

PUBLIC SERVICE STAFF DEVELOPMENT **CENTRE (PSSDC)**

SERVICE CHARTER

This charter outlines our service commitment to you and how you can help us to provide you with a quality service.

Introduction – The Public Service Staff Development Centre (PSSDC) is a multi-disciplinary training institution dedicated to the provision of a high level of service. It was established by the Lagos State Government to train, retrain and develop staff of the public service as well as serve as consultants to Government on Human Resource development.

What we do - PSSDC provides a range of qualitative training to participants in order to enhance performance and good service delivery. Our functions as set out in the Edict No.9, 1994 which established the Centre includes the following:

- To provide well defined and structured training programmes for all staff on G.L. 02-12
- Provide opportunities for the improvement of skills of technical staff in the States Public Service
- Provide opportunity for staff in the States Public Service to improve their attitude, knowledge and skills in order to make them more efficient in their duties
- Participate and collaborate in the training programmes for public servants above G.L. 12
- Undertake, organise and facilitate induction courses, study courses, on-the-job development and skill acquisition/adaptation courses and retraining
- Organise orientation courses, upgrading/promotional and management training for entry into higher cadres; pre-retirement training, conferences, lectures, workshops and seminars
- Conduct research into problems of management and administration arising in the Public Service
- Undertake and provide for the publication of journals and research paper and books in furtherance of the aforesaid
- Undertake consultancy services and commercial ventures to generate additional funds to augment Governments funding
- Award certificates and diplomas.

Vision – To be the leading Public Service capacity building institution in Africa with a world class reputation.

Mission – To provide human capacity solutions through learning and development initiatives to Public Service stakeholders using technology-driven resources.

Our Customers and stakeholders Groups

- **Internal**
 - Members of PSSDC staff
 - Departments within PSSDC

- **External**
 - Lagos State MDAs
 - Other Public Services Nationwide
 - Professional Institutions
 - Training Service Providers
 - Suppliers and Contractors

Our Services and Standards

PSSDC offers services in a serene and conducive environment for learning

Service	Standards
<p data-bbox="181 1323 592 1391">Learning & Development</p> <p data-bbox="181 1435 480 1469">Our Commitment</p> <ul style="list-style-type: none"> <li data-bbox="233 1514 592 1693">• To ensure qualitative training is given to Public Service stakeholders <li data-bbox="233 1816 592 1995">• To conduct impact assessment within six months of training to ensure returns on 	<ul style="list-style-type: none"> <li data-bbox="671 1469 1361 1547">• Call for letter of nomination will be out within 6 weeks before training <li data-bbox="671 1559 1361 1659">• Acceptance letter will be back 2 weeks before training commences for scheduled programmes <li data-bbox="671 1671 1361 1771">• We will ensure hygiene factors are up to adequate standard (room cleanliness, bathroom facilities, catering services) <li data-bbox="671 1783 1361 1883">• We will provide all training materials on commencement of training (Name tags, pens, training manual) <li data-bbox="671 1895 1361 1973">• We will ensure certificates are issued promptly at the end of each training <li data-bbox="671 1984 1361 2036">• At the end of the course, participants are given evaluation forms to fill for

<p>investment (ROI)</p> <p>Obligations and Responsibilities of Customers</p> <ul style="list-style-type: none"> • All accepted participants must formally register before commencement of training • All participants must sign in daily before commencement of training sessions • Participants must attend 80% of the training before they can obtain their certificates • All participants are requested to fill in the course evaluation forms and learning logs 	<p>feedback</p> <ul style="list-style-type: none"> • At the end of each course, participants present communiqué. Relevant extracts will be sent to MDAs within 5 working days • e will effect the participants' feedback and make suggestions as applicable • We will provide shuttle bus service to and fro to designated points to participants throughout the course from 7.30-8.30am and from 4-5pm
<p>Public Service Capacity Assessment and Testing</p> <p>Our Commitment</p> <ul style="list-style-type: none"> • To ensure all examinations are conducted with utmost integrity <p>Obligations and Responsibilities of Customers</p> <ul style="list-style-type: none"> • Issuance of letter of 	<ul style="list-style-type: none"> • Signing of memorandum of understanding stipulating roles of both parties not later than 4 weeks before conduct of exams. • Compilation of questions relevant to eligibility list submitted not later than 2 weeks before exams • Allocation into classes and sitting arrangements to be concluded 3 days to exams • Reconfirmation of sitting arrangements in conjunction with the clients • Reproduction of question papers not earlier than 2 days before exams • Distribution of invigilators to the classrooms 1 day before exams • Submission of results and report within

