



FEDERAL MINISTRY OF INFORMATION AND CULTURE

SERVICE CHARTER

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FEDERAL MINISTRY OF INFORMATION AND CULTURE

INTRODUCTION

Policies of Government have to find understanding and acceptance in the mind of the people, otherwise Government cannot effectively carry the citizens along or function optimally. The responsibility for getting the message across and creating a critical mass of support rest squarely on the shoulders of the Federal Ministry of Information and Culture (FMIC).

It is in the light of the above that the Ministry is responsible for the formulation and implementation of policies for the creation of efficient, reliable and adequate information services as a means of promoting political, socio-economic and cultural development of Nigeria. It is also the responsibility of the Ministry to project a positive image for the Nigerian Nation, its people and Government.

We recognize that an enlighten Citizenry is a worthy partner in the enterprise of governance. Our avowed determination is to reposition the Ministry for effective and qualitative actualization of service delivery in the areas of information dissemination and feedback mechanism to government.

MISSION STATEMENT:-

To establish and maintain a robust information dissemination mechanism that promote our Tourism potentials and enhance our Cultural values.

VISION STATEMENT:-

To build a dynamic information system that promotes National Unity, Positive Values and Culture.

MANDATE:-

Management of the Image, Reputation and promotion of the Culture of the people and Government of Nigeria through a dynamic Public Information System that facilitates access by the citizens and the global community to a credible and timely information about our Nation.

FUNCTIONS:-

1. Strategic communication of Government Policies and Programmes as well as feedback;
2. Building a positive image for the Country and Promoting National; consciousness;
3. Providing an effective Regulatory Environment for the Media and Allied Industry;
4. Enlightening on Civic Education Programme and the Nigeria Public Sector Integrity at Work Project;
5. Educating Nigerians against ethnic , religious and Sectional Intolerance and Manipulations;
6. Developing among Nigerians cultural values and awareness that will inculcate the spirit of patriotism, nationalism, self –discipline and self reliance;
7. Educating Nigerians against the evils of Cultism, examination malpractices, prostitution and encouraging socially desirable attitude;
8. Providing an information Bank through the National Achieves by ensuring permanent custody, care and control of all achieves of the Federal Government and making same available for research purposes;
9. Developing and Promoting Cultural Sites and Tourism destinations for sustainable economic development;

STAKE – HOLDER/ CLIENT

The under listed categories are the Ministry valued clients and their interests and expectations are leveraged in the implementation of government policies and programmes.

- ❖ Nigerian Public,
- ❖ Organized Labour,
- ❖ Private Media,
- ❖ Religious Leaders,
- ❖ Human right activists,
- ❖ Politian's,
- ❖ Ethnic groups,
- ❖ Academic and Non – Academic Unions,
- ❖ Students Unions,
- ❖ Non Government Organization (NGO,s),
- ❖ Civil Societies,
- ❖ Market men and women,
- ❖ Traditional Rulers,
- ❖ International Communities,
- ❖ Nigerians in Diaspora,
- ❖ Public media,
- ❖ Federal Government Establishments,
- ❖ State and local Government, Administrations
- ❖ Professional Groups,
- ❖ International Media,
- ❖ Unemployed youths,
- ❖ Farmers Associations,
- ❖ Military and Para-Military staff,
- ❖ House wives and
- ❖ Trades men and Artisans,
- ❖ Cultural organizations,

As an aspect of our service Delivery Improvement initiatives, we have formally engage with our stake holders at both institutional and Departmental levels, thus providing opportunities for the articulation of their interest and expectations on the discharge of the ministry 's mandate.

SERVICE DELIVERY

Since the overriding principal of service delivery is customer satisfaction, the Federal Ministry of Information and Culture shall among others strive to treat her customer as a king with the following promises: -

- We shall treat every customer (inter and intra) kindly, promptly, courteously, promptly, and professionally,
- Provide our customers with correct and adequate information
- To also consult our customer on matters related to dissemination of information on the government programmes to the grassroots.

MONITORING AND PUBLICATION

There shall be in place various feedback mechanisms to monitor our standards in order to continuously meet customers needs, interests and demands which shall be published periodically through the various for a

as follows:-

- (i) BI – annual meeting with customers, stake holders and strategic partners on service delivery;
- (ii) Department consultations with Customers, Parastatals and NGO's
- (iii) Stake Holders consultation forum with the entire MDA;
- (iv) Formal and verbal complaints rendered at all our networking point and units;
- (v) Surveys which shall be periodically conducted;
- (vi) Ministerial Service Delivery Committee meetings.

