

Kaduna State Government



(NAME OF YOUR ORGANISATION) SERVICE CHARTER

(Type month & year here)

Introduction

This service charter sets out the services provided by (Name of Your Organisation), 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 our performance. This charter applies to everyone who has contact with the (Name of Your Organisation), including Individuals and organisations that refer matters to us for investigation.

As much as possible and where applicable, we aim to ensure that this service charter cover all categories of user groups ranging from Ministries, department and agencies, contractors, civil society groups and the general public without bias based on issues such as gender, ethnicity, religion, marital status, socioeconomic status, age or disability, and providing extra support where needed (e.g. for pregnant women, physically challenged people, those who are unable to read or write, and other vulnerable groups).

Who We Are

Our Mission and Core Values

Our Key Clients

Our Key Services

Our key services are:

- 1.
- 2.
- 3.
- 4.
- 5.

Each service area should be listed as above and followed by a simple sentence that clearly explains what the service means to the ordinary, non-technical customer.

Our Service Targets

We strive to attain the following service targets within the resources at our disposal.

S/N	Service Target
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	

Our Service Standards

Our service standards show how we serve you and the level of services you can expect from us.

S/N	Service Standard	Description	Level of Service
1.			
2.			
3.			
4.			
5.			

Our Clients' Obligations

In order to deliver the level of services and satisfy our clients' needs and expectations, we expect our clients to fulfil the following obligations:

1. To abide by statutory requirements and other obligations that they must meet in order to be eligible for services sought or for payments.
2. To treat our staff with courtesy and expect the same from all staff of (Name of MDA)
3. To offer feedback, suggestions or complaints at any point in time in regard to our services
4. To exercise their right to appeal and seek recourse
5. Not to offer inducements to our staff or to solicit the same
6. Attend scheduled meetings punctually if and when invited
7. Respond to requests for information precisely accurately, thoroughly and in time.

Feedback and Complaints' Procedure

We welcome feedback, suggestions and complaints from our clients to help us improve our services to them and also improve the way we serve them. The following procedure is in place to handle clients' feedback, suggestions and complaints. Clients can give suggestions or make complaints regarding the services we offer. Complaints can be made by email, SMS, phone, writing or verbally in person.

In handling clients' suggestions, feedback and complaints:

1. We would listen to clients, and acknowledge record and treat all complaints with confidentiality.
2. We would not discriminate against our clients in handling complaints and suggestions they make, and we will give equal treatment to all clients who are dissatisfied with our services;
3. We will investigate all complaints, take necessary action and give feedback to complainants on progress of resolution;
4. We encourage clients to provide us with accurate and reliable details to help us resolve their complaints. For example, by giving their phone numbers and contact details to us will help us to give them instant feedback via e.g. SMS and email;
5. Complaints/feedback from clients will be recorded into our feedback register by the Complaints/Service charter Desk officer.

Furthermore, we would seek feedback from our clients on a regular basis in order to improve our services.

Revision of Service Charter

This service charter was prepared on.....

The next revision, which will incorporate relevant feedback from our clients and changes in our service focus or mandates, will be in 20.....

Translation Help

We will translate our service charter to local languages (such as Hausa, Kanuri and Fufude) for clients who are not literate in the English language.

Clients who need the translation service should, contact:
The Director of Admin and Finance.
Hours: 10.00am -3-00p.m. on Wednesdays and Thursdays.

Communication and Accessibility of Service Charter

How to Contact Us

Who to Contact on Unresolved Issues

The Permanent Secretary of our Ministry will be happy to resolve complaints brought to his/her attention by clients or should there be any issues unresolved. For this purpose, please contact:

The Permanent Secretary,
Ministry of.....

Email Address:

Furthermore, should there be unresolved issues after the intervention of our Permanent Secretary, please contact:

The Permanent Secretary,
Bureau of Public Service Reforms,
Office of the Head of Service
No. 8 Wurno Road, Kaduna.
E-mail: bpsr.kaduna@gmail.com