

## REPORT OF SERVICOM NETWORKING MEETINGS HELD IN ILORIN, BENIN AND LAGOS ZONAL COMMANDS

SERVICOM Unit requested and secured Corps Marshal's approval to carry out networking meetings with SERVICOM desk Officers which later took place as scheduled in RS8HQ Ilorin, RS5HQ Benin and RS2HQ Lagos Zonal Commands on 20<sup>th</sup> October, 4<sup>th</sup> and 10<sup>th</sup> November, 2020 respectively and Officers from the Unit were in attendance to deliver lectures and oversee the meetings accordingly.

2. The meeting was aimed at closing the gap observed in the Corps' functionality evaluation by SERVICOM headquarters in both 2018 and 2019 respectively, where the Corps was indicted for its various networking units not holding meetings and as such not being able to share experiences on best practices as well as improving personnel's Capacity and Competence in customer's relationship management amongst the SERVICOM desk Officers.

3. The opening ceremonies witnessed remarks from the Zonal Commanding Officers in the zonal commands visited and their directives for the participants to ensure a maximized use of the opportunities offered via the meeting to garner knowledge that will enable them function effectively and efficiently as service delivery ambassadors in their various commands.

4. The technical session saw Lectures on "Customer Care" and "Functions of SERVICOM Desk Officers in field commands" which includes but not limited to the following:

- a. Receiving of complaints from customers
- b. Mediates between customers and the office
- c. Compile reports of complaints attended to for the supervising officers
- d. Monitor the work processes of the command with a view of making proposals for service delivery improvements in the command etc

delivered by the Officers from the SERVICOM Unit after which there was extensive exchange of knowledge on how best to facilitate quality service delivery and most importantly complaint resolution in the different commands.

## 5. Recommendations

Flowing from SERVICOM Unit's recommendation, Corps Marshal directed as follows:

- a. SERVICOM Unit is granted approval to extend similar meetings to other Zonal commands to ensure that SERVICOM Desk Officers Corps wide are on the same page to forestall would be gaps.
- b. Commanding Officers to always carry their Desk Officers along when resolving customers' complaints to ensure proper documentation and reportage.
- c. SERVICOM Unit is granted approval to organize training workshop for the Desk Officers to enable them function effectively and efficiently. The workshop is proposed to hold first quarter of next year.

## 6. Appreciation

SERVICOM Unit appreciated the Corps Marshal for the opportunity afforded it to get the first hand feelers of the service experiences of the SERVICOM desk Officers in the commands.

Below are pictorial evidence from the programme:



