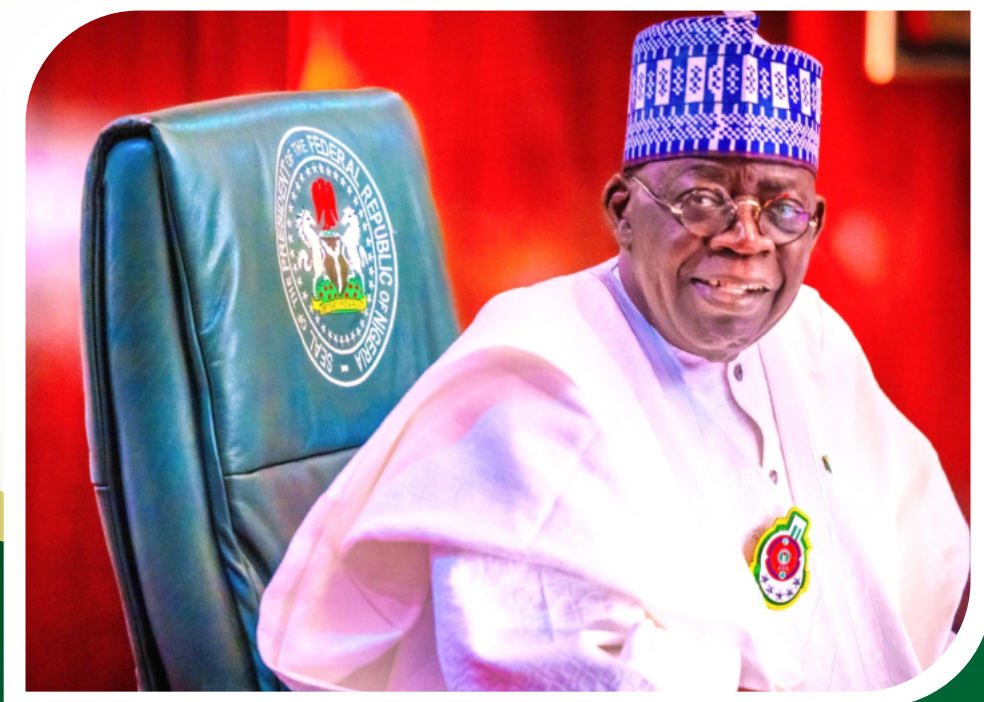




FEDERAL REPUBLIC OF NIGERIA

STATE HOUSE



His Excellency

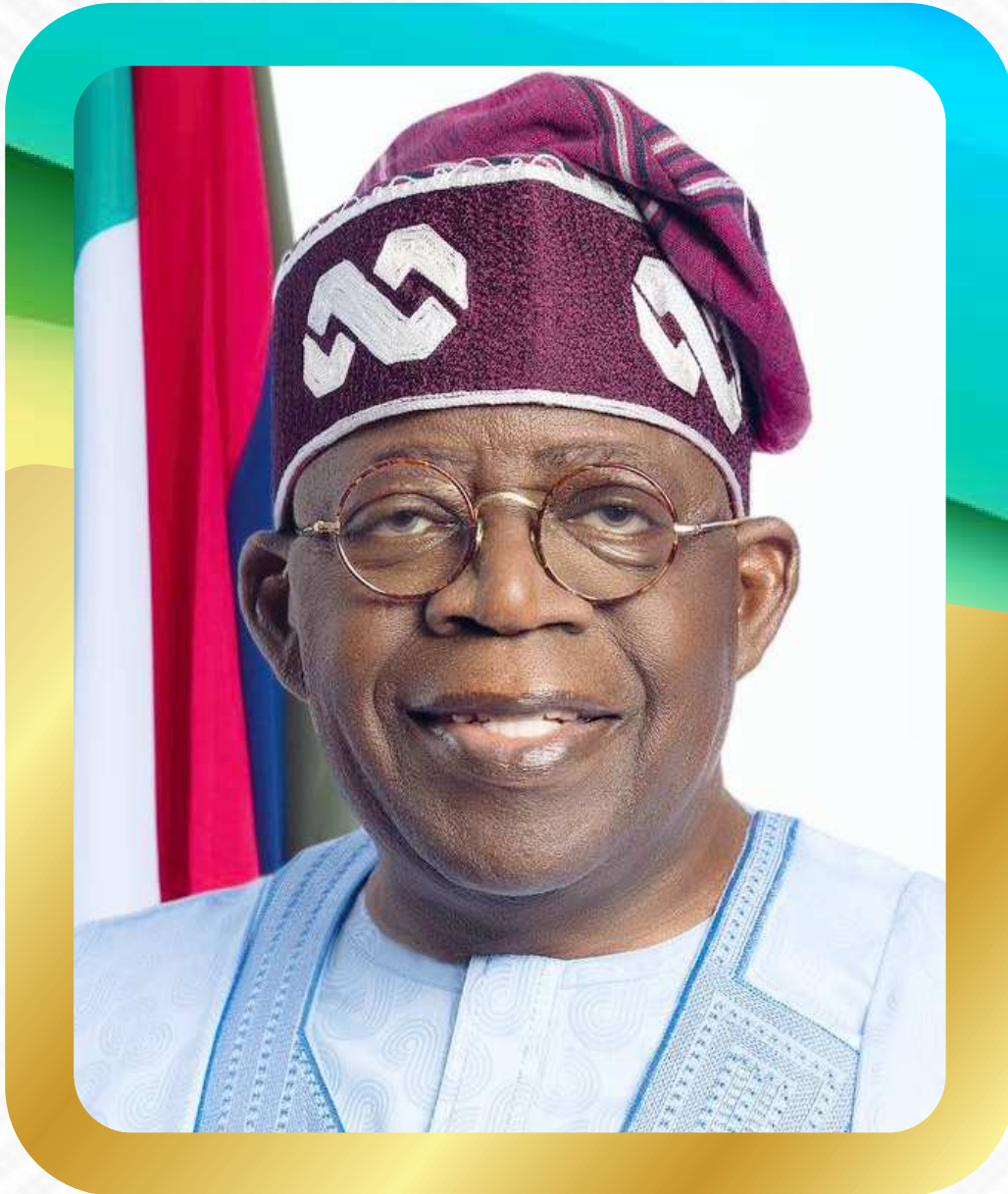
Bola Ahmed Tinubu *GCFR*

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

SERVICE DELIVERY CHARTER

TOWARDS EXCELLENT SERVICE DELIVERY IN THE STATE HOUSE

2025 EDITION



His Excellency

Bola Ahmed Tinubu *GCFR*

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



His Excellency

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



Temitope Fashedemi *fnim*
Permanent Secretary, State House

TABLE OF CONTENT

Table of Content	- 4
Forward	- 5
Introduction, State House Mission Vision & Core Value	- 6
Mandate of the State House	- 7
Key Service We Provide	- 7
Our Department and Service Units	- 10
State House Service Standards	- 16
State House Service Clientele	- 21
Our Grievance Redress Mechanisms	- 22
Code of Conduct and Ethics	- 23
Conclusion	- 25

FOREWORD

In March 2004, the Federal Government of Nigeria established SERVICOM—a Service Compact with all Nigerians—designed to guarantee citizens quality, timely, and transparent public services as a right and not a privilege. This commitment to accountability in service delivery has since been reinforced through a series of policy directives, including Executive Orders, aimed at promoting efficiency, transparency, and improved business processes across the Public Service. These directives mandate Ministries, Departments, and Agencies (MDAs) to cultivate an enabling environment for excellence in service delivery.

Over the years, this foundation has continued to evolve into a more results-oriented and performance-driven framework. Under the current Administration, reforms have introduced digital platforms, coordinated delivery mechanisms, and structured performance indicators that ensure MDAs are held accountable for tangible outcomes and improved service delivery to the Nigerian people.

In line with this progressive direction and in compliance with the Federal Government's performance-focused reforms, the State House has established its SERVICOM Committee, Ministerial SERVICOM Unit (MSU), and a dedicated Implementation Team. We have comprehensively reviewed and updated our Service Level Agreements (SLAs) and Service Standards to reflect these national priorities.

This revised Service Charter represents State House's solemn pledge to uphold this results-oriented vision. It provides clear guidance to our service providers on their responsibilities, while informing our citizens and stakeholders of the level of service they are entitled to expect.

