



FEDERAL REPUBLIC OF NIGERIA

# STATE HOUSE



His Excellency

**Bola Ahmed Tinubu** GCFR  
PRESIDENT, COMMANDER-IN-CHIEF OF THE ARMED FORCES  
FEDERAL REPUBLIC OF NIGERIA

## SERVICE DELIVERY CHARTER

TOWARDS EXCELLENT SERVICE DELIVERY IN THE STATE HOUSE

Print @ BT&T Ltd. 08033110549



STATE HOUSE SERVICOM UNIT

[illegible]





His Excellency  
**Sen. Kashim Shettima** GCON  
 Vice President, Federal Republic of Nigeria



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 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.



**Tijjani Umar**  
Permanent Secretary, State House



## TABLE OF CONTENTS

|                                                            |     |
|------------------------------------------------------------|-----|
| Table of Content                                           | -4  |
| Foreword                                                   | -5  |
| Introduction, State House Mission,<br>Vision & Core Values | -6  |
| Mandate of the State House                                 | -7  |
| Key Services we provide                                    | -7  |
| Our Departments and Service Units                          | -9  |
| State House Service Standards                              | -14 |
| State House Service Clientele                              | -18 |
| Our Grievance Redress Mechanisms                           | -19 |
| Code of Conduct and Ethics                                 | -20 |
| Conclusion                                                 | -22 |

public or 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 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

In addition, we 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 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

## FOREWORD

On 21<sup>st</sup> March 2004, the Federal Government conceived the concept of SERVICOM, which entailed the Government entering into a SERVICE COMPACT WITH ALL NIGERIANS. The Compact's core provision is to provide basic services to which citizens are entitled in timely, fair, honest, effective and transparent manner. To further strengthen its resolution, the Federal Government directed Ministerial SERVICOM Units (MSU) and SERVICOM Committees to 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 issued an Executive Order 001 on the Promotion of Transparency and Efficiency in the Business Environment, as part of efforts to create an enabling environment and ensure excellent service delivery across MDAs. In line with these policy directives, the State House has since established its own SERVICOM Committee, MSU as well as an Implementation Team to operationalize the Executive Order 001 and also reviewed its Service Level Agreements/Service Standards in line with current realities.

This publication therefore, contains the revised Service Charter of the State House, an operational tool to guide service providers on responsibilities and service beneficiaries on baseline expectations. It seeks to provide complete clarity on various services offered by the State House and requirements to obtain such services.

**Tijjani Umar**

Permanent Secretary

July, 2023



## 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 Chief of Staff, Deputy Chief of Staff, Presidential Aides, Permanent Secretary and other Public servants deployed to the State House.

The State House is located within the Three Arms Zone in the Asokoro District of the Federal Capital Territory, Abuja. The Offices are structured into 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 the Vice President, towards effective discharge of their statutory responsibilities.

## STATE HOUSE Mission, Vision & Core Value

### State House Mission:

To provide Excellent, Efficient and Qualitative Service to the President and the 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

## 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/Email Address:

| Service                            | Telephone Numbers | Email Address                           |
|------------------------------------|-------------------|-----------------------------------------|
| Nodal officer                      | +234 90 7034 3050 | nodal.servicom@statehouse.gov.ng        |
| Service Improvement                | +234 90 7034 3051 | improvement.servicom@statehouse.gov.ng  |
| Charter Development/Implementation | +234 90 7034 3052 | charter.servicom@statehouse.gov.ng      |
| Grievances/Complaints              | +234 90 7034 3053 | complaints.servicom@statehouse.gov.ng   |
| Payments                           | +234 90 7034 3044 | payment.servicom@statehouse.gov.ng      |
| File Tracking/Correspondence       | +234 90 7034 3045 | filetracking.servicom@statehouse.gov.ng |
| Medical Services                   | +234 90 7034 3046 | medical.servicom@statehouse.gov.ng      |
| ICT related Issues                 | +234 90 7034 3047 | ict.servicom@statehouse.gov.ng          |
| Maintenance                        | +234 90 7034 3048 | maintenance.servicom@statehouse.gov.ng  |
| Stores                             | +234 90 7034 3049 | stores.servicom@statehouse.gov.ng       |

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, the 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
- Senior Government Functionaries
- Guests of the Federal Government
- Public and Civil Servants
- Media Practitioners
- The General Public

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 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

