

ADDRESS BY THE EXECUTIVE SECRETARY, TERTIARY EDUCATION TRUST FUND (TETFund) ARC. SONNY S.T. ECHONO AT THE OPENING CEREMONY OF THE 2023 TETFund SERVICOM WEEK HELD AT THE TETFund AUDITORIUM ON 4TH OCTOBER 2023

Protocol

It gives me great pleasure to welcome you all to the 2023 TETFund SERVICOM Week. This is the fourth Edition of the event being celebrated in the Fund. The global theme of this year's event is "***TEAM SERVICE***".

I would like to begin by expressing my sincere appreciation to the entire management and staff of TETFund, who over the years have demonstrated immense commitment to effective service delivery by the Fund. This commitment no doubt, contributes largely to the Fund's rating as one of the best performing agencies of government in Nigeria.

The essence of this workshop aims to further enhance staff productivity and overall improvement in service delivery by the Fund.

As we all know, SERVICOM is an acronym for ***Service Compact with All Nigerians***. It is an institutional mechanism conceptualized to fight against service failure by ensuring that organs of government in Nigeria deliver to citizens and other residents in the country, services which they are entitled to.

We may recall that SERVICOM was established in 2004 as the outcome of a Three-day Special Presidential Retreat on Service Delivery with the former President, Chief Olusegun Obasanjo, Ministers, Special Advisers, Presidential

Aides and Chief Executives of major Extra-ministerial Departments and Parastatals.

As a machinery of Government instituted to ensure the establishment of effective public service delivery in Nigeria by all Ministries, Departments and Agencies of Government, the primary aim of SERVICOM is to ensure customer satisfaction and to manage the performance-expectation gap between Government and citizens as well as other members of the public, on issues of service delivery.

According to the SERVICOM Service Charter, customers have the right to expect and demand good services. As such, it is of prime importance to SERVICOM that the public understands its right to public services, know the standard of service to expect and know how to demand for these services where they are deficient.

Also, over the years, the Nigerian public service has been inundated with complaints of the crippling vice of inept service delivery which ranges from corruption to general lackadaisical approach to work. The image of the public service was affected by these vices, hence the institution of SERVICOM by Government to provide a platform on which government can build a stronger professional workforce within the public service.

The objectives for the establishment of SERVICOM by Government, therefore, underscores this workshop organized by TETFund to re-sensitize staff of the Fund on the required necessary professional ethics and codes of conduct/standard of behaviour to employ in the discharge of their various functions for enhanced service delivery to Beneficiary Institutions and other stakeholders.

Some of the objectives of this programme as outlined by the SERVICOM Unit are:

- To keep Staff of the Fund abreast with the SERVICOM Charter;
- To help staff in improving on their responsibilities to stakeholders, both internal and external, such as Beneficiary Institutions, visitors to the Fund and other staff of the Fund;
- To educate staff on how to assist stakeholders gain satisfaction; and
- To help staff identify appropriate tools that will help the Fund to continuously deliver on its mandate.

Stan Phelps, a keynote speaker, writer, and facilitator once said, "Customer experience isn't an expense. Managing customer experience bolsters your brand". Thus, an investment in the service culture of the Fund will go a long way to protecting and strengthening the brand of the Fund.

At the end of this workshop, participants are expected to:

- Proficiently identify the customers of the Fund;
- Portray the professional ethics required for enhancement of service delivery in the Fund;
- Identify areas in which there are faulty gaps in service delivery in the Fund; and
- Pin-point measures that can be taken to remedy gaps in service delivery.

Towards achieving our vision "To be a World Class Interventionist Agency in Nigeria's Tertiary Education", I enjoin all staff of the Fund to bring their "A-game" to the table. Our goal as an organization must be to increase our

productivity collectively in our march towards transforming Nigeria's tertiary education system.

It is also imperative that we reinvigorate the corporate culture of service at the Fund. The reputation and strength of the Fund hinges on our ability to incrementally improve our service culture.

I therefore urge you to be focused, listen attentively to the presentations, and engage the resource persons constructively in order to benefit maximally from their experience in the public service sector.

I am convinced that this program would be impactful and help improve our service delivery to Beneficiary Institutions, other Stakeholders and to the general Nigerian populace.

I wish you all a most rewarding time.

Thank you and God bless.