

## Report from the Department of Reform Coordination and Service Improvement

The Department of Reform Coordination and Service Improvement was the Head of Service of the Federation Extant Circular of 11th March, 2014 along with General Services and Special Duties Departments. It is headed by an Acting Director and structured into two Divisions thus Reform Coordination and SERVICOM.



HAGF ABUBAKAR MALAMI, SAN AT THE 1ST MEETING OF THE NATIONAL STEERING COMMITTEE OF THE OPEN GOVERNMENT PARTNERSHIP (OGP)

The Reform Coordination Division oversees all matters of Reforms like financial, administrative, socio-economic and legal reforms under its purview. The Federal Justice Sector Reform Coordinating Committee (FJSRCC) is also domiciled in this division although the Solicitor-General of the Federation/Permanent Secretary (SGF/PS) serves as the chairman of the committee. On the other hand, the SERVICOM Division deals with issues concerning Customer Care/Complaints and Service Improvement. The Department reports directly to the SGF/PS.

### Functions of the department

- The Department is the focal point for reform interventions within the Ministry in line with the overall framework set by OHCSF, BPSR and other Central Agencies of Government;
- Works with leadership of the Ministry to identify processes, systems and Service gaps with OHCSF and BPSR to develop interventions to eliminate such gaps;
- Coordinate, drives, monitors and evaluates the implementation of the Reform Agenda and Service Delivery of the Ministry and report to OHCSF, BPSR and SERVICOM Headquarters;
- Manage and drive SERVICOM aims and initiatives within the Ministry;
- Identify service failures and develop proposals to address them;

- Research and identify good practices that can be adopted/adapted to improve service delivery in the Ministry;
- Coordinate implementation of all public sector reform initiatives in the Ministry towards delivering result by optimal use of available resources;
- Liaise with the Ministry's Departments and the OHCSF to develop, refine, improve and recommend more efficient processes and systems for the. Ministry to achieve its objectives;
- Develop and launch initiatives to drive and mainstream a continuous Service improvement culture within the Ministry;
- Develop and deploy change management tools and practices to institute sustainable improvements in the Ministry;
- Assist the leadership of the Ministry to articulate and coordinate their change agenda in line with Service policies and standards;
- Spearhead the MDAs Service Delivery Initiatives through SERVICOM
- Compliance;
- Create and apply new improvements in the service and re-engineer methodologies and principles to conduct process modernization in the ministry and its parastatals;
- Maintain relationship with Stakeholders including the Steering Committee on reforms, Development Partners and Civil Society Organizations as appropriate to the reforms objectives of our MDAs.

### Overview of Activities

- a. The department initiated a quarterly Punctuality Award to the best five most punctual officers of the Ministry on grade level 03-14, this laudable initiative reduced the rate of staff lateness to work. Modalities are also being worked out to introduce an Excellence Service Award to further improve Service Delivery in the Ministry
- b. Series of meetings were attended by staff of the department on financial, administrative, legal, economic and government policies reform to provide a blue print for their effective implementation for the benefit of the citizens;
- c. Reform Coordination Contact Persons Committee meeting was held to chart the way forward on reform policies of the Ministry;
- d. Billboard for complaints procedure/grievances redress mechanism has been constructed and placed at the reception area of the Ministry;
- e. Comment cards and suggestion boxes have been produced to enable customers/visitors and

staff of the Ministry expresses their feelings or lay complaints on service delivery. All issues raised are forwarded to management for redress the practice is greatly improving service delivery and the Ministry's image. It will also serve as a source of information for reporting to Presidential Enabling Business Environment Council (PEBEC) responsible for coordinating the implementation of the Executive Order of the present Administration;

- f. SERVICOM and service improvement interactive sessions, training and workshops were attended by the staff of the department at no cost to the Ministry. This has further built the capacity of the officers to improve service delivery;
- g. The department being conscious of its responsibility in bridging service gaps and challenging service failure in line with its mandate is putting machinery in place to work out modalities for monitoring and evaluation of service delivery in the Ministry and its parastatals to ensure effectiveness and efficiency;
- h. A sensitization programme to improve service delivery was initiated for the staff of the Ministry and will soon be conducted;
- i. The visitor's rooms for the HAGF and SGF/PS of the Ministry on the ground floor were completed and furnished. It is one of the indicators SERVICOM Evaluators from the Presidency have been using to evaluate the Ministry's performance in the area of reception when they visit the Ministry for inspection.

### **Challenges:**

The mandate of the department places a high value on delivering quality services to the public. This requires a re-examination of the FMOJ in a critical way in order to provide an efficient, swift and responsive justice service to the people of Nigeria. This means that the department should lead the transformation process. The department will have to make the public aware of the new values in the Ministry of Justice and also create a feedback mechanism on the services that the FMOJ provides. At the same time there is need to make visible improvements to service delivery. In order to achieve all these, the Department will definitely require more resources.

The inability of the department to effectively execute its mandate due to paucity of funds as a result of little or no budgetary provision is a major challenge. Specifically, the limited infrastructure and need for training opportunities are key areas of concern

- a) Most of the issues in the reform involve complex processes and new concepts that staff are not fully conversant with and have to be adopted through sensitization which requires a lot of funding that is not forth coming;
- b) The inability of the department to effectively execute its mandate due to paucity of funds as a result of little or no budgetary provision is a major challenge;

- c) Some of the reform processes require professional competence to handle, hence the need to train and retrain the personnel involved. This requires adequate funding that is lacking;
- d) Due to none availability of utility vehicle in the department, it has been a herculean task for the staff of the department to transport themselves to venues of meetings, workshops, interactive sessions, trainings, seminars etc. This challenge need to be looked into with the aim to provide solution.
- e) The department's inability to access funds to run its activities has been a major challenge, where it managed to get approval for one or two programmes, the approvals could not be processed to physical cash for the execution of the assignments.