Ultimately, this Charter reinforces the principles of transparency, accountability, and excellence in all State House operations, ensuring that every engagement contributes meaningfully to the delivery of government's promises to the people of Nigeria.

Temitope Fashedemi *fnim*
Permanent Secretary
October, 2025.

INTRODUCTION

The State House is the official seat of the Federal Government of Nigeria and the central hub of presidential operations. It functions as the administrative and operational engine of the Presidency, providing essential support to the President, the Vice President, and their principal officers.

Through a coordinated system of administrative, logistical, and security services, the State House ensures that the executive arm of government operates seamlessly and effectively. This support framework enables national leaders to concentrate on their core responsibilities of governance, policy formulation, and service to the Nigerian people.

Our workforce — an integrated team of political appointees, career civil servants, and security personnel — is guided by a unified purpose: to guarantee the smooth and uninterrupted functioning of the Presidency. In the discharge of this mandate, the State House upholds the principles of professionalism, accountability, and national service.

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

MANDATE OF THE STATE HOUSE

The core mandate of the State House is to provide seamless, efficient, and transparent administrative, logistical, and protocol support to the Office of the President and the Vice President. Our mission is to ensure the smooth and effective discharge of their constitutional responsibilities and national duties, thereby enabling good governance for the Nigerian people.

To fulfill this mandate, our key services encompass:

- **Protocol and Diplomatic Services:** Managing all aspects of state protocol, including the reception of visiting Heads of State, government dignitaries, and official guests at airports and during state functions.
- **Guest Relations and Hospitality:** Providing superior accommodation, transportation, and logistical support for all official visitors and delegations.
- **Presidential Logistics and Travel:** Coordinating and facilitating all presidential and vice-presidential travel, both domestic and international, alongside managing domestic needs and ceremonial arrangements.
- **Health and Well-being:** Ensuring the provision of excellent, confidential healthcare and wellness services for the President, the Vice-President, and other designated government officials.
- **Consular Services:** Facilitating efficient consular and documentation support for the President, Vice-President, and their designated official guests.

Through the dedicated execution of these duties, the State House serves as the foundational pillar supporting the executive arm of the Federal Government of Nigeria.

KEY SERVICE WE PROVIDE

S/N	SERVICE FRONTLINES	KEY SERVICES PROVIDED
1.	Office of the Chief of Staff, C-in-C	• Strategic Advisory Role: Provides high-level counsel and executive decision-making support to the President on critical matters of governance and policy. • Presidential Programme Management: Oversees the planning, coordination, and seamless execution of the President's agenda and directives. • Stakeholder Engagement: Facilitates the President's interactions with government institutions, diplomatic missions, and strategic partners.

S/N	SERVICE FRONTLINES	KEY SERVICES PROVIDED
		• Cabinet and Appointee Coordination: Ensures effective collaboration and alignment among the President's cabinet members and political appointees. • Information and Correspondence Oversight: Manages the flow of communication to and from the President, ensuring accuracy, timeliness, and confidentiality. • Operational Integrity and Protocol Enforcement: Safeguards the dignity, security, and procedural standards of the Presidency in all official engagements.
2.	Office of the Deputy Chief of Staff	• Coordinates the Vice President's daily programmes including domestic and foreign official engagements and journeys; • Coverage of non statutory meetings between the Vice President and his official guests • Ensures the smooth administrative day to day running of the office of the Vice President. • Coordinates the supervision of statutory Agencies under the Chairmanship of His Excellency, the Vice President: National Boundary Commission, Border Community Development Agency, Debt Management Office, National Institute of Policy and Strategic Studies, Niger Delta Power Holding Company, Bureau of Public Enterprises, National Emergency Management Agency, and National Hajj Commission of Nigeria.

