



UNIVERSITY OF LAGOS **SERVICE CHARTER**

Transforming Service Delivery

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University of Lagos

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INTRODUCTION

The University of Lagos (UNILAG) is a corporate service institution and citadel of knowledge, set to give leadership with this well-defined *innovation-driven Service Charter*, built on the two principles of total conformance and zero-defect Quality Management System (QMS). With this, the University aims at assuring her customers and clients of satisfactory service delivery. This Charter is strategically tailored to give her existing structure, teaching, research and community services. UNILAG is ***indeed and in truth***, committed to qualitatively performing her key functions which are to:

- (i) Impart human power skills through teaching.
- (ii) Pursue knowledge development through organised research.
- (iii) Contribute to national and international dialogue, through community service/engagement.
- (iv) Curb inefficiencies, which hitherto led to customer dissatisfaction. These are people-oriented functions, which require high degree of **civility and ethical integrity on the** part of every staff of the Institution. Like every other Federal Ministry, Department and Agency (MDA), the University has repositioned her service delivery to meet Government's mandate of entrenching the **Service Compact (SERVICOM)** with all Nigerians.

SERVICOM is the acronym for Service Compact with all Nigerians. It was introduced by the Federal Government of Nigeria during President Olusegun Obasanjo's administration in 2004, in order to address the numerous challenges of service delivery failures observed in most public establishments in the country. It is an agreement entered into with all Nigerians to ensure that all services are conscientiously delivered in the most efficient and timely manner at all times.

Service delivery failure is characterised by mostly poor response time to tasks given, late coming, absenteeism, insufficient training, lack of knowledge, lack of motivation, corruption tendencies and disregard for laid down procedure, law and order, dishonesty and lack of transparency, on the part of both individuals and the system, among others. This is the reason all hands and heads must be put together to sanitise the system and stop the menace of the ugly trend.

This **UNILAG Service Charter** aims at providing information about the

University's customer-centred service delivery flow, new modalities for standard checks as well as its commitment to continuous service improvement, for its community of learners and stakeholders. This is to motivate such esteemed service takers to make appropriate demands, interact appropriately, and make complaints at all times as each occasion demands.

THE UNIVERSITY OF LAGOS

The University of Lagos was established by an Act of Parliament of Nigeria in 1962 to:

- encourage the advancement of learning and to hold out to all persons without distinction on the basis of race, ethnicity, creed, sex and political conviction, the opportunity of acquiring a higher education;
- provide courses of instruction and other facilities for the pursuit of learning in all its branches, and to make those facilities available on proper terms to such persons who are equipped to benefit from them;
- encourage, promote and conduct research in all fields of learning and human endeavour;
- undertake any other activity appropriate for a university of the highest standard;
- uphold academic freedom in terms of teaching fields, curricula, and research; and
- exercise no discrimination in admission policy, based on race, ethnicity, creed, sex or political conviction.

The University has three campuses located at Akoka (main), Idi-Araba and Yaba. It also has 12 Faculties, four of which are in the College of Medicine; a School of Postgraduate Studies (SPGS) and the Distance Learning Institute (DLI).

UNILAG has 85 undergraduate programmes and 126 Postgraduate programmes (Full Time and Part Time). This Service Charter offers the public the University's mode of operations; customers' rights, expectations and obligations. It is subject to review every five years.

VISION

To be a **top - class institution** for the pursuit of **excellence in knowledge, character and service** to humanity

MISSION

To provide a **conducive** environment for teaching, learning, research and development, where staff and students will interact and compete effectively with their counterparts globally.