<p>award stipulating the contract sum and conditions 4 weeks before exams are conducted.</p> <ul style="list-style-type: none"> • Submission of eligibility list of candidates 3 weeks before conduct of exams • All queries relating to conduct of examination should be raised within 2months after the submission of our report 	<p>4 weeks after the conduct of exams.</p>
<p>Management Development and Consultancy:</p> <p>Our Commitment</p> <ul style="list-style-type: none"> • Provides a wide range of high quality consultancy services to public service stakeholders in the Nigerian economy. <p>Obligations and Responsibilities of Customers</p> <ul style="list-style-type: none"> • Accurate, relevant, timely information and other resources as appropriate to ensure successful outcome. • Signing of memorandum of 	<ul style="list-style-type: none"> • Preparation of response to client's brief within 10 working days • Documentation and signing of Memorandum of understanding once consensus has been reached • We will ensure that we keep to the time line as stated in the MoU • Submission of progress report 10 days after completion of each phase <ul style="list-style-type: none"> • Proper allocation of training rooms 3 days before commencement of

<p>understanding (MoU)</p> <p>Venue and Facilities Hire</p> <p>Our Commitment</p> <ul style="list-style-type: none"> We provide excellent customer service <p>Obligations and Responsibilities of Customers</p> <ul style="list-style-type: none"> Expression of Interest must be in writing with minimum of 5 working days A down payment of 10% must be made to secure the booking while the balance must be made on commencement of the event Payment is for days booked only Minimum of 5 working days required for change of date otherwise cancellation will attract 40% surcharge <p>Clients should bring their markers with them as these are not provided</p>	<p>programme</p> <ul style="list-style-type: none"> Ensuring that the bathrooms are clean and equipments are functional We will provide multimedia, screen and flipcharts We will arrange rooms to suit clients needs Restoration of power within 10 minutes in case of power outage We will respond to telephone enquiries within 30 minutes We will respond to complaints of customers who are on site within 10 minutes. <p>☐ Special Needs Provision</p> <p>We have provided the ground floors for the physically challenged and expectant mothers for easy access into our training facilities.</p>

What to expect from us

- Prompt courteous service
- Helpful well-trained staff who will treat you with respect, confidentiality and in a culturally appropriate manner
- Fair and equitable access to our services and programs
- An information service which is responsive to your needs
- Prompt responses to your enquiries, comments or complaints
- Courteous handling of all staff as customers

WHERE TO FIND US:

5-39 PSSDC Road, Magodo GRA.

POSTAL ADDRESS

P.M.B. 21117, Ikeja Lagos.

OFFICE HOURS

8.00am-4.00pm Monday – Friday

TELEPHONE

08191353752, 08191353757

FOR MORE INFORMATION:

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FOR GENERAL INFORMATION:

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Venue and Facilities Hire:

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enquiries@pssdcng.com, courses@pssdcng.com

Customer Complaints

- We try to get things right every time, but we recognise that there will be times when the service we provide falls below the high standards we set ourselves.
- If you are not satisfied with the service you receive, you may first wish to discuss the matter with the officers above. We will respond to all customer complaints within 72 hours.
- You may also contact our customer service representative - **Mrs. Folashade Sulaiman** on 08023901908 or at f.sulaiman@pssdcng.com

☐ Limitations

This service charter addresses present challenges alone. However, as new challenges arise, this service charter will be reviewed accordingly.

Suggestions

- **If you have suggestions for improving our services, please contact us.**
- We give you an opportunity to make a suggestion or comment on our services
- We involve our participants from the public service, Department Training Officers (DTOs), consultants to a quarterly forum in order to set our service standards