S/N	SERVICE FRONTLINES	KEY SERVICE PROVIDED
3.	Office of the Permanent Secretary	- General administration and management of all Presidential facilities, including offices and residences. - Budget preparation, management, and financial control. - Protocol and logistics support for official guests, including accommodation and transport. - Coordination of official events, state banquets, and airport receptions. - Comprehensive human resource management, including recruitment, training, strategic deployment of staff, and staff welfare.
4.	Office of the State Chief of Protocol	- Coordinates Mr. President's daily programmes - Coordinates the President's events including local and foreign engagements - Coordinates the President's Meetings, Audience - Liaises with Nigerian Missions abroad and State Governments - Coordinates all Consular related matters, including requests for visas, and liaises with Diplomatic Missions in Nigeria - Provides interpretation and translation services during bilateral engagement, Summits/ Conferences and Seminars in close collaboration with the Ministry of Foreign Affairs - Coordinates the presentation of Letters of Credence by Foreign Ambassadors and High Commissioners-designate to Nigeria - Coordinates general protocol activities of Mr. President
5.	Office of Chief Security Officer, C-in-C	Coordinates all Security matters relating to the President, C-in-C and ensures maximum security within the Presidential Villa
6.	Office of the Special Adviser to the President (Media & Publicity)	- Media coverage of all activities of the President, C-in-C - Issuing press Releases/Statements - Arranging media briefings and interviews for the President - Accreditation of Media Representatives - Regular update of the State House website (Statehouse.gov.ng) - Periodic stakeholder's engagement - Production of documentaries on various sectors of the economy - Production of publications and journals on selected sectors of the economy.

DEPARTMENT AND SERVICE UNITS

S/N	DEPARTMENTS / SERVICE UNITS	KEY SERVICE PROVIDED
1.	Administration Department	• Staff Appointment, Deployment, Promotion and Discipline • Training and Staff Welfare • Office Management and Meeting Secretariat • Catering Services and General Housekeeping, • Travels arrangement for Presidential movements, • Transport facilities • Establishment Matters • Service Matters, • Administrative Services to other Departments and Divisions, including SHMC, Offices of Presidential Aides, etc. Coordinates the following: ○ Secretariat of the Top Management Meeting ○ Employee Performance Management System (E-PMS) ○ Pension & Retirement Matters ○ Federal Civil Service Strategy and Implantation Plan 2021-2025 (FCSSIP 25) ○ Transport Services/Transport/Facility ○ Travel arrangements for Presidential and State House Staff
2.	Finance and Accounts Department	• Custody and Disbursement of recurrent, capital and other special funds allocated to the State House. • Ensures that government revenues are collected and remitted to relevant government agencies • Co-ordinates the preparation of annual and supplementary budgets • Maintains relevant books of account and renders statutory expenditure and revenue returns to the Office of the Accountant General of the Federation. • Responds to audit queries, and appears before the Public Accounts Committee.

	SERVICE FRONTLINES	KEY SERVICES PROVIDED
3.	Planning, Research & Statistics Department	• Monitors and Evaluates Plan Implementation in the State House • Conducts research into the internal organisation and operation modalities of the State House • Conducts research into sectors under the jurisdiction of the State House • Constantly collects and processes data and statistics relating to State House • Provides books and information materials for the State House community • Manages the Monitoring and Evaluation of State House Capital Projects & Programmes • Organizes Conferences, Seminars & Workshops for Staff • Produces the State House Work Plan • Oversees Public-Private Partnership (PPP) activities • Liaises with the Federal Ministry of Finance, Budget and National Planning (FMFBNP), on technical training matters • Hosts Service Innovation Unit (SIU) in the State House • Supervises the Production of State House Annual Report • Assesses Drug Administration and Medical Consumables in the State House Medical Centre (SHMC) • Collaborates with the Administration Department & supervises the printing of security and official documents for the State House • Coordinates Top Management Retreat for Heads of Departments/Units & MDs/CEOs of Parastatals under the State House • Coordinates State House MPMS & MGT Retreat • Participates in the yearly Procurement Plan Process • Coordinates International Relations (Multilateral/Bilateral) Policies. • Coordinates the State House, Presidential Archives • Coordinates Gender Matters

S/N	SERVICE FRONTLINES	KEY SERVICE PROVIDED
4.	Maintenance Department	- Coordinates the regular maintenance and upkeep of facilities within the Presidential Villa, the Vice President's Residence (Aguda House) and other associated structures - 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.
5.	Information and Communication Technology (ICT) Department	- Design, implement, and maintain a secure, office-wide network infrastructure for the State House. - Drive the digital transformation of State House workflow processes in line with the FCSSIP 25 agenda. - Provide technical support for all business system solutions installed throughout the State House. - Deploy and manage enterprise and customized software applications and databases for the State House. - Deploy and support all State House computer hardware, software, and associated peripherals. - Coordinate the acquisition, installation, and maintenance of all ICT infrastructure for the State House. - Manage and maintain all Wide Area Network (WAN) links providing connectivity to the State House. - Provide and manage conferencing, virtual meeting, and interactive display tools for the State House. - Create, administer, and secure the official State House email platform. - Conduct training on productivity and ERP software and develop digital content for State House staff.
6.	Office of the Vice President (Administration)	Serves as Institutional memory for all programmes constitutionally allocated to the Vice President and those that may be delegated to him by the President.

