

**REPORT OF VISIT OF SERVICOM TEAM IN RESPECT OF BASELINE SURVEY OF MINISTRIES, DEPARTMENTS AND AGENCIES (MDAs) SERVICE CHARTER, IMPLEMENTATION LEVEL AND CUSTOMER SERVICE DELIVERY PERCEPTION HELD ON THE 3<sup>RD</sup> MARCH, 2021 TO BE UPLOADED ON FRSC WEBSITE**

One of the core mandates of SERVICOM National Headquarters is to coordinate efforts by MDAs to formulate and implement service charters to regularly monitor and report to His Excellency, Mr. President on the progress made by each of the MDAs in performing their obligations under their service charter.

2. In line with the above, a team of Assessors from SERVICOM National Headquarters visited FRSC on the 3rd of March, 2021 for an on the spot assessment/baseline survey of MDAs service charter, implementation level and customer service delivery perceptions to assess the current status of service charter of the Corps, its implementation level and to ascertain customer satisfaction level of the services provided to the public in compliance with the desire of Mr. President for effective and efficient service delivery in MDAs.

3. The assessment involved physical examination of some items/documents as evidence of compliance as it contained in their checklist and the exercise was conducted successfully as the following checklists were examined.

- a. Review and production of FRSC Service Charter
- b. Submission of 2021 work plan to SERVICOM Headquarter
- c. Evidence of monitoring of charter: Integrated and local charter
- d. Availability of MDA Annual performance report
- e. Evidence of customer feedback survey
- f. High level of Management support
- g. Availability of substantive Nodal Officer and desk officers
- h. Evidence of interaction with Departments and Corps offices

- i. Appointment of Field Desk Officers
- j. Evidence of interaction or meeting with field desk officers
- k. Evidence of sensitization of staff on service charter

4. The team expressed satisfaction with the readiness of FRSC SERVICOM Unit in respect of the exercise and also commended the Corps Marshal for giving adequate support to FRSC SERVICOM Unit during the review and production of the Corps Service Charter.

5. The team also commended the Corps for the domestication of SERVICOM Customer Relations Activities Register (SCRAR) and thereafter went with a copy to be used as a model for other Agencies.

6. The team also recommended a public presentation of the reviewed Integrated Charter to create more awareness of the document.

7. Attached herewith is the pictorial evidence of the event:





