on Establishment in conjunction with the Head of Service.
- Meeting of Public Service Negotiation Council both State and National
- Establishment matters of the Civil Service in conjunction with the office of Head of Service.
- Relations with trade unions in conjunction with the Head of Service
- Coordinating industrial relations of the Civil Service and providing the secretariat for the Public Service Negotiation Councils.

- Supervision of Public Service Staff Development Centre.
- Attendance of National Industrial Safety Council meeting and State chapters.
- Review of Civil Service Rules
- Review of Civil Service Hand Book.

Our Customers/Stakeholders

Our customers/stakeholders include:-

- Employers
- Workers
- Trade Unions
- Employers' organizations
- Trainees
- Research and Training Institutions
- State Corporations
- Non Governmental Organisations (NGOs)
- Community Based Organisations (CBOs)
- Cooperative Societies
- Government Ministries and Departments
- Development partners
- Civil Society Organisations
- Financial Institutions
- Media
- Tertiary Institutions

Core Principles of Service Delivery

We shall:-

- Provide timely and quality services at all times;
- Accept constructive criticism and take remedial measures;
- Uphold the principles of natural justice at all times;
- Uphold transparency and accountability in the management of public resources;
- Respect diversity of our customers;
- Handle our customers with dignity, courtesy and respect.

Our Obligations

To each other as Employees:

- Commitment and team spirit
- Collective responsibility
- To be attentive and courteous
- To be honest and transparent

- To provide information promptly

To Our Customers

- Professionalism in delivery of our services;
- Provision of timely and quality service to our customers in a transparent, ethical and accountable manner;
- Prompt and efficient response to requests;
- Fair, equitable and non-discrimination to all parties;
- Continuous improvement of the quality of our services;
- Prominently display our user charges and exemptions;
- Sensitize our customers on services, procedures, rules and regulations of the Ministry.

Customer Rights

Services: You have a right to quality, prompt and satisfactory services from all staff of the Ministry

Information: You are entitled to complete, timely and accurate information on your rights and obligations under the various laws being implemented by this Ministry.

Impartiality: It is the duty of the Ministry to exercise fairness and neutrality in service discharge to customers. You have a right to demand the same in accordance with laws and laid down procedures.

Courtesy: You have a right to be treated with utmost courtesy in all your dealings with the Ministry's staff

Privacy and Confidentiality: Information provided to the Ministry relating to you will be treated in utmost confidence and used only for lawful purposes.

Identification: You have a right to demand to see the identification of the Ministry's official serving you at all times. You have also a right to seek confirmation of identity of the officers from the nearest Ministry office, if in doubt.

Customer Obligations

Information: You have an obligation to provide this Ministry with accurate and timely information to facilitate prompt action.

Procurement Regulations: All suppliers and contractors are expected to observe rules and regulations on procurement of works, goods and services.

Corruption: It is a criminal offence to compromise any of the Ministry's staff.

Erroneous Commitment: When an erroneous commitment has been made it is your responsibility to quickly report the same to the Ministry otherwise you will also be held responsible for the error.

Respect: You have an obligation to give the Ministry’s staff maximum cooperation and accord them due respect and freedom to carry out their lawful duties. You should not intimidate, abuse, threaten or influence them in any manner whatsoever, whether financial or otherwise.

Change of Address:

You are required to update the Ministry promptly on any change of your contact address