S/N	SERVICE FRONTLINES	KEY SERVICE PROVIDED
		• Reporting all matters relating to the Office of the Vice President through the office of the Permanent Secretary. • Processing of all incoming/outgoing correspondence relating to application of all laws enacted, for the Vice President is attention. • Planning/Processing of Daily Routine/Activities of the Vice President. • Supervises the following Statutory Agencies: - o National Boundary Commission - o Border Communities Development Agency - o Debt Management Office - o National Institute for Policy & Strategic Studies - o Niger Delta Power Holding Company - o National Emergency Management Agency - o National Hajj Commission of Nigeria • Provide administrative support to Principal Officers • Manage travel proceedings of the Vice President, Wife of the Vice President and Political Appointees • Prepare annual budgets, annual reports, training needs, work plans, and • Provide administrative services and support to the Deputy Chief of Staff in the supervision of Agencies under the Chairmanship of Hie Excellency, the Vice President; and • Any ad hoc duties assigned by the Deputy Chief of Staff
7.	Procurement Department	• Strict adherence to statutory due process and regulatory compliance, in line with the Public Procurement Act (2007), as amended, for all procurement activities • Strategic Procurement Planning and Integrated Budget Advisory Services • Transparent Tendering and Bid Process Administration

S/N	SERVICE FRONTLINES	KEY SERVICE PROVIDED
		- Contract Award Facilitation and Performance Management - Contractors Database Management and Contractor - Comprehensive Market Surveys for Capital and Recurrent Procurement - Relations Oversight - Procurement Compliance and Fiscal Accountability Assurance - Comprehensive Procurement Capacity Building and Technical Assistance - Tenders Board Secretariat Services and Meeting Coordination - Centralized Procurement Records and Repository Management
8.	Office of the State House Counsel	- Rendering prompt in-house general legal advice and services in the State House; - Advising on constitutional matters and legal aspects of policy guidelines; - Advising on legal issues arising from legislation; - Drafting and vetting of contract agreements and other legal documents emanating from the State House - Drafting of letters for Mr. President in respect of legal issues and matters concerning the Judiciary and Legislature - Providing the Statutory Legal Service to the procurement process in the State House
9.	Internal Audit Unit	- Financial audit which includes: - Prepayment audit; Post payment audit; Inspection of books and records, etc - Verification of all works, constructions and supplies in collaboration with appropriate and relevant Departments and/ or Units; - 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; - 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; - Regular auditing of all revenue collection and remittances to enhance complete documentation and prompt remittances to the appropriate offices

S/N	SERVICE FRONTLINES	KEY SERVICE PROVIDED
10.	State House Medical Centre Presidential Wing	- The State House Medical Centre provides a variety of health services having the following Units: - Medical Records - GOPD (Family medicine) - Internal Medicine - Surgery - Obstetrics and Gynaecology - Paediatrics - Dental and Maxillofacial - Nursing - Ophthalmology - Ear, Nose and Throat (ENT) - Radiology - Physiotherapy - Public Health - Laboratory Medicine - Pharmacy - Also provides World Class Medical Services to the President, Vice President and members of their families, and VIPs
11.	State House Lagos Liaison Office	- Provides Protocol and transportation services for the First and Second Families, other VIPs movements while on visits to Lagos and its environs; - Supervises the maintenance of facilities in the State House, Dodan Barracks and the Vice President's residence in Ikoyi; - Maintenance of vehicles, plants, equipment etc; - Liaising with the State Government, Foreign Embassies and High Commissions on appropriate arrangements for Airport reception and welfare of VIPs while in Lagos; - Liaising with Headquarters on Establishment matters

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.
1.	Administration	Provision of different categories of vehicles	- Visiting Heads of States/Presidents - 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
		Issuance of Air - Tickets	--1 st and 2 nd 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
		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
		Banqueting and Catering Services	-Presidential events -Other MDAs -Departments in SH	Routine	100%	-Approvals Issued -Event Register	Monthly / Quarterly Analysis of data
		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
		Management of office accommodation, furniture and equipment	-State House Staff -Visitors	Routine	100%	-Duly filled Request form -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 -Dignitaries	Routine	100%	-Approval Issued -Gym Register	Monthly / Quarterly analysis of data
		Training of Staff	-State House Staff	Routine	100%	Approved Training Programmes	Monthly / Quarterly analysis of training conducted
		Appointments, Promotion and Discipline	-State House staff	Routine	100%	- Public Service Rules 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 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

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.
	Store	Store requisition/Issuance of items inspection/receiving of various item into the store. 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 -State House Staff Contractors	Within 24 hours of approval	100% 100%	Memo Register	Monthly Analysis & Review of Registers.
3.	Maintenance	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
4.	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.
	Library	Library Services	Departments/Units/Staff	To be attended to within 15 minutes	100%	Customer Survey	Quarterly Customer Survey
5.	Internal Audit Department	Publication of Audit Reports	- State House AOGF, OAuGF	Quarterly	100%	Copy of Report	Publication Register
		Preparation of Monthly, Quarterly and Yearly Report	State House	5 Days	100%	All Departments and Units Concerned	Periodically
		Verification of All Projects and Works	State House	1 Week	100%	Maintenance Department	Periodically
		Payment and Post Payment Audit	State House	Within 48 Hours	100%	Accounts	Routine

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.
6.	Information & Communication Technology (ICT) Department	Internet Access	President Vice President Principal Officers Staff	24 hours / 7 days a week	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
		Response to ICT Requests/ Complaints	President Vice President Principal Officers Staff	Within 24 hours	100%	- Help desk form - Feedback from schedule officers - Job Completion Log - Real time monitoring report - Customer / Staff Survey	Daily/weekly /monthly /quarterly surveys
7.	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)
		Complaints and petitions (Legal opinion)	-General Public -Private individuals -MDAs -Staff/Whistle blowers	48 hours		Documented complaints/ petition	Quarterly Analysis Register
8.	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
9.	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
		Board Meetings with Statutory Agencies	-National Boundary Commission -Border Communities Development Agency -Debt Management Office -National Institute for Policy & Strategic Studies -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

S/N	RESPONSIBILITY	KEY SERVICES	CUSTOMER (INTERNAL OR EXTERNAL)	STANDARD	PERFOR. TARGET	SOURCE OF DATA (MEANS OF VERIFICATION)	PERFORMANCE MONITORING ACTIVITY/FREQ.
		National Economic Council Meeting	All State Governors	Monthly	100%	-Registry -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 -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) -SSA (ITI) -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) -Relevant MDAs and stakeholders -Registry	-Quarterly analysis of implementation of meeting outcome
10.	Protocol	Guest Services -VIP reception (arrival & departure) -Accommodation -Transportation (Logistics) -Federal Executive Council Meetings (FEC) -Council of State Meetings -National Security Council Meetings 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 Survey	-Exit surveys of visiting guest -Quarterly customer satisfaction surveys
11.	Servicom Unit	Customer Feedback -Complaints	-MDAs -General Public -State House Staff, etc.	10 working days	75%	Complaints register	Monthly analysis of complaint records
12.	State House Medical Centre	Medical Services - Medial Records - GOPD (Family medicine) - Internal Medicine - Surgery - Obstetrics & Gynaecology - Paediatrics - Dental & Maxillofacial - Nursing - Ophthalmology - Ear, Nose & Throat (ENT) - Radiology - Physiotherapy - Public Health - Laboratory Medicine - 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 (INTERNAL OR EXTERNAL)	STANDARD	PERFOR. TARGET	SOURCE OF DATA (MEANS OF VERIFICATION)	PERFORMANCE MONITORING ACTIVITY/FREQ.
13.	Office of the Special Adviser to the President (Media & Publicity)	Media Coverage	MDAs/General Public Media practitioners	hours		Print, Electronic, Online & Social Media	copies of media reports/broadcast, etc
		Issuing press releases and statements (media briefings and interviews)	MDAs/General Public Media practitioners	Within	100%	Print, Electronic, Online & Social Media	- Daily review of newspapers, electronic stations - Quarterly analysis of media trends and the Presidency
		Accreditation of media representatives	All guests and Government officials visiting the State House		100%	Print, Electronic, Online & Social Media	- Annual analysis of accreditation, renewal - Customer survey
		Publicity	Internal / External	Within 24 hours	100%	Print, Electronic, Online & Social Media, Press Statements	- Documented copies of media reports / coverage - Monthly
			Internal / External	Within 30 days	100%	Print, Electronic, Online & Social Media, Press Statements	- Documented copies of media reports / coverage - Monthly
			Internal / External	Within 30 days	100%	Print, Electronic, Online & Social Media, Press Statements	- Publication of Journals, Print, Electronic and social Media Coverage - Quarterly
14.	Procurement Department	Procurement Planning and Advisory	User Departments, Management	Procurement plans prepared and published within the first quarter of the fiscal	100% compliance annually	Approved Procurement Plan; Budget submissions	Quarterly internal audit of procurement planning
		Tendering and Bidding Management	Suppliers/ Contractors, User Departments	Bids opened publicly within 24 hours of submission deadline; debriefing provided within 7 working days of request	100% of bids opened and evaluated within standard time	Bid opening minutes; Evaluation reports; Debriefing letters	Procurement unit review and external oversight by BPP
		Contract Award and Management	Suppliers/ Contractors,	Contracts awarded within 15	90% of contracts awarded and	Signed contract agreements;	Monthly contract performance review meetings