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 the 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, the 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>• Coordinating Mr. President's daily programmes including domestic and foreign official engagements and journeys;</li><li>• Coordinating the 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><li>• Serving as the clearing house for all correspondences to and from the President; and</li><li>• Ensuring that Mr. President is appropriately briefed on all matters of State and otherwise.</li></ul> |
| 2.  | Office of the Deputy Chief of Staff  | <ul style="list-style-type: none"><li>• Coordinates the 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><li>• Ensures the smooth administrative day to day running of the office of the Vice President.</li></ul>                                                                                                                                                                                                                         |





| S/N | SERVICE FRONTLINES                                                 | KEY SERVICE PROVIDED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 for 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 daily programmes</li> <li>Coordinates the President's events including local and foreign engagements</li> <li>Coordinates the President's Meetings, Audience</li> <li>Liaises with Nigerian Missions abroad and State Governments</li> <li>Coordinates all Consular related matters, including requests for visas, and liaises with Diplomatic Missions in Nigeria</li> <li>Provides interpretation and translation services during bilateral engagement, Summits/ Conferences and Seminars in close collaboration with the Ministry of Foreign Affairs</li> <li>Coordinates the presentation of Letters of Credence by Foreign Ambassadors and High Commissioners-designate to Nigeria</li> <li>Coordinates general protocol activities of Mr. President</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 within 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> <li>Accreditation of Media Representatives</li> <li>Regular update of the State House website (Statehouse.gov.ng)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## STATE HOUSE STANDARD OF SERVICE

| S/N | RESPONSIBILITY                      | KEY SERVICES                                                                                                                                                                                                                                                                                                                              | CUSTOMER (INTERNAL OR EXTERNAL)                                                                                                                                                                                                         | STANDARD                                                                                                                                                                                                  | PERFOR. TARGET | SOURCE OF DATA (MEANS OF VERIFICATION)                       | PERFORMANCE MONITORING ACTIVITY/FREQ.                                       |
|-----|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------|-----------------------------------------------------------------------------|
|     | Office of the Deputy Chief of Staff | National Economic Council Meeting                                                                                                                                                                                                                                                                                                         | All State Governors                                                                                                                                                                                                                     | Monthly                                                                                                                                                                                                   | 100%           | -Registry<br>-NEC Secretariat                                | -Monthly analysis of meeting outcome                                        |
|     |                                     | 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<br>-NCP Secretariat                                | -Monthly analysis of meeting outcome                                        |
|     |                                     | Meeting of the Presidential Enabling Business Environment Council                                                                                                                                                                                                                                                                         | 10 Nos. Hon. Ministers, HOS, CBN Gov, Rep. of NASS, LASG, KNSG & Representatives of the Private Sector                                                                                                                                  | Monthly                                                                                                                                                                                                   | 100%           | -SAD (Econs)<br>-SSA (ITI)<br>-Registry                      | -Monthly analysis of implementation of meeting outcome                      |
|     |                                     | 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                                         |
|     |                                     | Presidential Quarterly Business Forum                                                                                                                                                                                                                                                                                                     | Hon. Ministers of the Economic Mgt. Team, Private Sector                                                                                                                                                                                | Quarterly                                                                                                                                                                                                 | 100%           | -SAD (Econs)<br>-Relevant MDAs and stakeholders<br>-Registry | -Quarterly analysis of implementation of meeting outcome                    |
| 12. | Protocol                            | Guest Services<br>-VIP reception (arrival & departure)<br>-Accommodation<br>-Transportation (Logistics)<br>-Federal Executive Council Meetings (FEC)<br>-Council of State Meetings<br>-National Security Council Meetings<br>Letters of Credence from Ambassadors designate to Nigeria from other countries                               | Official guests of Mr. President/VP/other dignitaries                                                                                                                                                                                   | Arrangement processed within 24 hours                                                                                                                                                                     | 100%           | Customer Reports<br>Survey                                   | -Exit surveys of visiting guest<br>-Quarterly customer satisfaction surveys |
| 13. | Servicom Unit                       | Customer Feedback<br>-Complaints                                                                                                                                                                                                                                                                                                          | -MDAs<br>-General Public<br>-State House Staff, etc.                                                                                                                                                                                    | 10 working days                                                                                                                                                                                           | 75%            | Complaints register                                          | Monthly analysis of complaint records                                       |
| 14. | State House Medical Centre          | Medical Services<br>- Medial Records<br>- GOPD (Family medicine)<br>- Internal Medicine<br>- Surgery<br>- Obstetrics & Gynaecology<br>- Paediatrics<br>- Dental & Maxillofacial<br>- Nursing<br>- Ophthalmology<br>- Ear, Nose & Throat (ENT)<br>- Radiology<br>- Physiotherapy<br>- Public Health<br>- Laboratory Medicine<br>- Pharmacy | 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                                       |

