

## **PUBLIC SERVICE OFFICE**

### **DRAFT SERVICE CHARTER**

#### **INTRODUCTION**

The Office of Head of Service is the highest position in the hierarchy of Public Service. The Office personifies the defense of ethics, ethos, tradition and conventions of the Public Service. It is also the custodian of Public Service Rules and Regulations and promotes the pride of the public service as symbol of stability. Career Officers, serving the Government of the day without fear or favour, provide the continuity that is essential for stability and public confidence.

This Service Charter sets out the basic standards of Public Service, by which Officers of the Public Service Office are guided, both in their relations with each other and in their dealings with the public which they serve. We are committed to this Service Charter. In this regards, we will ensure that internal and external customers receive professional and quality service at all times as a right. As a responsive establishment, this service charter will guide our management and staff in providing quality services to our clients and the general public. It therefore enumerates:

- Our vision and mission statements
- Information on a range of services on offer from the our office
- Standards associated with such services based on clients' expectation.
- How we will redress clients concerns or issues.

#### **OUR CORE MANDATES AND RESPONSIBILITIES**

- Providing leadership and fostering professionalism and Transparency among Civil Servants by maintaining high morale, esprit-de-corps and good image of the service;
- Providing advice to government and facilitating appointment, promotion, posting and deployment of Permanent Secretaries, Chief Executives of Parastatals, Heads of Departments of Local Government Councils, Officers in the Public Service;
- Facilitating career development of all Centrally Deployed Officers pooled in the OHOS/PSO and other Senior Management Staff (GL. 13 and above in the Civil Service), including training schemes for such officers in collaboration with METP and approvals for Public Servants travelling abroad;
- Processing and administering Service Welfare Matters including post service welfare, Processing the requests of leave of absence of Officers, Staff Housing Loan in the State Public Service;

- Maintaining up-to-date information of Government owned/rented properties and allocating them for official and residential use to career Public Servants and Political Office holders in existing and newly established agencies.

## **VISION STATEMENT**

To be an efficient, proactive, value-driven organ of the State Government, that provides leadership and direction in building, a dynamic and well-motivated workforce in Nigeria.

## **MISSION STATEMENT**

To ensure optimal utilization and management of available human and material resources through deployment of competent and well-motivated workforce for excellent service delivery

## **DETAILS OF CUSTOMERS**

- Public Servants in the State and the Federation
- Political Office holders in the State
- Retired Public Servants/Pensioners in the State
- The Public
- Labour Unions
- NGOs
- MDAs
- Contractors

## **OUR COMMITMENT TO YOU**

We are committed to respecting the rights of our customers, including:

- The right to access services
- The right to lodge a complaint
- The right to privacy and confidentiality
- The right to see information

Guided by this commitment, we make the following service pledges:

- Professionalism and promptness in service delivery.

- Courteous, fair and firm attitude in dealing with our internal and external customers.
- Regular information flow with our internal and external customers.
- Regular meetings/sessions with stakeholders to share their views and to ensure Gender & Social Inclusion (GS&I) carry our customers along in service design and delivery
- Recognizing that clients have different needs and personalizing our services and advise in ways that fit those needs.
- Treating clients files and issues with confidentiality
- Referring inquiries we cannot answer to an appropriate source.
- Presenting our responses to customers' inquiries in a timely manner with the length of time dependent on the query.
- Ensuring that our web site is user-friendly and well formatted.

### OUR SERVICE STANDARDS

To provide excellent service to our customers ***we will be open for business from 8.00 AM – 5. 00PM Monday – Friday except on public holidays.***; our offices will have clear signage and current, relevant information on display; our offices will be clean and comfortable.

Services	Standards
Dealing with customer Correspondence and request	<ul style="list-style-type: none"> <li>• All correspondence from internal and external customers shall be acknowledged in writing within five (5) working days.</li> <li>• All requests shall be addressed and responded to within reasonable time not exceeding two (2) weeks of receipt.</li> </ul>
Providing timely and accurate information on welfare matters	<ul style="list-style-type: none"> <li>• All requests on Staff welfare matters shall be treated in accordance with extant rules, regulations and applicable laws, and the outcome shall be conveyed within reasonable time not exceeding ten (10) working days.</li> </ul>
Facilitating appointment, Recruitment, Posting and Deployment of public servants	<ul style="list-style-type: none"> <li>•</li> </ul>
Handling promotions and	<ul style="list-style-type: none"> <li>• Staff Development and promotion matters will be implemented</li> </ul>

staff development matters	<p>with strict adherence to civil service regulations and guiding policy.</p> <ul style="list-style-type: none"> <li>•</li> </ul>
Procurement and use of vehicles	<ul style="list-style-type: none"> <li>• Buses shall be provided to convey Staff to work, for prompt resumption at their duty post at the specified time for resumption of duty.</li> <li>• Boarding of vehicles shall be conducted in accordance with specified rules and regulations by observing transparency, fairness and equity in the process.</li> <li>• Ensure that vehicles procured for Senior Management Staff in State Public service are distributed in line with the specified guidelines with emphasis on fairness, equity and transparency</li> </ul>
Allocation of offices and residential quarters to public servants	<ul style="list-style-type: none"> <li>•</li> </ul>

#### **OBLIGATIONS/EXPECTATIONS**

- All members of Staff in the OHOs/PSO must be courteous and display professionalism, high morale and ethical standards in their day to day interaction with the internal and external publics.
- Customers are expected to comply with all stated procedures for treating their requests and demand quality service as a matter of right.
- No attempt should be made to compromise our staff.
- Clients should endeavor to keep scheduled appointments
- Customers should fill all forms correctly and seek clarification from our staff when not sure

#### **MONITORING AND PUBLISHING**

- To ensure that we regularly capture the feelings and views of our customers, feedback mechanism such as e-mail addresses, telephone numbers and office address of principal officers shall be constantly updated and made available on the website that can be found by logging into Lagos State Government website; [www.lagosstate.gov.ng](http://www.lagosstate.gov.ng)
- An internal mechanism for monitoring staff performance shall be put in place.

## **Review of Charter**

Deliberate effort will be made to collate stakeholder input for charter reviews every two years.

## **EXISTING LIMITATIONS**

Some of our services and promised standards like appointments, recruitment, promotions, deployment, posting, post service welfare ex. may be dependent on the executive arm of government and other MDAs.

## **SPECIAL NEEDS PROVISION**

To that all internal and external customers irrespective of their disabilities have *equal access* to our services POS/OHOS will make the following provisions:

Wheel chairs, guides, sign language experts etc. Our staff will be trained to be patient and respectful so as to assist people with special need to access service satisfactorily

## **GRIEVANCE PROCEDURE**

- All complaints shall be acknowledged and feedback conveyed to the complainants not exceeding two (2) weeks from the date of complaints.
- Customers will be informed of steps being taken to resolve their complaints;
- Complaints can be made inform of letter, petition, e-mail and telephone calls

## **HOW TO CONTACT US**

1. **Mrs Modupe, Adekemi Abosedo – 08023331862**

**Director, Finance and Administration**

2. **Mr Whenu Sewedo Oluseyi – 08023145934**

**Director, Service Matters**

3. **Mr Adetoro, Hakeem Adedoyin – 08023035934**

**Director, Welfare Matters**