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.
			User Departments	working days after approval; contract execution monitored to ensure timely delivery	monitored within set times	monitoring/inspection reports	
		Compliance, Transparency and Accountability	Oversight Bodies, Management, Public	Quarterly procurement reports submitted within 15 days of quarter-end	100% quarterly reporting compliance	Copies of reports; submission acknowledgments	Review by Internal Audit and BPP

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 are firmly committed to delivering services that are timely, fair, honest, effective, and transparent. Where delivery falls short, we pledge to provide full explanation, disclose the reasons, and take immediate corrective and disciplinary action.

Our service delivery is anchored on the following principles:

- **Dedication to the Nation:** We are dedicated to the continuous renewal and improvement of our services, driven by a profound commitment to Nigeria's progress and the well-being of its people.
- **Citizen-Focused Execution:** We hold an unshakable conviction that our nation thrives when its citizens receive prompt, efficient, and reliable government services. We avow to always prioritize the needs and rights of Nigerians in every action we take.
- **Accountability and Integrity:** We operate with utmost honesty and transparency, taking full responsibility for our performance and actions to build and maintain public trust.

OUR EXPECTATIONS FROM THOSE WE SERVE

- **Our Employees:** We expect all staff to be punctual, prompt, diligent, courteous, and transparent in the discharge of their duties.
- **The Public:** We expect citizens and stakeholders to be understanding, time-conscious, courteous, and honest in their interactions with the State House.

STAKEHOLDER ENGAGEMENT

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

OUR GRIEVANCE REDRESS MECHANISMS

Our grievance redress mechanism demonstrates our commitment to addressing your concerns with fairness and efficiency. We provide a formal acknowledgment within 24 hours of receiving any complaint or suggestion. Furthermore, we ensure every matter is diligently addressed and resolved conclusively under the framework of the established Public Service Rules.

For the most efficient handling of your concerns, please direct your complaints or suggestions to:

- Phone: **09070343044**
- Email: nodal.servicom@statehouse.gov.ng
complaint.servicom@statehouse.gov.ng

Your feedback is invaluable to our continuous service improvement.

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 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 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 steadfastly committed to providing progressive, effective, and efficient services that enable the President and Vice President to discharge their vital duties to the nation. This Service Charter has outlined our core principles, standards, and our commitment to those we serve. By embracing these guidelines on clientele focus, grievance redress, service delivery, and ethical conduct, we reaffirm our dedication to excellence and our resolve to foster a culture of continuous positive change.

[illegible]

[illegible]

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



STATE HOUSE SERVICOM UNIT