MOTTO

“In deed and in Truth”

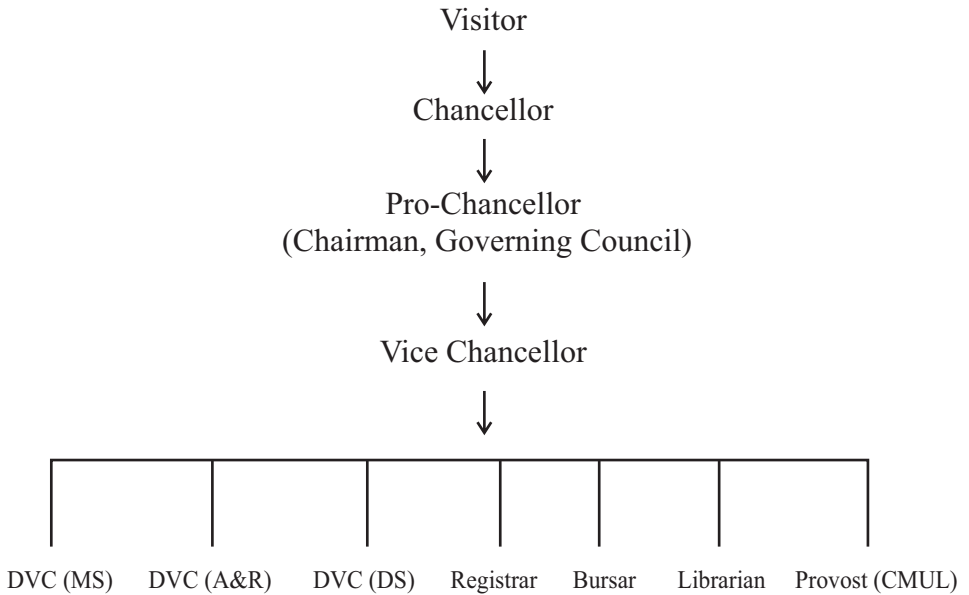
SLOGAN

“University of First Choice and the Nation's Pride”

THE UNIVERSITY'S CORE VALUES

- **Commitment to excellence in learning and character:**
Setting the pace and standard for academic excellence through development of innovative programmes across emerging disciplines and restructuring existing programmes to incorporate new features that can enhance world-class high-tech performance.
- **Conducive and friendly learning environment:**
Creating a unique and extensively interesting academic environment, conducive to learning, desirable to all scholars and enticing to world class academics to advance their careers with dignity.
- **Integrity and respect:**
Ensuring that rules and regulations governing all stakeholders on campus are explicitly spelt out for compliance and maintaining long-lasting discipline with dignity and respect.
- **Continuous improvement of staff professionalism and competence:**
Encouraging staff to aggressively pursue research and academic development to make UNILAG the No 1 desired University, in Nigeria and Africa, for breaking new academic ground.
- **Commitment to continuous improvement of all Facilities:**
To fulfil its short-term objective of becoming the best Nigerian University in two strategic years of operation; medium-term objective of best in Africa in 10 years and long-term objective of one of the top 100 world Universities in 25 years.
- **Enforcement of innovative culture and ethical conducts:**
This will underscore UNILAG's respect for integrity, truth, honesty and equity in order to sell its brand across the globe.

UNIVERSITY OF LAGOS ORGANISATIONAL STRUCTURE



SERVICOM MISSION STATEMENT

Together each staff achieves more in the provision of human-need influenced services, in a learner-friendly interactive environment by projecting the right work values in a civil-corporate integrity paradigm.

SERVICE DELIVERY TONE

UNILAG's service delivery tone is to critically move her operational efforts from NUC's minimum to her institutional maximum quality standard balance which is to offer her customers the best. Thus, the University of Lagos aims at hitting at both internally efficient and effective Quality Management System (QMS) that assures satisfactory service delivery with strong emphasis on total conformance, zero defect tolerance and accessibility.

SERVICE DELIVERY

The University of Lagos service consumers, also treated as customers, comprise the following:

- All registered students;
- Parents/Guardians/Sponsors of students;
- Suppliers/Contractors;

- Alumni;
- The University community;
- Industries that are; donors, sponsors, contractors or imitative entrepreneurs, etc;
- Banks and the likes, operating on Campus.

