

**FEDERAL CIVIL SERVICE COMMISSION**

No 4 Abidjan Street Wuse Zone 3, PMB 17 Garki, Abuja.

# **SERVICE CHARTER**

**October, 2009**

## INTRODUCTION

The Federal Civil Service Commission (FCSC) was established under Section 153(1) d of the 1999 Constitution of the Federal Republic of Nigeria.

### **The Commission is vested with the power to:**

- (i) Appoint persons to Offices in the Federal Civil Service.
- (ii) Assess and promote persons to higher posts.
- (iii) Exercise disciplinary control over persons holding such offices.

The purpose of this Charter therefore is to acquaint our customers with our day to day operational services. In the discharge of these duties/services, customers are to expect efficient, timely, fair, prompt, honest, courteous and quality service delivery.

This Charter outline what our customers can do if they will like our services to change or improve. We will regularly monitor and seek to improve the quality of our customers' service as contained in the standards published in this Charter. We have issued information leaflets on the different services we offer. Each leaflet explains in details the particular service, who is entitled to it, the obligation to be met before qualifying for the service.

## **VISION**

The Vision Statement of the Federal Civil Service Commission is to build a core of highly focused, discipline, committed and patriotic Civil Servants, dedicated to assisting Government in the development of a strong united and virile Nigeria.

## **MISSION**

To apply extant rules and regulation in offering excellent, honest, fair, firm and equitable service that shall remain the foundation of the fundamental principles governing Commission`s primary function of Recruitment, Promotion and Discipline by action within its constitutional power and authority.

## **OUR SERVICES**

- (i) If you are a Nigerian Citizen and require appointment into the Federal Public Service and you are qualified and eligible, we will conduct free and fair interview to recruit you into the service as per vacancy every December.
- (ii) For those already in the service, we promise to conduct regularization of appointment to ensure your records are up to date in response to any advertisement.
- (iii) If you apply for Secondment/Transfer in government service, we will ensure prompt processing of your application.
- (iv) For all eligible civil servants, the Commission will conduct free, fair and competitive promotion examination by every December.
- (v) If you feel that you have been unjustly treated or disciplined, you have the right to appeal for redress. We will ensure prompt attention is accorded all appeals within six months of receipts.
- (iv) For officers who have disciplinary cases, we will dispense their disciplinary cases within the shortest possible time to alleviate the suffering of the effected officers as justice delayed is justice denied.

These Services are provided through our Core Departments, Service Departments and Units. They are Departments of Recruitment, promotion, Discipline and Appeals, Administration, Planning and Statistics, Finance and Accounts. The Units include SERVICOM Division, Legal Unit, Audit Unit and Anti Corruption Unit (ACTU).

## **THE CIVIL SERVICE CORE VALUES**

Our Core Principles, Share Values and Work Ethics are embedded in the four principles, outlined below, under the acronym `STEP`, which are statements of our commitment to building a capable Nation State anchored on sustainable democracy and good governance.

### **(1) Stewardship**

As civil servants, we are accountable to the Nigerian people and the Government of the day, Accordingly, we will fulfill our stewardship role in the judicious use of our time and in the able management of the material, financial and human resources entrusted to us by the nation for the promotion of the common good, We shall provide timely, accessible, cost effective, and quality service to the citizenry, to meet their varying needs and expectations and implement Government`s policies and Programmes, diligently and sustainable, for the delivery of the good life.

### **(11) Trust**

Good governance is anchored on mandating trust between the Government and the citizenry. Accordingly, we shall, by our exemplary conduct, uphold the public trust. In the connection, we shall guided by the following consideration in discharging our duties: Sincerity of purpose, respect for our diversity and the dignity of all persons, sensitivity to the needs of the citizenry, equity, fair play, social justice, observance of the rule of law/due process and recognition of the unqualified right of the citizens to have access to information, without infringing on the law.

### **(111) Engagement**

While the Civil Service is the engine of governance, we recognize that other non-state actors, particularly the private sector, the civil society, the media, labour, faith-based organizations, etc are co-partners in the development process. We shall collaborate and partner with these and other critical segments of the society towards addressing the challenges of national development. In this regards, we shall create and nurture platforms to promote public/private partnership (PPPs)

as well as foster partnerships across the three tiers of government and other willing non-state actors.

#### **(iv) Professionalism**

In our commitment to excellence, we shall continue to display the highest level of professional standards in undertaking our tasks. Accordingly, we shall endeavour, individually and collectively, to promote the flow of ideas, knowledge and enterprise in the Civil Service by constantly updating our skills and competencies through individual self development and by harnessing the training opportunities provided by the service.

We shall refrain from all forms of unprofessional and unethical conduct.

As non-partisan officers of the state, with professional loyalty to the government of the day, we shall always endeavour to maintain candor to Ministers and other officials of the state through objectivity and impartiality in advice.

### **OBLIGATION/EXPECTATION FROM OUR CUSTOMERS**

**It is expected that Customers shall:-**

- (a) Have access to the Commission`s Service Charter which will be produced as Handbook and Hand bills and displayed at the Reception.
- (b) Submit in writing, all request that require the attention of the Commission.
- © Show understanding for some constraints within which the Commission Operates.
- (d) Provide all necessary information that the Commission may require to facilitate timely processing of their request/complaints.
- (e) Provide feedback to facilitate regular assessment/evaluation of service delivery in the Commission.