Service Provision Delivery

Services:	Standards:
This Office offers a wide range of services that includes:	In servicing her esteemed stakeholders, this Office will endeavour to meet up with the following standards:
<ul style="list-style-type: none"> • Response to correspondence on Industrial issues 	<ul style="list-style-type: none"> • All correspondences will be acknowledged within two working days; • Issues raised would be looked into and resolved within two weeks; • Where interventions of a higher authority are required, it would be resolved within a month.
<ul style="list-style-type: none"> • Conflict Resolutions on Industrial/Staff Issues 	<ul style="list-style-type: none"> • Joint Negotiating Council must continue to embrace dialogue as basis of conflict resolution on Industrial and staff issues.
<ul style="list-style-type: none"> • Attending Personnel Management Board(PMB) Meetings at MDAs 	<ul style="list-style-type: none"> • Report will be submitted within one week after holding the meetings.
<ul style="list-style-type: none"> • Rendering of Advisory services of Establishment matters to MDAs 	<ul style="list-style-type: none"> • To respond to advisory request from MDAs within one week of receipt.
<ul style="list-style-type: none"> • Attendance at National Council on Establishments meetings. 	<ul style="list-style-type: none"> • To represent the State adequately and submit reports within one week of holding meetings.
<ul style="list-style-type: none"> • Review of Salaries and Allowances. 	<ul style="list-style-type: none"> • Salaries and Allowances to be in line with the Pay Policy of the State.
<ul style="list-style-type: none"> • Preparation of Service wide Annual Personnel Budget. 	<ul style="list-style-type: none"> • Annual rendition of accurate Personnel estimates.
<ul style="list-style-type: none"> • Organizing In-Plant/Tailor Made Workshop & Seminars 	<ul style="list-style-type: none"> • The Structured Training Programme of the State should be an agglomeration of the training needs assessment and special needs

	<p>of staff.</p> <ul style="list-style-type: none"> • Participants will get letters of invitation two weeks ahead of training; • An impact assessment survey will be carried out three months after training programme in respect of sampled workshops.
<ul style="list-style-type: none"> • Processing of further studies for officers 	<ul style="list-style-type: none"> • Centralized Personnel Management Board will be conducted in conjunction with relevant MDAs on quarterly basis.
<ul style="list-style-type: none"> • Appraisal of proposal on local & Overseas Training from all MDAs 	<ul style="list-style-type: none"> • All training proposals will be appraised & forwarded to Hon. Commissioner (MEPB) through Hon. Commissioner (MET & P) within one week for local training; • To obtain HE's approval/decline on appraised local/foreign programmes for all MDAs within four (4) weeks.

Special Needs Provisions

The Office of Establishments and Training plans to consider stakeholders with special needs like elderly, blind, cripple, pregnant women etc by training staff to be patient and helpful and to respect cultural and religious differences. The Office of Establishments and Training intend to provide wheel chairs and hire staff with competences in dealing with customers who have visual and auditory challenges.

Performances Monitoring & Reporting

Performance indicators must be established against which regular meetings will be held to appraise how well or otherwise the Ministry is performing. In monitoring our performance against the standards set in this charter, great premium is placed on the contributions of our stakeholders by attending our Focus Group Discussion (FGD) sessions as appropriate steps will be taken to address all gaps concerns identified by them.

Stakeholder Participation

The Ministry considers stakeholder participation as crucial strategy to service delivery optimization. We shall continuously organize customer forums and surveys to articulate the needs of our customers and use the data generated to optimize our services and processes

Review of the Service Charter

The Charter will be reviewed and amended as and when necessary to ensure continuity in the improvement of our services.

Customer Feedback and Complaints Procedures

We welcome feedback and suggestions for improvement of our services. Customers are encouraged to make genuine complaints and suggestions to the Ministry through the service provider at the service window where the complaint or need for feedback is generated, in person, by post, telephone, fax or email. They can also post the complaints in the nearest suggestion box in the Ministry.

Complaints must be clearly specified with indications of circumstances and critical facts. Our customers are encouraged to identify themselves to enable the Ministry take necessary action.

All written complaints should be forwarded to the office of Hon. Commissioner (METP) on 08033040593 and the Permanent Secretary (Office of Establishments and Training) on 08023122483 if you are not satisfied with any of our services or the way you have been treated by our staff.

For further information, please visit our website.

For Complaints

Complaints Officer	Assistant Director (SDU)
Address	Block 17b, the Secretariat, Alausa.
Telephone Number	08033061361
Website	w.w.w.lagosstate.gov.ng

How to Contact Us

Name	Designation	E-mail	Phone
Mrs.F.M. Oguntuase	Hon.Comm.(MET&P)	foguntuase@lagosstate.gov.ng	08033040593
Mrs. Shade Jaji	PS (E&T)	sjaji@lagosstate.gov.ng	08023122483
Mrs. O.T.Ishmail	Asst.Director (SDU)	iolusesan@lagosstate.gov.ng	08033061361
Mrs. E.A. Olaleye	Prin.Plan.Officer(SDU)	aeolaleye@lagosstate.gov.ng	08062325554

