

SERVICOM AND STUDENT RIGHT IN NIGERIAN UNIVERSITIES

Being a paper presented

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INTRODUCTION

SERVICOM means “Service compact with all Nigerians”.

It is a dispensation meant to improve service delivery throughout the country

. It is about service and service delivery identifying where service fails or is failing with a view to improving service for better development and quality of service.

Nigerians expected better services from all service providers

. It is also mounted on the imperative of change.

This idea came on board during President Olusegun Aremu Obasanjo in 21/03/2004 when he discovered that services are grossly failing.

The law that established SERVICOM was enacted to improve service delivery in the country at large.

The objectives of SERVICOM are as follows:

- Drawing out modalities on how to achieve high productivity in the University.
- Ensuring that culture of SERVICOM is embedded by all staff and student of the University as envisaged by the Federal Government of Nigeria
- Creating necessary awareness for the programme among the staff and student of the University.
- Taking necessary measure that will ensure the success of SERVICOM in the University.

VISION STATEMENT:

- The vision statement of each university differ from one university to another e.g Federal University of technology, Minna strive to be one of the leading University and a centre of excellence through efficient service delivery, punctuality to work, presence on seats, performance and citizens satisfaction.

MISSION STATEMENT

The mission statement of each university differ from one University to another e.g that of FUTM Minna is “Ensure effective and efficient service delivery in all sector of the University.

COMMITMENT:

We are committed to providing the highest quality services, delivered responsibly and cost effectively by well-informed professionals who take pride in what they do in that regard.

Cont:-

- We will seek to understand the requirements of our clients/customers
- We will always ensures that the customers are treated courteously, respectfully and promptly
- We will encourage staff members to act politely, friendly and helpfully in dealing with complaints
- We will always admit and rectify immediately any errors or inaccuracies caused by our staff
- We aim to provide services in a helpful, friendly and effective manner within the constraints of available resources
- We assist customers with special needs and providing service free without discrimination

Cont:-

- We publicize our services opening and closing hours keeping customers informed of changes
- We will put our students at the centre of all our services and be responsive to their needs
- We will be clean, honest and helpful in our dealings with students giving reasons for our decisions
- We provide customers with the means to submit comments, suggestions and undertake regular survey of their opinions

Cont:-

- We address comments and complaints within 24Hrs and use these comments to further improve our services
 - We provide training, including customer care, for our staff ensuring services is of a high quality
 - We have the right to enforce the rules and regulations. Offenders may be asked to leave or forfeit their right to use the services of the University
- If you have any comment regarding our institution complain to the **Focal Officer** or its **Customer care policy officer**

WHAT SERVICOM CAN DO FOR STUDENTS

- SERVICOM Unit in any organization is charged with complete monitoring of how services are delivered to the satisfaction of customers.
- The students are **the highest and targeted customers** in the university. It is geared towards creating enabling environment for students to study and excel. In all universities, there is the need for conducive study environment to facilitate effective and efficient service delivery.
- Lecturers are expected to lecture, counsel, release and evaluate results at the stipulated time. On the other hands, students are expected to attend their lectures do their assignments and write their tests, examinations and projects.
- For empharcy **Students are our major customers** and everything should be done to meet their needs in order to provided a suitable environment for learning

Cont:-

- When these expectations are not met, there is a problem and you have the right to complain.
- **SERVICOM unit is the engine of service delivery.**
- **Customer satisfaction is the overriding consideration of the unit.**
- It is against the foregoing that students can benefit in the following areas from **SERVICOM** activities:

Cont.

- Free to lodge complaints when lectures are not delivered as scheduled.
- Free to lodge complaints when you are victimized.
- Free to lodge complaints when you have missing scripts/results
- Free to lodge complaints when your grade are wrongly calculated.
- Free to lodge complaints when you are not attended to or chased away.
- Free to lodge complaints when you experience service failure in any unit of the University
- Free to lodge complaints when sexually molested

Cont:-

However, you should always be aware that we treat issues with utmost confidentiality at all time.

Feel free to visit your SERVICOM office they are there to serve you.

**DO NOT IN ANY WAY BE A
CONTRIBUTOR TO SERVICE
FAILURE.**

SERVICOM COMPLIANT:

- Punctuality to work, presence on seat at work and closing after office working hours is to be SERVICOM compliant.
 - To do otherwise is ANTI-SERVICOM
- To be committed and dedicated to duty to achieve service delivery is to be SERVICOM compliant.
 - To do otherwise is ANTI-SERVICOM

Cont:-

- To promote the spirit of co-operation among colleagues and
- work with the community to achieve service delivery is
- to be SERVICOM compliant.

To do otherwise is ANTI-SERVICOM

- To promote peace, unity and sincerity of purpose to achieve service delivery is to be SERVICOM compliant.

-To do otherwise is ANTI-SERVICOM

- To serve with utmost responsibility, integrity, loyalty, efficiency and act with patriotism and justice to achieve service delivery is to be SERVICOM compliant.

-To do otherwise is ANTI-SERVICOM

Cont:-

- To uphold standards for doing things correctly and keep away from manipulation of situation for personal gain to achieve service delivery is to be SERVICOM compliant.

- To do otherwise is ANTI-SERVICOM

To be enthusiastic and dynamic at work to achieve service delivery is to be SERVICOM compliant.

- To do otherwise is ANTI-SERVICOM\

- To maintain a clean environment is to be SERVICOM compliant.

- To do otherwise is ANTI-SERVICOM

- To keep away from examination misconduct is to be SERVICOM compliant.

- To do otherwise is ANTI-SERVICOM

Cont:-

- Plagiarism is ANTI-SERVICOM
- Sorting is ANTI-SERVICOM
- To shun cultism is to be SERVICOM compliant.
-To do otherwise is ANTI-SERVICOM
- To attend lectures promptly is to be SERVICOM compliant.
-To do otherwise is ANTI-SERVICOM
- Writing examination by yourself is SERVICOM compliant.
-To do otherwise is ANTI-SERVICOM

CONCLUSION

The points enumerated here are all in the effort to accentuate, intensify and re-popularize the ideals of SERVICOM in the Universities. The initiatives are therefore intended to provide positive and varied ingredients that combine to give our university the viability to achieve Service Delivery. We therefore call on all student and staff members to join hands to move the University forward.

**SERVICOM IS THE EYE OF THE
VICE-CHANCELLOR AND THE
MANAGEMENT. MAKE SURE YOU
UTILIZE THE PRIVILEGE
GRANTED TO YOU TO ADDRESS
ALL COMPLAINTS.**

Thanks for listening