**For us to treat your application for appointment promptly you must satisfy the following:-**

- (i) An Applicant must be a Nigerian.
- (ii) Possess a certificate of identification from his/her local Government Area.
- (ii) Should not be less than 15 years and not more than 50 years of age.
- (iv) Possess such minimum qualification as approved in the scheme of Service.
- (v) Be medically fit.
- (vi) Possess certificate of good conduct from his last employer or the last institution attended.
- (vii) Not have been convicted.
- (viii) Be free from financial embarrassment.
- (ix) Possess NYSC discharge/exemption certificate.

**Your Request For Transfer And Secondment Will Only Be Processed If You Meet The Following;**

- (i) No applicant shall be considered for transfer except in response to advertised post.
- (ii) His/Her transfer would in no way jeopardize the promotion prospects of deserving serving officers.
- (iii) Officer must have been confirmed.
- (iv) Officer must be ready to assume duty within two months from the date notification of approval of transfer.
- (vi) Secondment at officer`s request shall be for an initial duration of two years.

- (vii) Secondment on public interests shall be at the discretion of the Federal Civil Service Commission.

**Candidates For Promotion Must Satisfy The Following;**

- (i) Promotion of Officers is subject to availability of vacancies.
- (ii) Maturity Date for Promotion to the next grade.
  - a. SGL 01 - 06 - 2 years
  - b. SGL 07 – 14 - 3 years
  - c. SGL 15 - 17 - 4 years
- (iii) Seniority lists of eligible officers with such antecedents as State of origin, dates of Birth, first appointment and present appointment.
- (iv) Officer must have been confirmed.
- (v) Submission of APER for 2-4 years.
- (vi) Officer must be within the field of selection.
- (vii) Officer must not have pending disciplinary case.
- (viii) Officer must meet the minimum score of 60% and satisfy all promotion criteria.

**RIGHT OF APPEAL**

- (I) Every Officer has a right of appeal against the decisions of the appropriate authority.
- (ii) Appeals against the decision of junior staff Committee shall be forwarded to the Federal Civil Service Commission.
- (iii) Appeals against the decision of the Senior Staff Committee shall be forwarded to the Federal Civil Service Commission.

- (iv) Appeals against the decisions of the Federal Civil Service Commission shall be forwarded to the Head of State/President of the Federal Republic of Nigeria.
- (v) Where an aggrieved officer is not satisfied, he/she can appeal for redress in a court of law.

### **OUR CLIENT/CUSTOMERS.**

**They are essentially the Stake holders in the Nigerian Polity. They include:-**

- (i) The various Federal Government, Ministries, Extra-Ministerial Departments Agencies MDAs.
- (ii) All Public Servants.
- (iii) All unemployed Nigerian graduates who possess the required academic qualifications for employment.

### **STAKEHOLDER` PARTICIPATION/OBLIGATIONS.**

- (i) The Commission organizes annual press briefing where stakeholders are expected to participate.
- (ii) The Commission organizes periodic meeting with Chief Executive of MDAs.
- (iii) Stakeholders are expected to make timely announcement/decision of vacancies for us to function well.

### **OUR OBLIGATIONS**

- (i) We are obliged to be courteous and transparent in the discharge of our duties to our customers.

- (ii) We promise to treat our Customers fairly, timely, honest, effectively and with some degree of confidentiality.
- (iii) We promise that our offices will be opened to our customers for service Monday- Friday from 8 am -4 pm.
- (iv) We also promise to adhere strictly to the laws and procedures as contained in the extant rules and regulation while being mindful of the time frame stipulated to dispense our service.

#### **DETAILS OF GRIEVANCE REDERESS MECHANISM.**

It is important that you are satisfied with our service but where and when Service Delivery fails to meet expectation, a client shall seek redress in the following manner:-

- (i) Submit details of grievance in writing to the Permanent Secretary of the Federal Civil Service Commission.
- (ii) Drop complaints in writing into suggestion boxes which will be placed in strategic places in the Commission.
- (iii) Directly seek redress from the head of the service frontline were the service failed. The detailed directions of the Commission published in flyers.
- (iv) Make Petition/Complaints to the customer Care Grievance contact the Nodal Officer., SERVICOM Unit of the Commission.

The Nodal Officer will look into complaints for the various officers in the Commission that were not dealt with, within one week by the Officer.

Complaints beyond the Nodal Officer shall be directed to the Permanent Secretary.

## **EXISTING LIMITATIONS**

- (I) Inadequate funding of the Commission by the Federal Government.
- (ii) Late response and non declaration of vacancies by MDAs.
- (iii) Inadequate training for frontline Service Staff.
- (v) Inadequate office space.

## **RELEVANT NAMES AND ADDRESSES FOR GRIEVANCE REDRESS.**

Hon. Chairman  
Federal Civil Service Commission,  
4 Abidjan Street,  
Wuse Zone 3,  
Abuja, FCT.  
09-6726116

The Permanent Secretary,  
Federal Civil Service Commission,  
4 Abidjan Street,  
Wuse Zone 3,  
Abuja, FCT.  
09-6726112,09-

The Nodal Officer  
SERVICOM Unit.  
Federal Civil Service Commission,  
4 Abidjan Street,  
Wuse Zone 3,  
Abuja, FCT.  
E. A. Abah (Mrs.)  
07035663250

Federal Civil Service Commission  
Website: [www.fedcivilservice.gov.ng](http://www.fedcivilservice.gov.ng)

**SERVICE CHARTER REVIEW/MONITORING.**

This Charter is the current Service Charter of the Federal Civil Service Commission. The Commission is obliged to review this Charter every four years or when necessary.