STATE HOUSE STANDARD OF SERVICE

| S/N | RESPONSIBILITY                       | KEY SERVICES                                                                                               | CUSTOMER<br>(INTERNAL OR EXTERNAL)                                                                                                                                                             | STANDARD                 | PERFOR.<br>TARGET | SOURCE OF DATA<br>(MEANS OF VERIFICATION)                                                                             | PERFORMANCE<br>MONITORING<br>ACTIVITY/FREQ.                                                                 |
|-----|--------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| 7.  | Procurement                          | Procurement (Processing of requests for approval)                                                          | Departments/Units                                                                                                                                                                              | Within 24 hours          | 100%              | Procurement Records                                                                                                   | Analysis of Procurement Records                                                                             |
| 8.  | Media and Publicity                  | Presidential Media Coverage                                                                                | -Mr. President<br>-General Public<br>- Media Practitioners                                                                                                                                     | Daily/24 hours           | 100%              | Print, Electronic, Online & Social Media                                                                              | Documented copies of media reports/broadcast etc                                                            |
|     |                                      | Issuing Press Releases and Statements<br>a) Media briefings<br>b) Interviews                               | -Media Practitioners<br>-General Public                                                                                                                                                        | Within 24 hours of event | 100%              | Print, Electronic, Online & Social Media                                                                              | -Daily Review of Newspapers, Electronic Stations.<br>-Quarterly Analysis of Media trends and the Presidency |
|     |                                      | Accreditation of Medial Representatives                                                                    | All Guests and Government Officials visiting the State House                                                                                                                                   |                          | 100%              |                                                                                                                       | -Annual analysis of accreditation, renewal<br>-Customer survey                                              |
| 9.  | Office of the State House Counsel    | Legal Advisory Services                                                                                    | -The President<br>-Vice-President<br>-Chief of Staff,<br>-Permanent Secretary (SH)                                                                                                             | Within 48 hours          | 100%              | Incoming/ Outgoing Registers                                                                                          | Analysis of Registers (Monthly)                                                                             |
|     |                                      | Complaints and petitions (Legal opinion)                                                                   | -General Public<br>-Private individuals<br>-MDAs<br>-Staff/Whistle blowers                                                                                                                     | 48 hours                 |                   | Documented complaints/ petition                                                                                       | Quarterly Analysis Register                                                                                 |
| 10. | Office of the Chief of Staff, C-in-C | -Processing of policy matters.<br>-Processing of requests for approval for the attention of Mr. President. | -Governors<br>-Ministers<br>-Permanent Secretary/CEOs<br>-General Public<br>-Internal Departments<br>-Staff                                                                                    | Within 48 hours          | 100%              | -Mail Registry<br>-Presidential Diary/ Log Book<br>-Customer Survey Report                                            | - Monthly review of mail register                                                                           |
| 11. | Office of the Deputy Chief of Staff  | Acknowledgement of Correspondence (Letters for Audiences and other matters)                                | -President<br>-Governors<br>-Ministers<br>-MDAs<br>-General Public<br>-Embassies<br>-Principal Officers<br>-Stata House Staff                                                                  | Within 24 hours          | 100%              | -President<br>-Governors<br>-Ministries<br>-Embassies<br>-General Public<br>-Principal Officers<br>-State House Staff | Monthly review of mail register                                                                             |
|     |                                      | Board Meetings with Statutory Agencies                                                                     | -National Boundary Commission<br>-Border Communities Development Agency<br>-Debt Management Office<br>-National Institute for Policy & Strategic Studies<br>-Niger Delta Power Holding Company | Monthly /Quarterly       | 100%              | -Registry<br>-Relevant Secretariat/Principal Officer/Focal Admin. Officer                                             | -Monthly/Quarterly analysis of meeting outcome                                                              |

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.