SERVICES TO BE DELIVERED

1. **Teaching:** Proactive and interactive delivery of lectures.
2. **Assessments & Evaluation:** Continuous Assessment, conduct of examinations, rating/scoring and examination results processing, result compilation, uploading, updating of results from Departments through Faculty or College Boards of Examiners and/ or Board of Studies
3. **Research Conduct & Sponsorship:** The University promotes and supports researchers in all its fields of learning as deemed beneficial to the nation and society.
4. **Learning Needs:** The University Main Library, together with Faculty Libraries provide information resources to meet teaching, learning and research needs of students, staff and researchers. The Wi-Fi-enabled environment, facilitated by the Centre for Information and Technology Systems (CITS) to aid independent students/group research, to cover halls of residence and numerous reading rooms. The main Library opens from 8:00am to 10:00pm, Monday to Saturday, while 24-hour service is provided two weeks prior to and during examinations. Faculty Libraries on the other hand are open from 8:00am to 4:00pm, Monday to Friday.
5. **Student Resource Management:** The Student Affairs Division and Students Counselling Unit, in the Office of the Vice Chancellor. Both have Faculty and College decentralised or consultative units to handle students' needs.
6. Attending to regular or emerging complaints and welfare matters.
7. **Local Campus Transportation:** The University provides local shuttle services at a controlled fare for the use of staff, students, the university community members and the visiting public.
8. **Performance Monitoring:** Lecture Timetable and course allocation or Scheme of Examination and panel of Examiners are prepared at the Department and Faculty levels to guide teaching staff in all programmes.

SERVICOM Unit uses Lecture Monitoring Officers to check resumption, progress and revision phases of all the University's programmes. Learning/study challenges and attendance are thoroughly checked with a formatted checklist. Notable lapses are addressed by SERVICOM Officers on the spot while critical cases are referred to the Customer Care Complaint Desk. Departments use Course Advisers assigned to every level to bridge any gap between students and University authority. The Course Adviser serves *in-locus parentis* to students at different levels. He or she oversees students' course registration, departmental registration, provides counselling and advice to students on academic matters.

The Adviser opens up interactive lines with learners in order to understand them and be approachable for help when the need arises.

SERVICE EXPECTATIONS

- A transparent admission process.
- Exhaustive coverage of the course content, activity generated and practical demonstrations in every taught course.
- Adequate information dissemination.
- Due announcement on 'Add' and 'Delete' of course time for students to check, with the help of Course Adviser and Department.
- Appropriate weighting of exam questions against time and supportive marking guide.
- Drawing up student-friendly and reasonably spaced-out Examination Timetable that will cater for carry-overs.
- Adequate equipment to instructors, tutors and aids to self-study, lecture, examination centres/halls/game pits/Labs.
- Prompt and fair processing of examination results, with internal moderation to check for language ambiguity, activity-time balances and overall results moderation through External Examination Moderation/Assessment for quality checks.
- Well-furnished and maintained lecture theatres, workshop, theatre(s) and laboratories, classrooms, gardens and event spotlights and quadrangles, etc.
- Hygienic and conducive hostel accommodation for students;
- Well-furnished Lounges, Tuck shop and Butteries, Cafeteria, Cafes, etc.
- Game Resources Rooms/open-air spaces, monitored for safety and

legitimate privacy.

- An effective, regular and transparent Annual Performance Evaluation System for different calibre of customers.
- Prompt processing of transcripts and certificates.
- Fair and just disciplinary procedure.
- Recognition and acknowledgement of donors and sponsors.
- Proper routing of Partnership Agreement with necessary Memoranda of Understanding (MoU) as required for Research Institutions, Organised Private Sector, Industries and other partners.
- Provision and maintenance of modern teaching and learning needs, such as Information and Communication Technology (ICT) facilities, Safe, secure, neat and healthy environment.
- Courteous and timely response to requests and enquiries, and
- Prompt clearance of students and staff, who are exiting from the system.