TIME FRAME FOR REDRESSAIS OF GRIEVANCE/COMPLAINTS

- i. Issue acknowledgement within seven (7) working days by the desk officer,
- ii. Disposal of the case within one month (1);
- iii. Appeal / reaction from the petition within two (2) weeks;
- iv. Final disposal and closure of case within one (1) month.

It is however, pertinent to note that certain complex and compound complaints after due investigation and consideration may take longer time frame as they be referred to certain Adhoc Committee/Committees by the Honorable Minister/ Permanent Secretary/ head of some service windows and frontline in the MDA. Compensation to aggrieved complainants shall be as statutorily provided by the constitution, laws and other rules and regulations that apply and by the recommendations and approval by Management of the MDA.

GRIEVANCE REDRESSAL MECHANISM /COMPLAINT PROCEDURE

Where and whenever services fail, to meet customers expectation a client shall be entitled to seek redress/ recourse through either of the followings:-

- i. Lodge detail of grievance in writing or verbal personally with the Honorable Minister/ Permanent Secretary/Nodal officer,
- ii. Contact the Ministerial Nodal officer on the
5th floor, room 10 wing A
Radio House,
08035915517
Email – mekusibezim4@yahoo.com

Contact the customer care/ Complaint desk officer
5th floor, Room 11 wing A
Radio house,
08059146579, 08182634625
Email – emmabraham1962@gmail.com
Email- jonacy67@gmail.com

- iii. Seek redress through the Ministry's **SERVICOM** complaint boxes strategically placed in Departments at the Headquarters if a client decides to be anonymous; and
- iv. Contact the **SERVICOM** focal officers at the various service outlets/ windows/ frontlines.

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OBLIGATIONS OF STAKEHOLDERS/ CUSTOMERS TO THE MINISTRY

- I. The Ministry expects that all stakeholders/ customers should ensure prompt payment of fees to the Ministry within the stipulated time frame.
- II. The stakeholders and the Ministry staff should treat each other with mutual respect.
- III. To provide adequate Information and genuine prescribed documents supporting claims when submitting applications
- IV. To follow prescribed and published complaints procedure(s) in seeking redress to service failure
- V. Always check our Notice Boards/websites on the latest information in case of changes,
- VI. Advise on service improvement as they may deem fit,
- VII. Have access to the Ministry SERVICOM charter which will be produced as handbills and displayed on the Notice Board /website in the offices (Head charters, zonal and state offices);
- Viii Provide feedback to facilitate a bi-annual assessment/evaluation of the service Delivery system,
- Ix. Staff should be conversant with extant circulars, rules, regulations and guide line of the public service.
- XI. Staff are expected to be committed and loyal to enable the Ministry to achieve her mandate/mission/vision,

XII. Management is expected to provide necessary support, cooperation and an enabling environment for the ministry to succeed,

XIII. Early release of funds and materials to facilitate an efficient and effective service Delivery by Government.

CUSTOMER'S EXPECTATION

- * To be treated as 'king' 'queens and royalty's,
- * Timely provision of necessary information required by customers;
- * Prompt, courteous and satisfactory services;
- * Publication of all fees and royalties;
- * Conducive, clear and healthy physical environment in all our offices nationwide;
- * Creation of an enabling economic environment through electronic point and social media by the Government to attract private investment on Government diversification efforts and packages;
- * Stakeholders /customers with special needs shall be attended to and their needs promptly addressed if the ministry is informed well ahead of time.

EXISTING LIMITATION /CONSTRAINTS

Service Delivery in the Ministry /MDA is guaranteed within the available resources (human and capital to the ministry).

STAKEHOLDER'S PARTICIPATION

The Ministry/MDA encourages stake holders participation by;

- * Welcoming genuine suggestion from customers, stakeholders and strategic partners both in writing and during stakeholders consultative forum organized by the ministry /MDA to determine their needs and preferences;
- * Meeting with stakeholders and strategic partners in the information and cultural matters from time to time to chart new courses for development al purpose;
- * Supporting institutions like research centers, university and meet periodically to brain storm on information management etc.

CONCLUSION

Through the continuous and periodic formulation, implementation and review of our service charters, we sincerely hope to meet the expectations, interests, needs and aspiration of numerous customers and stakeholders for optimal satisfaction.

FMIC
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