| 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 SHC, SHVC, Offices of Presidential Aides, etc.</li></ul> <p>Coordinates the following:</p> <ul style="list-style-type: none"><li>o Employee Performance Management System (EPMS)</li><li>o Pension &amp; Retirement Matters</li><li>o Federal Civil Service Strategy and Implantation Plan 2021-2025 (FESSIP 25)</li><li>o Transport Services/Transport/Facility</li><li>o Travel arrangements for Presidential and State House Staff</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>                                                                                                                                                                                                                                                                                                                                                                 |



| S/N | SERVICE FRONTLINES                                        | KEY SERVICE PROVIDED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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> <li>Manages the Monitoring and Evaluation of State House Capital Projects and Programmes</li> <li>Organization of Conferences, Seminars and Workshops for Staff</li> <li>Production of Work-Plan for the State House</li> <li>Public-Private-Partnership (PPP) activities</li> <li>Liaises with the Federal Ministry of Finance, Budget and National Planning on technical training matters</li> <li>Hosts Service Innovation Unit (SIU) in the State House</li> <li>Supervises the Production of State House Annual Reports</li> <li>Assessment of Drugs Administration and Medical Consumables in the State House Medical Centre (SHMC)</li> <li>Collaborates with the Administration Department for printing of all security and official documents for State House</li> </ul> |
| 4.  | Maintenance 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> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## STATE HOUSE STANDARD OF SERVICE

| S/N | RESPONSIBILITY       | KEY SERVICES                                                                                                                                                                                                        | CUSTOMER (INTERNAL OR EXTERNAL)                                                      | STANDARD                                        | PERFOR. TARGET | SOURCE OF DATA (MEANS OF VERIFICATION)                                                                                                  | PERFORMANCE MONITORING ACTIVITY/FREQ.                                                                                      |
|-----|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
|     | Administration       | Appointments, Promotion and Discipline                                                                                                                                                                              | -State House staff                                                                   | Routine                                         | 100%           | - Public Service Rules<br>Nominal Roll, Extant Circulars, Guidelines on Appointment, Promotion and Discipline, Promotion call Circulars | When the need arises                                                                                                       |
|     |                      | Acknowledgement of/or Response to general Enquiries/correspondence<br>a) E-Mail<br>b) Post<br>c) Phone                                                                                                              | -MDAs<br>-Contractors<br>-Private Individuals                                        | 24 hours                                        | 100%           | -Registry<br>-Customer Survey                                                                                                           | -Weekly/Monthly/ Quarterly analysis of mail register<br>-Customer survey report<br>-Weekly call logs analysis              |
|     | Store                | Store requisition/Issuance of items inspection/receiving of various item into the store.<br>Advising Management on replenishment of stock, obsolete & unserviceable 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                                                          |
| 2.  | Finance and Accounts | Payments and Receipts of Revenue                                                                                                                                                                                    | -Aides to Mr. President and the Vice-President<br>-State House Staff<br>-Contractors | Within 24 hours of approval                     | 100%           | Memo Register                                                                                                                           | Monthly Analysis & Review of Registers.                                                                                    |
| 3.  | ICT                  | ICT Services<br>a) Internet access<br>b) Response to ICT Request/Complaints                                                                                                                                         | -President<br>-Vice-President<br>-Principal Officers<br>-Members of Staff            | a) 24 hours/7 days a week<br>b) Within 24 hours | 100%           | -Help Desk Form<br>-Feedback from schedule officers<br>-Job completion log<br>-Real time monitoring report?<br>-Customer/staff survey   | -Cisco Net flow Analysis, SNMP, and Real-time Monitoring using various tools.<br>-Daily/Weekly/ Monthly/ Quarterly surveys |
| 4.  | Maintenance          | Maintenance/ Repairs<br>a) Co-ordination of Routine Maintenance and upkeep of State House facilities.<br>b) Management of unscheduled Works/Maintenance services outside the scope of routine maintenance services. | State House                                                                          | Within 24 hours                                 | 100%           | - Complaint/Request form<br>-Maintenance Service Chart                                                                                  | -Monthly review of registers/log books/cards<br>-Customer survey report                                                    |
| 5.  | PRS                  | Research Publications<br>-Monitoring & Evaluation<br>-General Survey<br>-Production of Annual Reports                                                                                                               | -MDAs<br>-Depts. in State House<br>-Private Individuals                              | 2 – 6 months                                    | 100%           | Copies of reports like Annual Reports, Monitoring Reports & Progress Reports                                                            | Analysis of distribution Register and publications Records.                                                                |
|     | Library              | Library Services                                                                                                                                                                                                    | Departments/Units/Staff                                                              | To be attended within 15 minutes                | 100%           | Customer Survey                                                                                                                         | Quarterly Customer Survey                                                                                                  |
| 6.  | Internal Audit       | Publication of Audit Reports<br>Preparation of monthly, quarterly and yearly reports<br>Verification of all projects and works<br>Prepayment and post payment Audit                                                 | -State House<br>-OAGF -OAuGF                                                         | Quarterly                                       | 100%           | Copy of reports                                                                                                                         | Publication Register                                                                                                       |
|     |                      |                                                                                                                                                                                                                     | -State House                                                                         | 5 days                                          | 100%           | All Department and Units Concerned                                                                                                      | Periodically                                                                                                               |
|     |                      |                                                                                                                                                                                                                     | -State House                                                                         | 1 week                                          | 100%           | Maintenance                                                                                                                             | Periodically                                                                                                               |
|     |                      |                                                                                                                                                                                                                     | -State House                                                                         | Within 48 hours                                 | 100%           | Accounts                                                                                                                                | Routine                                                                                                                    |



## STATE HOUSE STANDARD OF SERVICE

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

| S/N | SERVICE FRONTLINES                            | KEY SERVICE PROVIDED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                               | <ul style="list-style-type: none"> <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> <li>Provide and manages tools/media for conferencing, virtual meeting and webinar, interactive display on State House Enterprise Network.</li> <li>Facilitates continuous Hands-on training for the use of productivity tools such as Excel Spreadsheet, Powerpoint and Enter pride Resource Applications as well as developing digital content to strengthen skills, abilities and processes needed to adapt and strive in a fast changing world.</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 is attention.</li> <li>Planning/Processing of Daily Routine/Activities of the Vice President.</li> <li>Supervises the following Statutory Agencies: <ul style="list-style-type: none"> <li>o National Boundary Commission</li> <li>o Border Communities Development Agency</li> <li>o Debt Management Office</li> <li>o National Institute for Policy &amp; Strategic Studies</li> <li>o Niger Delta Power Holding Company</li> <li>o National Emergency Management Agency</li> <li>o National Hajj Commission of Nigeria</li> </ul> </li> </ul> |

| S/N | SERVICE FRONTLINES                | KEY SERVICE PROVIDED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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> <li>Sensitizing stakeholders and ensuring strict adherence to due process and extant procurement regulations in the award and execution of contracts, in line with the Public Procurement Act (PPA), 2007, as amended, to ensure transparency, accountability, and value for money, etc</li> <li>Carrying out needs assessment and procurement planning</li> <li>Preparing tender notifications, requests for expression of interests and proposals, and other bidding documents</li> <li>Coordinating all activities of the Secretariat of the State House Ministerial Tenders Board (MTB)</li> <li>Conducting necessary market surveys for capital and recurrent procurement requests</li> <li>Coordinating contract negotiation meetings and contract agreements signing by stakeholders</li> <li>Serving as the repository for all procurement records for all categories of users</li> <li>Offering professional advice to internal and external clients on procurement matters</li> </ul> |
| 8.  | 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>Drafting and vetting of contract agreements and other legal documents 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> <li>Providing the Statutory Legal Service to the procurement process in the State House</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| S/N | SERVICE FRONTLINES                                  | KEY SERVICE PROVIDED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.  | 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 of 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> <li>Regular auditing of all revenue collection and remittances to enhance complete documentation and prompt remittances to the appropriate offices</li> </ul> |
| 10. | State House Medical Centre<br><br>Presidential Wing | <ul style="list-style-type: none"> <li>The State House Medical Centre provides a variety of health services having the following Units: <ul style="list-style-type: none"> <li>Medical Records</li> <li>GOPD (Family medicine)</li> <li>Internal Medicine</li> <li>Surgery</li> <li>Obstetrics and Gynaecology</li> <li>Paediatrics</li> <li>Dental and Maxillofacial</li> <li>Nursing</li> <li>Ophthalmology</li> <li>Ear, Nose and Throat (ENT)</li> <li>Radiology</li> <li>Physiotherapy</li> <li>Public Health</li> <li>Laboratory Medicine</li> <li>Pharmacy</li> </ul> </li> <li>Also provides World Class Medical Services to the President, Vice President and members of their families, and VIPs</li> </ul>                                                                                                                                                                             |
| 11. | State House Lagos Liaison Office                    | <ul style="list-style-type: none"> <li>Provides Protocol and transportation services for the First and Second Families, other VIPs movements while on visits to Lagos and its environs;</li> <li>Supervises the maintenance of facilities in the State House, Dodan Barracks and the Vice President's residence in Ikoyi;</li> <li>Maintenance of vehicles, plants, equipment etc;</li> <li>Liaising with the State Government, Foreign Embassies and High Commissions on appropriate arrangements for Airport reception and welfare of VIPs while in Lagos;</li> <li>Liaising with Headquarters on Establishment matters.</li> </ul>                                                                                                                                                                                                                                                             |