

BRIEF ON SERVICOM ISSUES FOR SERVICOM PORTAL

1. DEVELOPMENT OF THE SERVICE CHARTERS OF FRSC SERVICE WINDOWS AT THE NATIONAL HEADQUARTERS

The FRSC SERVICOM Unit facilitated the development and production of the Service Charters of the Departments and Corps Offices in line with SERVICOM mandate. SERVICOM Charters are the operational day-to-day implementation of SERVICOM principles, and all MDAs, including their service windows are expected to produce theirs. Customers will now be able to rate their service delivery against the service provision, as stated in the charters.

2. FRSC MSU UNVEILS COMPLAINT TEMPLATE

The FRSC Ministerial SERVICOM Unit (MSU) has unveiled the Corps complaint template to both the internal and external customers of the Corps. The template is expected to avail our customers, the opportunity to have direct link with agents of the Corps Corps-wide, in case of service failure, through the mobile phone numbers made available:

Nodal Officer: 08056294007, Complaint Desk Officer: 08056799857.

The CUG numbers of commanding officers and phone numbers of SERVICOM Desk officers are the feedback lines utilized in the commands.

3. CONSTITUTION OF FRSC SERVICOM COMMITTEE

FRSC on 10th July 2013 complied with the mandate of SERVICOM National Headquarters when it formally constituted its Management SERVICOM Committee. The eight (8) man member committee now awaits the formal inauguration by the SERVICOM Headquarters in 2014. The committee is to enhance efficient service delivery processes in the Corps.

4. FRSC MSU RESUSCITATES THE CORPS NETWORKING COMMITTEE

In a bid to synergize the activities of the various FRSC service windows and improve service delivery in the Corps, the FRSC Ministerial SERVICOM Unit (MSU) on the 30th August, 2013, resuscitated the Corps SERVICOM

Networking Committee, with its inaugural meeting held on the 28th November, 2013. The move was necessitated to improve synergy thereby creating a free flow of information, sharing experiences of good/ best practices and disseminating innovative ideas among the various service windows.

5. PLACEMENT OF SUGGESTION BOXES

The Unit facilitated the provision and adoption of a uniform and standard complaints / suggestion boxes in FRSC at the RSHQ. This has also been adopted in the FRSC Formations, Corps-wide with the aim of enhancing Customers feedback.



6. OSGF EVALUATION OF THE ACTIVITIES OF FRSC SERVICOM UNIT

As the supervising body of the FRSC Ministerial SERVICOM Unit, the OSGF visited the FRSC Headquarters on the 4th of December, 2013 to evaluate the activities of the FRSC SERVICOM Unit in line with its annual evaluation exercise of organizations under the OSGF. The Unit was commended for being an active Ministerial SERVICOM Unit, while the result of the exercise is being awaited.

7. HUMAN ANGLE STORIES: VICTIM COMPENSATION

The FRSC Ministerial SERVICOM Unit intervened in the ordeal of a Special Marshal, Mr00 John Izuoba (08035880844) of Unit 17, Nyanya whose vehicle was wrecked as a result of the Independence Day celebration

bombing of 2010. The Corps Marshal and Chief Executive approved some amount of money for the marshal, to mitigate his loss. The Special Marshal and partnership is the second of the three tiers of personnel that make up the FRSC, of which the victim is a member.

8. FRSC HOSTS THE ROTATIONAL MINISTERIAL SERVICOM COMMITTEE (MSC) MEETING IN JULY, 2013

FRSC hosted the Rotational Ministerial SERVICOM Committee (MSC) meeting on 31st July, 2013 at the COMACE training hall, FRSC Headquarters, Wuse Zone 3 Abuja. MSC meeting is a forum of Nodal Officers of all MDAs, which is expected to deal with service delivery challenges as it relates to their various organizations, and how such can be tackled to best satisfy their customers. Nodal Officers from the various MDAs under the OSGF including their Desk Officers were in attendance.

9. FRSC SERVICOM UNIT EVALUATES FRSC SERVICE WINDOWS

FRSC Ministerial SERVICOM Unit (MSU) carried out the mandatory evaluation of all FRSC service windows at the HQ as required by SERVICOM guideline. The exercise covered the four quarters of 2013, and the first quarter, 2014. The essence of the exercise is to re-align services towards targeted objectives, detect service failure and ensure corrective actions.

10. CONDUCT OF SURVEY BY SERVICOM UNIT

FRSC SERVICOM Unit carried out two surveys on public perception of the process of obtaining the New Drivers License, conducted at Driver License Centers Abuja, and another on the perception of the public on FRSC Response Time to Road Traffic Crash (RTC) rescue. Two motor parks at Nyanya, Jabi/Utako within the FCT were visited. The exercises were conducted in the third (3rd) and fourth (4th) quarters 2013. The essence is to capture public opinion about these services rendered by the Corps and utilize the outcome for service improvement solution.

Response on the process of obtaining the New Drivers License shows majority of the respondents are aware of the migration to the new License regime, which they opined, is a better licensing course compared to

the old procedure. They however feel that the process of obtaining it should be improved upon.

Public perception of FRSC response time to road traffic Crash / Rescue is beyond the 15 minutes time stipulated by FRSC, but is of the opinion that it is between 30 minutes to 1 hour, based on their personal experiences, and other accounts.

11. CUSTOMER CARE SENSITIZATION LECTURES

SERVICOM Unit organized Customer Care lecture for Frontline staff of the Corps that man the Receptions at the RSHQ viz Provost and Intelligence staff. The lecture was also delivered at Kubwa, Dutse Alhaji, Lugbe and Nyanya Commands within the FCT.

It was further cascaded to all FRSC Commands through e-training, followed by test of understanding at the Commands.

12. COMPLAINTS HANDLING AT THE COMMANDS

Between January 2013 till date, One thousand and eighty-nine (1089) numbers of complaints were received and treated by the Commands. Complaints are mostly related to the Corps operational activities.

However 3% of all the complaints are related to the NULS.

13. COMMENDATIONS, APPRECIATIONS AND SUGGESTIONS

Six (6) numbers of commendations, appreciations and suggestions were also received from the reports.

14. FRSC SERVICOM BEING RECOGNIZED

As a reward for hard work and diligence in propagating quality service delivery in the Corps and to the Corps customers, the FRSC SERVICOM had on several occasions been honoured with commendations and awards prominent among which are the:

- Award of 3rd position in Networking and Sensitization Campaign in public service awareness.

- Award of 2nd position in 2009 following the National Evaluation exercise conducted by SERVICOM Headquarters.
- Award of 1st position in respect of it's in - house lectures in all the Departments and Corps offices, among the MDAs.