



THE PRESIDENCY  
NATIONAL AGENCY FOR THE CONTROL OF AIDS  
( N A C A )



# SERVICE CHARTER

NOVEMBER, 2012

## TABLE OF CONTENTS

<b>1.</b>	<b>INTRODUCTION</b>	<b>1</b>
<b>2.</b>	<b>Vision</b>	<b>1</b>
<b>3.</b>	<b>MISSION</b>	<b>1</b>
<b>4.</b>	<b>Values</b>	<b>1</b>
<b>5.</b>	<b>NACA Mandate</b>	<b>2</b>
<b>6.</b>	<b>CLIENTS</b>	<b>3</b>
<b>7.</b>	<b>OUR ROLES</b>	
<b>8.</b>	<b>ORGANIZATIONAL STRUCTURE: OFFICES AND MAIN FUNCTIONS</b>	<b>3</b>
	<b>I. OFFICE OF THE DIRECTOR-GENERAL</b>	<b>3</b>
	<b>II. ADMINISTRATION &amp; SUPPORT SERVICES DEPARTMENT</b>	<b>4</b>
	<b>III. PROGRAMME COORDINATION AND SUPPORT DEPARTMENT</b>	<b>4</b>
	<b>IV. POLICY AND STRATEGY DEPARTMENT</b>	<b>5</b>
	<b>V. STRATEGIC KNOWLEDGE MANAGEMENT DEPARTMENT</b>	<b>5</b>
	<b>VI. PARTNERSHIP COORDINATION AND SUPPORT DEPARTMENT</b>	<b>6</b>
	<b>VII. FINANCE AND ACCOUNTS DEPARTMENT</b>	<b>7</b>
	<b>VIII. RESOURCE MOBILIZATION DEPARTMENT</b>	<b>8</b>
	<b>IX. CORPORATE COMMUNICATIONS UNIT</b>	<b>8</b>
	<b>X. AUDIT UNIT</b>	<b>9</b>
	<b>XI. LEGAL UNIT</b>	<b>10</b>
	<b>XII. MIS/IT UNIT</b>	<b>10</b>
	<b>XIII. PROCUREMENT UNIT</b>	<b>11</b>
	<b>XIV. SERVICOM UNIT</b>	<b>11</b>
<b>9.</b>	<b>CLIENT EXPECTATIONS</b>	<b>12</b>
<b>10.</b>	<b>DETAILS OF GRIEVANCES REDRESS PROCEDURES</b>	<b>13</b>
<b>11.</b>	<b>EXPECTATIONS FROM THE CLIENTS</b>	<b>13</b>
<b>12.</b>	<b>NACA WEBSITE</b>	<b>14</b>

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## **SERVICOM UNIT.**

### **Responsibilities:**

The unit was established by Circular Ref. No SGF/19/c.2/47 of 20<sup>th</sup> March, 2004 with the following mandate:

- Production , monitoring of the performance and review of SERVICOM Charter within the Agency
- Managing the Agency Customers Relations policy, including providing opportunities for customers feedback on their services;
- Instituting a complaint procedure , including grievances Redress mechanism;
- Ensuring the promotion of quality assurance and best practices in the states offices of National Response on HIV/AIDS service delivery;
- Providing a comprehensive and effective training policy for frontline staff on customer relations and related matters;
- Disseminating best practices and other tips on service delivery improvements;
- Liaison between the Agency and SERVICOM unit of the OSGF;
- Serving as Secretariat of the Agency's service Delivery Committee;

- Managing links with strategic partners and the other stakeholders on Service delivery, markets Research and Customer care/ Relations;
- Facilitating a safe and conducive working environment for staff at all levels of service delivery.

### **CLIENT EXPECTATIONS**

- NACA shall extend full courtesy and listen patiently to visitors in order to facilitate solving their problems.
- NACA will on behalf of the Government of Nigeria coordinate all HIV/AIDS National Responses in Nigeria.
- NACA will ensure that her mandate, mission and vision are diligently carried out, to ensure zero new infection of HIV/AIDS and related diseases.
- NACA is guided by the concept "prompt and quality support service delivery" and all the officers/staff embrace this concept in their conduct and dealings with their colleagues and the public.
- Response to request from clients shall be processed within five (5) working days by the schedule officer; no officer will leave a file unattended to, for more than 48 hours.
- Matters pertaining to ad-hoc and other special assignment will be handled within specific period; the office is open from 8.00am – 5pm. Monday to Friday except on public holidays and official visiting hours from 10am-2pm. On Tuesdays and Thursdays.
- NACA staff will be a good ambassador by projecting the good image of the Office at all times and all places.
- NACA staff will ensure confidentiality of all information provided by our clients (Donor Agencies, PLWHA, and all other Stakeholders in the exercise.
- Rededicate ourselves to providing the basic services for which we are employed to deliver to the Nigerian citizens with absolute sense of responsibility as professionals.

- Ensure professionalism in the deliverance of our services to the public.
- Welcome any constructive criticism and suggestion, by the client, which would impact positively on the efficiency of the Office in the course of carrying out our assignment.

### **EXPECTATIONS FROM CLIENTS**

- To make enquiries as first timers
- To follow due process
- To be patient and show understanding for some constraint while waiting to take services.
- To report complaint if they are aggrieved through appropriate channel on page 13
- Provide all necessary information that the office may require to facilitate timely processing of their requests and their evaluation of the service delivery system of the office.

### **DETAILS OF GRIEVANCE REDRESS PROCEDURE:**

Where and whenever service delivery fails to meet expectations, a client shall be entitled to seek redress in the following manner:

- (i) Lodge details of grievances in writing addressing its complaint to the Nodal Officer SERVICOM
- (ii) Make telephone call using Nodal officer's numbers (08035530857)
- (iii) Seek redress through the Office Suggestion Box which will be placed at the Reception area of NACA office.
- (iv) Address observations/concerns using e-mail address folukoya@naca.gov.ng which will be treated with despatched
- (v) The client could contact the Nodal Officer SERVICOM Unit Mr. Emmanuel Chenge and lodge verbal complaint.

**(vi) NACA WEBSITE:** [www.naca.gov.ng](http://www.naca.gov.ng)

**(vii) (viii) NACA TELEPHONELINES:** 234-9-4613726-9

**(ix) (x) NACA FAXLINE:** 234-9-4613700

NOTE: NACA service charter is subject to review.