



FEDERAL REPUBLIC OF NIGERIA

# STATE HOUSE



SERVICE DELIVERY CHARTER

TOWARDS EXCELLENT SERVICE DELIVERY IN THE STATE HOUSE



STATE HOUSE SERVICOM UNIT

accept transfers of economic benefit, other than incidental gifts, customary hospitality, or other benefits of nominal value as permitted by the Code of Conduct for Public Officials.

9] **Preferential treatment:** We shall not step outside our official roles to assist private entities or persons in our dealings with the government where this would result in preferential treatment to any person. In particular, we shall not use our office to seek to influence a decision, to be made by another person, to further our private interest or those of our friends and relatives.

10] **Government Property:** We have a duty to the people to ensure that public resources are fully and effectively utilised. We will in the course of our duties eliminate waste and extravagance, and ensure that our officials observe similar discipline.

11] **Insider Information:** We shall not use information that is gained in the execution of our office that is not available to the general public to further our private interest or those of our friends and relatives.

## CONCLUSION

The State House is committed to rendering progressive, effective and efficient services to facilitate the discharge of the responsibilities of the President and Vice President to the Nation. This compilation therefore highlights the cardinal thrusts and service standards of the State House. In essence, it brings to focus our Service Clientele, Grievance Redress Mechanisms, Service Commitments, Code of Conduct and Ethics, for the purpose of creating awareness and generating positive reactions to change.



**Muhammadu Buhari**

President, Commander-in-Chief of the Armed Forces  
Federal Republic of Nigeria



His Excellency  
**Prof. Yemi Osinbajo, SAN**  
Vice President Federal Republic of Nigeria

transparent in the discharge of our public duties and encourage those for whom we are responsible to follow our example.

3] **Anti-Corruption Crusade:** We have the responsibility to support the anti-corruption crusade of the Federal Government and we will so express our support by our deeds and our utterances at every suitable opportunity.

4] **Support for Government Reform:** We pledge to support Government efforts to sanitize and rationalize the operational system of our society, the process and mechanism of governance and to ensure that all policies in this regard (such as monetization, reduction of waste, improved service delivery, cost-effective administrative machinery, and enhanced economic productivity) are successfully implemented.

5] **Decision-making:** In fulfilling official duties and responsibilities, we will put to one side, both personal and sectoral interests and will make decisions in the public interest and with regard to the merits of each case without discrimination on the grounds of ethnicity, sex, religion or origin other than when acting in furtherance of objectives laid down in the constitution.

6] **Private Interest:** We will perform our official duties and arrange our private affairs in a manner that will bear the closest public scrutiny, an obligation that is not fully discharged simply by acting within the law but which must also be within the spirit of the law. We shall not have private interest other than those permitted pursuant to this Code and to the Code of Conduct for public officers as contained in the constitution. Specifically, we shall not have primary interests that would be affected by government actions in which we participate.

7] **Influence:** We shall not use our office to seek to influence a decision to be made by another person to further our private interest or those of our friends and relatives.

8] **Gifts and benefits:** We shall not accept gifts of any kind. Nor will we

other material benefits for themselves, their family, or their friends.

2. **Integrity:** Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

3. **Objectivity:** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

4. **Accountability:** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office

5. **Openness:** Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

6. **Honesty:** Holders of public office have a duty to declare any private interest relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

7. **Leadership:** Holders of public office should promote and support these principles with leadership by example.

**TO ASSIST US in upholding these principles, WE WILL AT ALL TIMES FAITHFULLY COMPLY in both spirit and to the letter with the following code of conduct:**

1. **Ethical Standards:** We shall at all times act with honesty whether in public or in private affairs and uphold the highest ethical standards so that the public confidence and trust in the integrity, objectivity and impartiality of government are preserved and enhanced

2] **Accountability and Transparency:** We have an overriding responsibility to the public interest, which requires that we put to one side all personal, sectoral and regional interest. We are accountable for our decisions and actions to the public and must be prepared to be open to scrutiny by them. To facilitate and inform this process we should, as far as possible, be open and

