

**REPORT OF INTERFACE BETWEEN SERVICOM, ACTU AND M&E OFFICERS
OF THE CORPS SERVICE WINDOWS ON THE 12TH NOVEMBER, 2020**

Consequence on the SERVICOM Unit's request for approval for a liaison with Monitoring and Evaluation Officers of Departments and offices to close observed gaps when necessary, as a fall out of the second quarter 2020 Alignment to service Standard Evaluation, Corps Marshal approved and directed for an interface between SERVICOM, ACTU and M&E officers at RSHQ. The interface was held on the 12th Nov,2020 at CM conference room Annex, third floor.

3. The interface was organized to bring the M&E Officers of Departments and Corps offices in RSHQ up to speed on the demands of their offices in ensuring efficient service delivery of the service windows and work in tandem with the SERVICOM National Headquarters evaluation template. It was also aimed at the need to close observed gaps during the quarterly alignment to service standard evaluation of Dept and Corps offices in RSHQ as well as get them in tone for external evaluations.

4. Participants were drawn from SERVICOM Unit, ACTU members and M&E Officers from Department, Corps Offices and special units in RSHQ to ensure adequate exchange of ideas which would translate to seamless monitoring and evaluation of the Corps Processes and Procedures at all service window levels.

5. Four lectures were delivered in the course of the program as follows:

- i. Complaint handling and documentation by SERVICOM Unit
- ii. Charter Implementation by SERVICOM Unit
- iii. Process of evaluation on Alignment to service standard by SERVICOM Unit

iv. Role of ACTU in MDAs by ACTU

6. Following the report forwarded to Corps Marshal 'after the interface, he directed as follows:

- a. M&E Officers are to close the identified gaps in the evaluation and Charter monitoring of their service windows as highlighted during the interface.
- b. Departments and Corps Offices are to commence the review of their local Charters following the successful review of the Corps integrated Charter to ensure that all the service windows of the Corps are in line with with the reviewed standard service delivery template.
- c. M&E Officers in RSHQ are to ensure effective coordination of service delivery processes as well as prompt resolution of complaint in the Corps service windows.
- d. The interface is to hold quarterly for the purpose of reviewing reports of monitoring and evaluation of service windows.

7. Find attached pictorial evidence of the event:





