

Jigawa State Government



Service Charter of the Budget and Economic Planning Directorate

November 2013

This service charter sets out the services provided by Jigawa State Budget and Economic Planning Directorate, the service performance targets we aim to achieve and the standards to which we will provide these services to our clients. It shows our clients how to give us feedback and details our commitment to regularly review performance. This charter applies to everyone who has contact with the Budget and Economic Planning Directorate including individuals and organizations that refer matters to us for investigation.

Who We Are

Upon the creation of Jigawa State in 1991, a Budget and Economic Planning Department was set up under the State Ministry of Finance, Industry and Cooperatives and headed by a Director. This Department was subsequently upgraded to the status of a Directorate headed by a Director-General (DG) and later it was headed by a Permanent Secretary due to civil service reforms when the DG status was reverted to that of a Permanent Secretary. Following the restructuring exercise carried out in 2007, the Directorate was placed under the supervision of the then new Ministry for Finance and Economic Planning.

The Directorate currently has six departments, each headed by a Director. They are: Budget Department, Planning Department, Budget Monitoring Department, Millennium Development Goals (MDGs) Coordination and Monitoring Department, Statistics and Monitoring and Evaluation Department, and Administration and Finance Department.

Our Mission

To provide a framework for the pursuit of public policies within the context of public expenditure management systems that constantly take due cognizance of existing and emerging best practices in the art and science of public policy management for the ultimate objectives of socioeconomic development and empowerment of the people of Jigawa State.

Our Core Values

We subscribe to the following core values in order to deliver high quality service to our clients:

Professionalism – Our staff members aim to perform their functions with the highest sense of responsibilities and accountability.

Team work – Our staff members work together with commitment to deliver quality service to our clients.

Efficiency– We commit the resources available to us for the optimal benefits of our clients while speeding up our processes and systems to minimise waste and delay.

Our Key Clients

Our key clients include, but are not limited to, the following:

1. The Executive Governor
2. Jigawa State House of Assembly
3. Jigawa State's Ministries, Departments and Agencies (MDAs)
4. Local Governments
5. Contractors
6. Financial Institutions
7. Media
8. Non-Governmental Organisations (NGOs)
9. Development Partners
10. The General Public

Our Key Services

Our key services derive from our core mandates and are aligned with the functions performed by our departments. Our key services are:

1. Preparation of the annual budget culminating in the draft Appropriation Bill submitted to the House of Assembly annually
2. Monitoring and reporting on budget implementation
3. Issuance of financial warrants
4. Coordination the preparation of State development policy documents(short-, medium and long-term)
5. Coordination of state planning processes
6. Coordination of aid management and donor partnership
7. Production of statistical data for planning, budgeting and government-decision making purposes
8. Oversight of Millennium Development Goals (MDGs)coordination and monitoring activities

Our Service Delivery Principles

We commit ourselves through this charter to ensuring that our services are easily accessible and that all our activities take into account the needs of various user groups ranging from Ministries, department and agencies, contractors, civil society groups to the general public where extra support will be provided wherever possible.

We promise to treat all fairly without bias to factors such as gender, ethnicity, religion, marital status, socioeconomic status, age or disability.

Our Service Delivery Standards

Based on our service principle, whenever you deal with us:

1. We will treat you with courtesy and respect, giving you professional service at all times whenever you deal with us and ensure that your enquiries are channelled to the right quarters
2. We will be open and communicate clearly and effectively in plain language, provide clear and accurate information about our policies and procedures
3. We will actively seek your input, comments and suggestions and will act on your complaints to improve our services
4. We will ensure that our consultation covers all user groups

The service delivery targets and standards our clients can expect are shown in the table below.

S/N	Service Areas	Service Delivery Standards
1.	Enquiries	Response within 7 working days
2.	Request for virement from MDAs	Processed within 2 weeks
3.	Issuance of warrants	5 days after EXCO approval
4.	Budget preparation	Annually and done with clear and user-friendly budget circulars
5.	Budget monitoring	Every 6 months
6.	Reporting on budget monitoring	Report produced 1 month after completion of budget monitoring
7.	Project monitoring	Every 6 months
8.	Reporting on project monitoring	Report produced 1 month after completion of project monitoring
9.	End-of-year budget implementation reporting	1 st quarter of the following year
10.	Evaluation on the performance of the Medium Term Sector Strategies (MTSS) and the Medium-Term Expenditure (MTEP) of MDAs	Annually
11.	Submission and screening of Conditional Grant Scheme (CGS)	Pre-qualification completed within 2 weeks, results published in the Newspapers
12.	Conditional Cash Transfer (CCT)	30% of CCT beneficiaries will consist of women and physically challenged people
13.	Monitoring exercise on implementation of CGS project/programmes	Twice per year
14.	Reporting on monitoring of the implementation of CGS project/programmes	Report produced annually
15.	Preparation and publishing of state performance evaluation reports	1 st quarter of the following year
16.	Publishing of Jigawa State statistical year book	Annually
17.	Publishing of Jigawa State yearly policy briefs	Annually

Clients' Obligations

To help us keep to our service delivery standards clients are obliged to:

1. Treat our staff with courtesy and respect
2. Abide by all statutory requirements
3. Submit proper documentation and keep to all submission deadlines
4. Give accurate and reliable information when requested
5. Attend bi-lateral discussion during budget preparation
6. Keep to scheduled appointments

Feedback on the Service Charter

We welcome feedback on the quality of services delivered as well as comments and suggestions on how we might improve them. Furthermore, we promise that complaints and suggestions will be taken seriously and dealt with as quickly as possible by the relevant departments.

Complaints and Grievance Redress Mechanism

We define complaints as any expression of dissatisfaction by a client about services offered by us. The following provides a guideline on the complaints mechanism we operate.

1. Complaints can be made verbally at any service frontline, or put in writing.
2. We promise to listen, acknowledge and record all complaints.
3. We will investigate all complaints, take necessary action and give feedback within 10 working days.
4. We encourage you to provide us with accurate and reliable details to help us resolve your complaints.
5. We will treat all complaints with confidentiality.

Clients can send any complaint or feedback on our services in writing, by email or phone to any of the following:

1. The Permanent Secretary,
Budget and Economic Planning Directorate (BEPD),
Block A,
New Secretariat,
Dutse, Jigawa State
Phone No.: 08036832233
Email Address: garungabas@yahoo.com

2. The Director of Budget,
Budget and Economic Planning Directorate (BEPD),
Block A,
New Secretariat,
Dutse, Jigawa State

Phone No.: 08065282818
Email Address: aminukudai@gmail.com

3. The Director of Planning,
Budget and Economic Planning Directorate (BEPD),
Block A,
New Secretariat,
Dutse, Jigawa State

Phone No.: 08036541588

Email Address: ibrahimadamumar@yahoo.com

Website: This service charter is also available on the Jigawa State Government website:
www.jigawabudget.org

Translation Help

We will translate this charter into local languages such as Hausa, Fulfulde and Kanuri for clients who are not literate in English. Our translation service is available at the office of the Director of Admin and Finance and office of the Director of Planning on Tuesdays-Thursdays (10.00am -3.00pm)

Performance Monitoring and Review of Service Charter

We will regularly monitor our performance against the standards of service we have set in this charter as well as the level of awareness of the charter by our stakeholders. We will publish performance against our service standards in our Annual Report. This service charter will be reviewed periodically to ensure that our service commitments and standards are aligned to the needs and priorities of clients and key stakeholders.

This Service Charter was produced on 8th November, 2013. The next review of the Service Charter is planned for November 2016.