## TABLE OF CONTENTS

Table of Content	-3
Foreword	-5
Introduction, State House Mission, Vision & Core Values	-5
Mandate of the State House	-6
Key Services we provide	-6
Our Departments and Service Units	-7
State House Service Standards	-11
State House Service Clientele	-15
Our Grievance Redress Mechanisms	-16
Code of Conduct and Ethics	-17
Conclusion	-20

## FOREWORD

On 21<sup>st</sup> March 2004, the Federal Government conceived the concept of SERVICOM, which entails the Government entering into a SERVICE COMPACT WITH ALL NIGERIANS. The Compact's core provision is to provide the basic services to which citizens are entitled in timely, fair, honest, effective and transparent manner. To further strengthen its resolution, the Federal Government directed that Ministerial SERVICOM Units (MSU) and SERVICOM Committees should be established in all Ministries, Departments and Agencies (MDAs), as instruments to address the challenges of nationwide service failure.

More recently on 18<sup>th</sup> May, 2017, the Federal Government also issued an Executive Order 001 on the Promotion of Transparency and Efficiency in the Business Environment, as part of its efforts to create an enabling environment and ensure excellent service delivery across MDAs. In line with these policy directives, the State House established its own SERVICOM Committee, MSU as well as an Implementation Team to operationalize the Executive Order 001 and has also reviewed its Service Level Agreements/Service Standards in line with current realities.

This book therefore, contains the revised Service Charter of the State House, an operational tool to guide service providers on responsibilities and service beneficiaries on their expectations. It seeks to provide complete clarity on various services offered by State House and requirements in obtaining those services.

**Jalal A. Arabi, OON, fwc**

Permanent Secretary

Service	Telephone Numbers	Email Address
Nodal officer	+234 90 7034 3050	teejoomar@gmail.com
Charter Development/Implementation	+234 90 7034 3051	ogueri002@yahoo.com
Grievances/Complaints	+234 90 7034 3052	zannahlimanyeri@yahoo.co.uk
Service Improvement	+234 90 7034 3053	shettimagaji@gmail.com
Payments	+234 90 7034 3044	ahmedgana21@yahoo.com
File Tracking/Correspondence	+234 90 7034 3045	agogbuoanayo2006@yahoo.com
Medical Services	+234 90 7034 3046	ayoola_sharon@yahoo.co.uk
ICT related Issues	+234 90 7034 3047	abubakary@statehouse.gov.ng
Maintenance	+234 90 7034 3048	amobiifeanyi@gmail.com
Stores	+234 90 7034 3049	yahayalabaran27@gmail.com

In addition, we also have suggestion boxes located at various designated points in the State House, to enable complainants seek redress, in the event of any service failure. Your suggestions are actually a gift to this office as it would help us improve the quality of our service delivery.

## CODE OF CONDUCT AND ETHICS

In carrying out service to our clientele, we subscribe to the following principles of public life, namely:

1. **Selflessness:** Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or

## OUR SERVICE COMMITMENTS

We shall offer full explanation and disclosure as to why a particular service(s) could not be delivered and take appropriate disciplinary action against erring staff in the event of failure to deliver service. We are committed to providing services timely, fairly, honestly, effectively and transparently. Our actions are based on the following principles:

- **Conviction** that Nigeria can only realize its full potential if citizens receive prompt and efficient services from the State
- **Renewal** of commitment to the service of the Nigerian Nation
- **Consideration** for the needs and rights of all Nigerians to enjoy social and economic advancement
- **Avowal** to deliver quality services based on the needs of the citizens
- **Dedication** to providing basic services to each citizen in a timely, fair, honest, effective and transparent manner

## OUR EXPECTATIONS FROM THOSE WE SERVE

- We expect our employees to be punctual, prompt, diligent, courteous and transparent in the performance of their duties; and
- The general public to be understanding, time-conscious, courteous and honest in their dealings with the State House

## STAKE HOLDER ENGAGEMENT

- Workshop
- Representative Meetings
- Management Meetings
- Internal & External Customer Engagement etc.

## OUR GRIEVANCE REDRESS MECHANISMS

All grievances, complaints and suggestions will be acknowledged within 24 hours of receipt and promptly acted upon within the confines of extant public service rules. For effective handling of complaints, you can contact the State House help Desk on 08021811818, depending on the nature of complaint or reach the following SERVICOM Desk Officers directly on the following telephone numbers:

## INTRODUCTION

The State House is the official seat of the Federal Government, where the Offices and Residences of the President, C-in-C and the Vice President are located. Also located in the State House are the Offices of the Principal Officers to the President and the Vice President. These include: The Office of the Chief of Staff, Deputy Chief of Staff, Presidential Aides, Permanent Secretary and other public servants attached to the State House.

The State House is located within the Three Arms Zone in the Asokoro District of Federal Capital Territory, Abuja. The Offices are structured into various Departments and Units with staff made up of Political Appointees, Civil Servants and other Public Servants (Military/Police personnel and the Intelligence community).

Over the years, the State House has continued to raise standards of quality service delivery across its various service frontlines and platforms, with the singular objective of facilitating the smooth running of the Office of the President and Vice President, towards effective discharge of their responsibilities.

## STATE HOUSE Mission, Vision & Core Value

### State House Mission:

To provide Excellent, Efficient and Qualitative Service to the President and Vice President towards the effective Discharge of their responsibilities to Nigeria

### State House Vision:

To become a valued Strategic Partner to the Presidency

### State House Core Value:

Commitment and Excellence



## MANDATE OF THE STATE HOUSE

The State House has the mandate to provide timely, efficient and transparent services to facilitate the smooth running of the Office of the President and Vice President, towards effective discharge of their national responsibilities.

These services include: banquet and airport reception of visiting Heads of State and dignitaries; provision of accommodation and transportation for visiting Heads of State and other guests of the State; provision of protocol/consular services for the President, Vice-President and designated guests of the State; arrangement and funding of all Presidential travels, domestic needs and ceremonial requirements; and ensuring excellent healthcare and well being of the President, Vice-President and other designated Government functionaries.

## KEY SERVICES WE PROVIDE

S/N	SERVICE FRONTLINES	KEY SERVICE PROVIDED
1.	Office of the Chief of Staff, C-in-C	<ul style="list-style-type: none"> <li>Coordinates Mr. President's daily programmes; including domestic and foreign official engagements and journeys;</li> <li>Coordinates roles and functions of political appointees such as Ministers and other ranking Presidential Aides;</li> <li>Coverage of non statutory meetings between Mr. President and his official guests;</li> </ul>
2.	Office of the Deputy Chief of Staff	<ul style="list-style-type: none"> <li>Coordinates Vice President's daily programmes including domestic and foreign official engagements and journeys;</li> <li>Coverage of non statutory meetings between the Vice President and his official guests</li> </ul>

## STATE HOUSE STANDARD OF SERVICE

35.	Protocol	Guest Services -VIP reception (arrival & departure) -Accommodation -Transportation (Logistics)	Official guests of Mr. President/VP/other dignitaries	Arrangement processed within 24 hours	100%	Customer Reports	Survey	-Exit surveys of visiting guest -Quarterly customer satisfaction surveys
36.	Servicom Unit	Customer Feedback -Complaints	-MDAs -General Public -State House Staff, etc.	10 working days	75%	Complaints register		Monthly analysis of complaint records
37.	State House Medical Centre	Medical Services -Anaesthesia -Radiology -Paediatrics -Surgery -Ear,Nose and Throat -Ophthalmology -Obstetrics/Gynaecology -Medicine -Physiotherapy -Dental / maxillofacial surgery -Nursing -Laboratory -Public health -Medical records	The President & his family, the Vice President & his family, Former Heads of State & family, Visiting Presidents and Special Envoys, All State House Staff, Honourable Ministers, Certain Political Office holders, and NHIS enrollees.	Based on appointment time given by the booking office for each clinic/specialty. But where an Emergency is involved, immediate service is rendered to the person, without consideration of registration.	100%	Complaints register		Monthly analysis of complaint records

## PUBLISHING OF PERFORMANCE REPORTS

- Quarterly Publication of State House Villa Scope
- Annual Reports etc

## STATE HOUSE SERVICE CLIENTELE

A general list of our clientele includes the following:

- The President, Vice President and members of their families
- Foreign leaders and special envoys, accredited resident and non-resident Ambassadors and High Commissioners
- Former Heads of State and Government
- Senior Government Functionaries
- Guests of the Federal Government
- Public and Civil Servants
- Media Practitioners
- The General Public

## STATE HOUSE STANDARD OF SERVICE

26.	Office of the Deputy Chief of Staff	National Economic Council Meeting	All State Governors	Monthly	100%	-Registry -NEC Secretariat	-Monthly analysis of meeting outcome
27.	Office of the Deputy Chief of Staff	Meeting of the National Council on Privatisation	HMF, HAGF/MOJ, HMITI, HMBNP, SGF, Special Adviser to the President (Economic Matters), Rep. of NASS, DG-BPE,	As and when necessary	100%	-Registry -NCP Secretariat	-Monthly analysis of meeting outcome
28.	Office of the Deputy Chief of Staff	Meeting of the Economic Management Team	HMF, HMBNP, HMITI, CBN Gov., Chief Economic Adviser	Weekly	100%	-Registry -SAD (Econs)	-Analysis of implementation of meeting outcome
29.	Office of the Deputy Chief of Staff	Meeting of the Presidential Ease of doing Business Council	10 Nos. Hon. Ministers, HOS, CBN Gov, Rep. of NASS, LAGS, KNSG & Representatives of the Private Sector	Monthly	100%	-SAD (Econs) -SSA (ITI) -Registry	-Monthly analysis of implementation of meeting outcome
30.	Office of the Deputy Chief of Staff	Meeting of the Presidential Communications Team	HMI&C, Special Adviser (Media & Publicity), Snr. Special Asst to the President (Media), Snr. Special Asst to the Vice President (Media & Publicity)	Weekly	100%	-Registry	-Weekly analysis of meeting outcome
31.	Office of the Deputy Chief of Staff	Presidential Quarterly Business Forum	Hon. Ministers of the Economic Mgt. Team, Private Sector	Quarterly	100%	-SAD (Econs) -Relevant MDAs and stakeholders -Registry	-Quarterly analysis of implementation of meeting outcome
32.	Office of the Deputy Chief of Staff	Meeting of the National Industrial Council	42 members made up of Hon. Ministers, Heads of relevant parastatals and lead players of the Private sector.	Monthly	100%	-NIC Secretariat -Registry	-Monthly analysis of progress of implementation of council meeting outcome
33.	Office of the Deputy Chief of Staff	Meeting of the National Micro, Small & Medium Enterprises Council	22 members made of 14 Honourable Ministers, CBN Gov, Chairman Nigerian Governor's Forum, Economic Adviser to the President, SA(MSME)-OVP, Presidents of MAN & NASME, and DG - SMEDAN	Monthly	100%	-MSME Secretariat -Registry	-Monthly analysis of progress of implementation of council meeting outcome
34.	Office of the Deputy Chief of Staff	Meeting of the Steering Committee on National Social Investment Programme	Honourable Ministers of Education, Women Affairs, Sports & Youth Dev., Environment, Budget & National Planning, Finance, and Special Adviser to the President on Social Investment.	Quarterly	100%	-FMBNP -SAD (SI)	-Quarterly analysis of progress of implementation of National Social Intervention Programme and consideration of requests

3.	Office of the Permanent Secretary	<ul style="list-style-type: none"> <li>General administration and maintenance of the Presidential Villa and the Residence of the Vice President</li> <li>Staff administration, including recruitment, training, deployment and discipline; office management, management of funds, staff salaries and control of all accounting votes of the State House</li> <li>Provision of accommodation/transport for Official Visitors and Banquet and airport receptions of Guests of the President/State</li> </ul>
4.	Office of the State Chief of Protocol	<ul style="list-style-type: none"> <li>Coordinates Mr. President's audiences, travels both local and international</li> <li>Coordinates the President's events in and outside the State House.</li> </ul>
5.	Office of Chief Security Officer, C-in-C	<ul style="list-style-type: none"> <li>Coordinates all Security matters relating to the President, C-in-C and ensures maximum security with the Presidential Villa</li> </ul>
6.	Office of the Special Adviser to the President (Media & Publicity)	<ul style="list-style-type: none"> <li>Media coverage of all activities of the President, C-in-C</li> <li>Issuing press Releases/Statements</li> <li>Arranging media briefings and interviews for the President</li> </ul>

## OUR DEPARTMENTS AND SERVICE UNITS

The following are core service Departments and Units of the State House, saddled with the day-to-day administration and management of the State House.



## STATE HOUSE STANDARD OF SERVICE

S/N	DEPARTMENTS / SERVICE UNITS	KEY SERVICE PROVIDED
1.	Administration Department	<ul style="list-style-type: none"> <li>Staff Appointment, Deployment, Promotion and Discipline</li> <li>Training and Staff Welfare</li> <li>Office Management and Meeting Secretariat</li> <li>Catering Services and General Housekeeping,</li> <li>Travels arrangement for Presidential movements,</li> <li>Transport facilities</li> <li>Establishment Matters</li> <li>Service Matters,</li> <li>Board of Survey,</li> <li>Administrative Services to other Departments and Divisions, including SHMC, SHVC, MDGs Office, Offices of Presidential Aides, etc.</li> </ul>
2.	Finance and Accounts Department	<ul style="list-style-type: none"> <li>Custody and Disbursement of recurrent, capital and other special funds allocated to the State House.</li> <li>Ensures that government revenues are collected and remitted to relevant government agencies</li> <li>Co-ordinates the preparation of annual and supplementary budgets</li> <li>Maintains relevant books of account and renders statutory expenditure and revenue returns to the Office of the Accountant General of the Federation.</li> <li>Responds to audit queries, and appears before the Public Accounts Committee.</li> </ul>
3.	Planning, Research & Statistics Department	<ul style="list-style-type: none"> <li>Monitoring and Evaluation of Plan Implementation in the State House</li> <li>Research into the internal organization and operation modalities of the State House</li> <li>Research into the sectors over which the State House has jurisdiction</li> <li>Constant collection and processing of data and statistics relating to the State House</li> <li>Provision of books and information materials for the State House community</li> <li>Oversees and manages the operations of the Central Stores and Sub Stores in State House</li> </ul>

18.	Media and Publicity	Presidential Coverage Media	-Mr. President -General Public -Media Practitioners	Daily/24 hours	100%	Print, Online & Social Media	Electronic & Social Media	Documented copies of media reports/broadcast etc
19.	Media and Publicity	Issuing Press Release and Statements a) Media briefings b) Interviews	-Media Practitioners -General Public	Within 24 hours of event	100%	Print, Online & Social Media	Electronic & Social Media	-Daily Review of Newspapers, Electronic Stations. -Quarterly Analysis of Media trends and the Presidency
20.		Accreditation	All Guests and Government Officials visiting the State House		100%			-Annual analysis of accreditation register -Customer survey
21.	Office of the State House Counsel	Legal Advisory Services	-The President -Vice-President -Chief of Staff, -Permanent Secretary (SH)	Within 48 hours	100%	Incoming/ Outgoing Registers		Analysis of Registers (Monthly)
22.	Office of the State House Counsel	Complaints and petitions (Legal opinion)	-General Public -Private individuals -MDAs -Staff/Whistle blowers	48 hours		Documented complaints/ petition		Quarterly Analysis Register
23.	Office of the Chief of Staff, C-in-C	-Processing of policy matters. -Processing of requests for approval for the attention of Mr. President.	-Governors -Ministers -Permanent Secretary/CEOs -General Public -Internal Departments -Staff	Within 48 hours	100%	-Mail Registry -Presidential Diary/ Log Book -Customer Survey Report		- Monthly review of mail register
24.	Office of the Deputy Chief of Staff	Acknowledgement of Correspondence (Letters for Audiences and other matters)	-President -Governors -Ministers -MDAs -General Public -Embassies -Principal Officers -State House Staff	Within 24 hours	100%	-President -Governors -Ministries -Embassies -General Public -Principal Officers -State House Staff		Monthly review of mail register
25.	Office of the Deputy Chief of Staff	Board Meetings with Statutory Agencies	-National Boundary Commission -Border Communities Development Agency -Debt Management Office -National Institute for Policy & Strategic Studies -National Emergency Management Agency -Niger Delta Power Holding Company	Monthly /Quarterly	100%	-Registry -Relevant Secretariat/Principal Officer/Focal Admin. Officer		-Monthly/Quarterly analysis of meeting outcome

## STATE HOUSE STANDARD OF SERVICE

9.	Administration	Appointments, Promotion and Discipline	-State House staff	Routine	100%	-Public Service Regulation -Civil Service Rules and handbook	When the need arises
10.	Administration	Acknowledgement of/or Response to general Enquiries/correspondence a) E-Mail b) Post c) Phone	-MDAs -Contractors -Private Individuals	24 hours	100%	-Registry -Customer Survey	-Weekly/Monthly/Quarterly analysis of mail register -Customer survey report -Weekly call logs analysis
11.	Finance and Accounts	Payments and Receipts of Revenue	-Aides to Mr. President and the Vice-President -State House Staff -Contractors	Within 24 hours of approval	100%	Memo Register	Monthly Analysis & Review of Registers.
12.	ICT	ICT Services a) Internet access b) Response to ICT Request/Complaints	-President -Vice-President -Principal Officers -Members of Staff	a) 24 hours/7 days a week b) Within 24 hours	100%	-Help Desk Form -Feedback from schedule officers -Job completion log -Real time monitoring report? -Customer/staff survey	-Cisco Net flow Analysis, SNMP, and Real-time Monitoring using various tools. -Daily/Weekly/Monthly/Quarterly surveys
13.	Works	Maintenance/ Repairs a) Co-ordination of Routine Maintenance and upkeep of State House facilities. b) Management of unscheduled Works/Maintenance services outside the scope of routine maintenance services.	State House	Within 24 hours	100%	- Complaint/Request form -Maintenance Service Chart	-Monthly review of registers/log books/cards -Customer survey report
14.	PRS	Research Publications -Monitoring & Evaluation -General Survey -Production of Annual Reports	-MDAs -Depts. in State House -Private Individuals	2 – 6 months	100%	Copies of reports like Annual Reports, Monitoring Reports & Progress Reports	Analysis of distribution Register and publications Records.
15.	Store	Store requisition/Issuance of items inspection/receiving of various item into the store. Advising Management on replenishment of stock, obsolete & unserious items.	Dept/Unit Contractors/Suppliers	Routine 6 days a week	100%	Dully filled request form with approval issued.	Analysis of Distribution/receiving and Issuance records/Vouehors
16.	Internal Audit	Publication of Audit Reports	-State House -OAGF -OAuGF	Quarterly	100%	Copy of reports	Publication Register
17.	Procurement	Procurement (Processing of requests for approval)	Departments/Units	Within 24 hours	100%	Procurement Records	Analysis of Procurement Records
18.	Library	Library Services	Departments/Units/Staff	To be attended to within 15 minutes	100%	Customer Survey	Quarterly Customer Survey

4.	Works Department	<ul style="list-style-type: none"> <li>Coordinates the regular maintenance and upkeep of facilities within the Presidential Villa, the Vice President's Residence (Aguda House) and other associated structures</li> <li>Coordinates works in the State House, involving the repair, maintaining and operating all buildings, electrical and mechanical installations, water supply, electricity, sewages, air - conditioning and refrigeration and the like.</li> </ul>
5.	Information and Communication Technology (ICT) Department	<ul style="list-style-type: none"> <li>Design and implementation of an office - wide Network infrastructure capable of supporting the deployment of Data processing, Internet and other advanced services in the State House;</li> <li>Supporting the business systems solutions installed throughout the State House;</li> <li>Deployment and support of computer systems, both hardware and software, and associated peripherals such as printers, scanners etc.</li> <li>Routine management and maintenance of the various WAN Links providing access to the State House;</li> </ul>
6.	Office of the Vice President (Administration)	<ul style="list-style-type: none"> <li>Serves as Institutional memory for all programmes constitutionally allocated to the Vice President and those that may be delegated to him by the President.</li> <li>Reporting all matters relating to the Office of the Vice President through the office of the Permanent Secretary.</li> <li>Processing of all incoming/outgoing correspondence relating to application of all laws enacted, for the Vice President attention.</li> <li>Planning/Processing of Daily Routine/Activities of the Vice President.</li> </ul>
7.	Procurement Department	<ul style="list-style-type: none"> <li>Ensuring that due process is followed in the award and execution of contracts in the State House as stipulated in Public Procurement Act, 2007;</li> <li>Carrying out needs analysis/procurement Planning for the State House;</li> <li>Preparation of tender notifications, request for expression of interest and request for proposals;</li> <li>Preparation of documents for prequalification, bidding and request for proposals, etc.</li> </ul>

## STATE HOUSE STANDARD OF SERVICE

8.	State House Medical Centre	<ul style="list-style-type: none"> <li>The State House Medical Centre provides a variety of health related services in the following areas: <ul style="list-style-type: none"> <li>Obstetrics &amp; Gynaecology;</li> <li>Surgery;</li> <li>Paediatrics;</li> <li>Medicine;</li> <li>Ophthalmology;</li> <li>Radiology;</li> <li>Nursing;</li> <li>Laboratory;</li> <li>Physiotherapy;</li> <li>Public Health;</li> <li>Medical Record;</li> <li>Anaesthesia;</li> <li>Dental &amp; Maxillofacial;</li> </ul> </li> </ul>
9.	Office of the State House Counsel	<ul style="list-style-type: none"> <li>Rendering prompt in-house general legal advice and services in the State House;</li> <li>Advising on constitutional Matters and Legal aspects of policy guidelines;</li> <li>Advising on legal issues arising from legislation;</li> <li>Vetting of contract Agreements and documents with legal implication emanating from the State House;</li> <li>Drafting of letters for Mr. President in respect of legal issues and matters concerning the judiciary and legislature.</li> </ul>
10.	Internal Audit Unit	<ul style="list-style-type: none"> <li>Financial audit which includes: - Prepayment audit; Post payment audit; Inspection of books and records, etc</li> <li>Verification of all works, constructions and supplies in collaboration with appropriate and relevant Departments and/ or Units;</li> <li>Periodic statutory reports compilation for submission to the Permanent Secretary and copies to the Offices of the Accountant - General and the Auditor- General for the Federation;</li> <li>Report on the existence and effectiveness of established internal control system, the level of compliance with extant rules and regulations and appropriately make recommendations to enhance compliance to observed lapses;</li> </ul>

S/N	RESPONSIBILITY	KEY SERVICES	CUSTOMER (INTERNAL OR EXTERNAL)	STANDARD	PERFOR. TARGET	SOURCE OF DATA (MEANS OF VERIFICATION)	PERFORMANCE MONITORING ACTIVITY/FREQ.
1.	Administration	Provision of different categories of vehicles	- Visiting Heads of States - Special Envoys - Foreign Envoys/ Diplomats - Guests of Government - Heads of International Bodies - MDAs hosting high Level dignitaries or International events - Staff of State House	24 hours	100%	- Vehicle request Form - Record of approvals Issued - Vehicle Log Book	Monthly / Quarterly analysis of data
2.	Administration	Issuance of Air - Tickets	--1 <sup>st</sup> and 2 <sup>nd</sup> Families -Dignitaries -Staff of State House	24 hours	100%	-Record of approvals Issued -Ticket Register -Ticket Issuance Form -Boarding Pass stub	Monthly / Quarterly analysis of data
3.	Administration	Provision of Accommodation	-Visiting Heads of States -Special Envoys -Foreign Envoys/ Visiting Diplomats -Guests of Government -Other Guests	24 hours	100%	-Record of approvals Issued -Duly filled & Signed Request	Monthly / Quarterly analysis of data
4.	Administration	Banqueting and Catering Services	-Presidential events -Other MDAs -Departments in SH	1 Week	100%	-Approvals Issued -Event Register	Monthly / Quarterly Analysis of data
5.	Administration	Provision of PMS and AGO	-Presidential Fleets -Operational Vehicles -Plants and generators -Vehicles attached in 1 above	24 hours	100%	-Approvals Issued -Coupons issued -PMS/AGO Register	Monthly / Quarterly analysis of data
6.	Administration	Management of office accommodation, furniture and equipment	-State House Staff -Visitors	1 Week	100%	-Duly filled Request form -Record of approvals issued	Weekly / Monthly / Quarterly analysis of data
7.	Administration	Provision of Physical Fitness, Physical Health Evaluation and recreational activities at the State House Gymnasium	-State House Staff and family members -Dignitaries	1 Week	100%	-Approval Issued -Gym Register	Monthly / Quarterly analysis of data
8.	Administration	Training of Staff	-State House Staff	Routine	100%	Approval of Training Programme	Monthly / Quarterly analysis of training conducted