SERVICE PROVIDERS' OBLIGATIONS

1. Zero tolerance for fraud, examination malpractice, cultism, campus violence, graft, bribery and corruption.
2. The official working hours are 8:00a.m – 4.00p.m, Mondays – Fridays.
3. The administrative offices open from 8:00am-4:00pm while, for academic purposes, lectures are scheduled from 8:00am-6:00pm (Mondays -Fridays).
4. Academic staff hold lecture and statutory meetings from Monday to Friday according to the scheduled Timetable.
5. All forms of services are provided promptly and conscientiously.
6. Non tolerance for lateness to work.
7. No staff is permitted to loiter during office hours.
8. No staff is permitted to close from office before official closing time.
9. Student, staff and the general public are treated equally.
10. No staff shall receive gratification for services provided.
11. Lectures and practical must be delivered as scheduled on the Timetable.

ETHICAL CONDUCTS / OBLIGATIONS

1. Students and the general public are expected to pay the prescribed fees where necessary, before services are provided.
2. On no account should any student or client offer gratification to any

- staff for services to be provided.
3. All students and clients are expected to be orderly and abide by the University rules and regulations.
 4. Students are expected to attend all lectures, practical, seminars/workshops.

GRIEVANCE REDRESS MECHANISM

Complaints are directed to the Head of Department or Head of Unit, who will acknowledge receipt **within 72 hours** and start responding to the matter.

Complaints can generally be directed to the SERVICOM Office of the University or to the designated SERVICOM Officers in the Department and Faculty. Complaints may be sent to the SERVICOM Unit through several channels which have been provided. These include:

- Submission of letter to the SERVICOM Unit
- Submission of complaints into any of the complaint boxes
- Phone call or SMS to the Complaint Desk Officer or Director of Quality Assurance & SERVICOM Unit
- E-mail to SERVICOM (servicedelivery@unilag.edu.ng)
- Submission of Compliants on the Quality Assurance & SERVICOM website (<http://qas.unilag.edu.ng>)

Further channels of complaints are provided below for any dissatisfied customer.

ZERO DEFECT MEASURES:

- The Dean of Students' Affairs receives feedback from the students through interaction with the students' body. His team also carries out one-on-one interaction, semester conferences with drop-boxes to harvest grievances and treat them.
- Complaints and suggestion boxes are mounted at strategic places on Campus for every manner of grievances. These boxes are checked regularly.
- All complaints are directed to appropriate authorities for prompt action.
- Proactive measures are initiated to review quality of services being provided against complaints received.
- Control checks are conducted, with results used to balance compliance to lay down ethics and behaviour rules.
- The University has SERVICOM Officers at various service windows, who are very senior members of staff of good character, who are sufficiently trained and can take action on issues of concern.

SERVICE WINDOWS

The SERVICOM structure in the University has several Service Windows across the University for Effective Service Delivery. The Service Windows include:

- All Faculties, School of Postgraduate Studies and DLI;
- All Departments and/ or Units in the Registry,
- All Units in the Office of the Vice-Chancellor,
- Bursary Department,
- Works and Physical Planning (Department or Unit?)
- Audit Department
- Medical Centre
- University Library
- Security Units

QUALITY OF WORK LIFE

To operate the University's principles of total conformance and zero-defect tolerance, the following factors are in place to motivate, drive and challenge staff towards self-fulfilment and the innate urge or desire to perform creditably.

By this Charter, we pursue the following quality of work life factors as provisions that will boost our staff' willingness to function. The whole essence is for improvement of our roles for our organisational health. Our quality of work life factors takes cognisance of our **key performance indicators (KPI)**. These are already branded **UNILAG Work Ethics** plus institutional mandatory input which among many practical measures, include:

- Entrenchment of a transparent and qualitative recruitment process, devoid of nepotism and misplacement of entry expertise;
- Regular promotion, based on technical competence, creativity and hard work.
- Compulsory induction course after recruitment and selection,
- Post confirmation professional training,
- Medical Care, through staff Screening Medical Service (SMS);
- Office allocation and equipment,
- Well-resourced classrooms/labs/workshops, with the right tools;
- Provision for refreshments, cafeteria service at affordable cost;
- Provision of all forms of after-work relaxation/recreation,

- Provision of basic needs for logistics, despite monetisation;
- Prompt issuance of leave notices and every accruing benefit,
- Release of research allowances, opportunities and leave(s), grants and awards; and
- Social welfare amenity.

SERVICE DELIVERY INDICATORS

S/N	TYPE OF SERVICE	RESPONSIBLE OFFICER(S)	TIME FRAME
1	Scheduling of meetings (Management, Senate, Committees etc.)	Vice Chancellor, Registrar and concerned Administrator	Notices, Minutes to be disseminated within a week
2	Conveyance of decisions extracts arising from meetings	Registrar and Secretaries	24 hours after meetings.
3	Implementation of Management Decisions	Vice Chancellor, Registrar, etc.	Two weeks after management meeting.
4	Circulating information about the University within and outside	Corporate Affairs Division	Updates to be produced and distributed weekly
5	Liaising with external bodies on behalf of the University	Office of Advancement, Corporate Affairs Division	Within the specified time frame
6	Academic Calendar, planning and dissemination	Directorate of Academic Affairs, Directorate of Planning and Senate	Annually

7	Teaching and conducting research according to approved Timetable	Deans, HODs, all academic staff	Based on the Timetable
8	Monitoring of effective service delivery	Quality Assurance and SERVICOM Unit	Regularly and continuously
9	Grievance/Complaint Redress	Management/Quality Assurance and SERVICOM Unit	Promptly and appropriate actions taken within forty-eight (48) hours.
10	Conduct of Post-UTME and admission of new students	Admissions Office	Prompt release of results, immediately after the test, and effective admission process
11	Conduct of Examinations	Examination Office, Faculty Examination Officers.	Exam timetable is ready a month to commencement,
12	Marking and submission of results	All academic staff	A month after examination
13	Release of examination results	HODs, Deans, Senate	Within two months after examinations
14	Award of certificates, issuance of transcripts	Registrar, Students' Records/ Certificates Office	Certificates are ready a month after convocation, transcripts are issued within two weeks of request.
15	Handling of examination misconduct/ disciplinary cases.	Senate, Faculty/Department Committees	Within two months after the incidence.

16	Staff Development	Staff Training Unit	Periodically, annually
17	Medical consultation and treatment	University Medical Centre	Prompt response to emergency, staff annual medical check.
18	Transport Services	University Transport Committee	Provision of well-regulated transport channels.
19	Payments for services, goods, remittances and claims	Bursary	Processing approvals and effecting payment, within two weeks after request.
20	Preparation of University financial statement	Bursary	5 months after the end of the financial year
21	Regular audit of University accounts and payments	Audit Unit	This is transaction based and treated within.
22	Provision of ICT and active website	Adetokunbo Sofoluwe Centre for Information Technology and Systems	Website accessible 24/7 and effective internet connectivity.
23	Development and Maintenance Structures	Department of Works and Physical Planning	Prompt response to requests
24	Clean and orderly environment	Department of Works and Physical Planning	Daily exercise
25	Design and supervision of projects	Department of Works and Physical Planning	Regular monitoring of projects.
26	Provision of library services to meet the information needs of the university community	University Library	Prompt utilization of library resources and services for learning and research

FEEDBACK ON SERVICE PERFORMANCE

Stakeholders, at all levels, are encouraged to direct their feedbacks on service performance to the Quality Assurance & SERVICOM Unit (Office of the Vice-Chancellor), Old Senate Building, opposite University's Main Auditorium or via email to: servicedelivery@unilag.edu.ng. Every mail received is acknowledged and feedback from the sender is promptly treated within 48 hours.

This is done as an expression of our commitment to quality service delivery while steps are taken to enforce compliance with directives for quality service delivery, with the support of the Vice-Chancellor and University Management.

SPECIAL NEEDS PROVISION

Provision is made for easy movement and attendance at lectures for the physically challenged students.

- Ramps have been provided for easy movement, using the wheel chair and similar mobility appliances.
- Individuals with special needs are attended to by the Counselling Unit.
- Work study programme is available to interested students to assist those in need of financial support;
- Students are rewarded with accommodation and other incentives for rendering help to the physically challenged such as, reading for and with them, walking them to new areas etc.;
- All students with special needs are accommodated.
- Year 1 and final year students are first considered for hostel accommodation before other students.

COMMON LIMITATIONS TO SERVICE DELIVERY

1. Human character sophistication, complexity and unpredictability.
2. Student-induced difficulties and campus violence.
3. Dilapidating, depreciating and insufficient infrastructure.
4. Industrial and labour relations issues and inherent strike actions by Unions.
5. Inadequate laboratories, equipment and reagents.
6. Inadequate numbers and/or volumes of books and Journals.
7. Inadequate ICT equipment in lecture rooms and theatres for video conferencing.

8. Existence of operational knowledge gaps on the part of some staff about certain technical procedures or service requirements.
9. Absence of KPIs in general and specific areas.
10. Internal appointment and/or redeployment into some areas of technical incompetence.
11. Policy implementation errors such as regulatory framework infidelity.

QUALITY ASSURANCE AND SERVICOM UNIT STAFF

S/N	DESIGNATION	NAME AND E-MAIL ADDRESS
1.	Director	Professor Olufemi Saibu osaibu@unilag.edu.ng
2.	Deputy Director	Dr. Ayodele E. Omotayo aomotayo@unilag.edu.ng
3.	Senior Assistant Registrar Desk Officer Quality Assurance & SERVICOM	Mr. Akin Akinleye akinakinleye@unilag.edu.ng
4.	Assistant Registrar Desk Officer SERVICOM	Mr O. A. Adebayo tayoadebayo@unilag.edu.ng
5.	Administrative Officer II Desk Officer Quality Assurance	Mrs. Victoria O. Olofin victoria@unilag.edu.ng
6.	Senior I.T. Officer	Mr. Solomon T. Oluwole toluwole@unilag.edu.ng
7.	Principal Personal Assistant	Mrs O. J. Ossai oossai@unilag.edu.ng
8.	Administrative Officer I Desk Officer, CMUL	Mr. Sunday D. Adekunle sadekunle@unilag.edu.ng
9.	Administrative Assistant I	Mr. Ufot U. Nelson oolayinka@unilag.edu.ng

PRINCIPAL OFFICERS OF THE UNIVERSITY

DESIGNATION	NAME AND E-MAIL ADDRESS
Vice-Chancellor	Professor Folasade Ogunsola, OON, FAS vc@unilag.edu.ng
Deputy Vice-Chancellor (Management Services)	Professor Lucian O. Chukwu dvc-ms@unilag.edu.ng
Deputy Vice-Chancellor (Academic & Research)	Professor Bola O. Oboh dvc-ar@unilag.edu.ng
Deputy Vice-Chancellor (Development Services)	Professor Ayodele V. Atsenuwa dvc-ds@unilag.edu.ng
Ag. Registrar	Mrs. Olakunle E. Makinde registrar@unilag.edu.ng
Bursar	Mrs. Oluwafunmilola Y. Adekunle bursar@unilag.edu.ng
University Librarian	Professor Yetunde A. Zaid librarian@unilag.edu.ng

Prof. Olufemi Saibu

Director, Quality Assurance & SERVICOM Unit
(Focal Officer)

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Prof. Folasade Ogunsola, OON, FAS

Vice-Chancellor