



To: All Staff

Aq. CORPS MARSHAL'S LETTER OF APPRECIATION TO ALL FRSC FRONTLINE SERVICE PROVIDERS IN RECOGNITION OF THE CELEBRATION OF YEAR 2022 CUSTOMER SERVICE WEEK WITH THE THEME "CELEBRATE SERVICE"

Customer Service Week is an international week-long celebration of the importance of customer service and of the people who serve and support customers on a daily basis. Organizations across the globe that recognize the value of customer service and the contributions of their frontline teams embraced the Week. This year's celebration earmarked for Monday 3rd to Friday 7th October is the 35th year of celebrating Customer Service Week. However, the most successful businesses in a thriving economic system such as ours, which provides consumers with a wide range of products and services from which to choose, are those that display a strong commitment to customer satisfaction.

2. Year 2022 Customer Service Week themed "*Celebrate Service*" is appropriate in the context of today's dynamics and challenging operational environment faced by most public and private organisations, and businesses including the Federal Road Safety Corps. This week affords the opportunity for the Corps to reflect on the effectiveness and efficiency of the services offered the Corps customers, to acknowledge and celebrate our collective achievement as a team, and to highlight the Corps' continual resolve and commitment to provision of excellent services.

3. In like manner, FRSC has over the years paid attention to frontline service providers with a view to ensuring effective service delivery. For the avoidance of doubt, it is apt to reiterate that the corps is committed to ensuring satisfactory service delivery to her teaming customers which include the Nigerian Federal Government, State Governments and the FCT, MDAs and Institutions, FRSC Staff, Road Users, Transportation Unions, Transport Companies and Service Providers, and the Nigerian Populace.

4. There is no gainsaying that good customer service is one of the potent tools upon which the Corps is leveraging to gain the good-will and consistent growing allegiance and support of the Nigerian populace and road safety stakeholders. The Corps' exemplary customer service is evidenced in the continuous government interventions and investment in the Corps. The global relevance the Corps presently enjoyed also has its premise on the positive customer service being rendered. This has been a critical factor that complemented the quality products and services rendered by the Corps.

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5. On this note, I want to use this opportunity to appreciate the entire staff of the Federal Road Safety Corps, and especially frontline service providers whose tasks interface directly with the customers, over your constant display of strong commitment to customer satisfaction in the year 2022. I commend your courage and zealousness in the discharge of your lawful duties even in the face of unprovoked aggression and insecurity. I crave your indulgence in sustaining the good works towards achieving a greater bonding of the Corps and its customers.

6. I would however, put you in remembrance of the enviable position of the Corps as Lead Agency in road traffic administration and safety management in Africa and its global relevance. The Corps is an attraction of contemporary study in Volunteerism in law enforcement while its model as a Single Lead Agency for Road Safety Management is being considered for adoption in Low and Medium Income Countries (LMICs) by World Bank and its road safety associates. Through the efforts of the Corps, Nigeria is the fourth country and first in Africa to accede to the six (6) UN Conventions on Road Traffic and also have availed other African Countries with technical expertise on road safety management. It therefore behooves on every member of staff to ensure provision of highest quality customer service as a personal goal in order to sustain these feats.

7. Our attainment of ISO 9001:2015 certification, the implementation of the reviewed Quality Policy, establishment of four training institutions, expansion of another print farm at Lagos, the one stop shop for NDL, establishment of the National Traffic Radio, vibrant servicom desk offices, gender desk officers, coupled with our commitment to staff welfare and many more are some of the pragmatic efforts of Management towards ensuring effective service delivery for customer satisfaction. Indeed, consumer's demands in light of evolving technological trends, are requiring greater corporate efficiency and productivity.

8. I am persuaded that a healthy frontline workforce is the bedrock of effective and efficient productivity, enhanced organisational image and positive perception.

9. Permit me to specifically recognise the behind-the-scene efforts of the members of staff of Departments, Corps Offices and Special Units at ensuring the Corps attain its mandate. All your sweats and late night tasks are being recognised and appreciated.

10. Furthermore, let me assure all staff on the commitment of management to the provision of conducive working environment and necessary working gadgets towards enhancing reliable and friendly interaction between frontline service providers and our esteemed customers for improved customer satisfaction and enhanced feedback.

11. Happy 62nd Independence Celebration.


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Ag. Corps Marshal