

GOVERNMENT OF KADUNA STATE OF NIGERIA



Service Charter

**Kaduna State Universal Basic Education
Board (SUBEB)**

March 2019

This service charter sets out the services provided by the **Kaduna State Universal Basic Education Board (SUBEB)**. The service performance targets we aim to achieve and the standards to which we will provide these services to our clients are detailed herein. It shows our clients how to give us feedback and details our commitment to regularly review performance. This charter applies to everyone who has contact with **SUBEB** including individuals and organizations and stakeholders that refer matters to us.

1.0 Who We Are

The achievements of SUBEB over the past years have been outstanding and have been acknowledged, even outside the continent. Providing high quality basic education, accessible to all learners through effective and efficient management of resources for the attainment of self-reliance and socio-economic development.

Our Vision

“Be a model in the provision of quality and inclusive basic education in Nigeria”

Our Mission:

To provide qualitative and equitable education to males, females and persons with special needs, through working with relevant stakeholders for the citizens to attain their full potentials, moral uprightness and defend democratic ideals as well as accept and value our diversity.

2.0 Our Key Clients

Our key clients include, but are not limited to, the following:

- Government at all levels
- Learners, teachers, parents and guardians
- Non-governmental organizations and civil society organizations
- Professional bodies
- Corporate organizations
- Agencies /educational institutions
- Development partners
- Trade unions
- Contractors
- General public
- SBMC
- PTA
- Communities
- Religious organizations/Faith based organisations

3.0 Our Key Services/Our commitments

Our key services derive from our core mandates and are aligned with the functions performed by our departments.

1. Establish and maintain quality of basic education in the State. Domestication of national curriculum for basic education, including literacy programmes.
2. Construct, maintain and rehabilitate dilapidated classrooms and other school infrastructures.
3. Procure and distribute instructional materials, and other school library resource materials.
4. Inspect, monitor and evaluate teaching and learning in schools
5. Implement minimum standards for basic education throughout the State in line with the National Policy on Education on the advice of the National Council for Education.
6. Establish a basic education data bank and conduct research on basic education in the State
7. Recruit, appoint, promote and discipline teaching and non-teaching staff on grade level 07 and above. Provide welfare services to staff including leave and vacation matters, posting and deployment of staff including inter-State transfer.

4.0 Our Service Delivery Values

- **Professionalism:** exhibit competence and adherence to best practices in education service delivery
- **Integrity:** work faithfully and transparently according to laid down rules and procedures to achieve educational objectives
- **Accountability:** responsiveness, probity and transparency in delivery of education services
- **Teamwork:** Involving all stakeholders in planning and delivery of quality and inclusive education

- **Equity:** To be just and fair in the provision of education

5.0 Our Service Delivery Standards

The service delivery targets and standards our clients can expect are shown in the table below.

S/N	Key Service Areas	Service Delivery Standards
1.	Written enquiries	Response within 2 working days
2.	Registration of educational institutions	Registration of basic educational institutions and programmes shall be completed within one month from the receipt of the completed application package/forms at the Board.
3.	Quality assurance assessments	Comprehensive standards quality assurance assessments for basic educational institutions shall be carried out in all basic education level in the State and report produced in one month.
4.	Reporting on project monitoring	Report produced 1 month after completion of project monitoring
5.	Recruitment of teaching and non-teaching staff into public primary schools	<ol style="list-style-type: none"> 1. All vacancies in the SUBEB will be advertised in the print and electronic media and applications received within two weeks of the date of first publication. 2. Recruitment in the SUBEB will be conducted in a transparent manner, and shall be based on merit. 3. Names of successful applicants shall be published in the print and electronic media within two weeks of completion of the recruitment interviews. 4. All letters of appointment shall be issued to successful candidates within three weeks of the completion of the interviews.
6.	Staff welfare	All staff welfare issues shall be dealt with promptly and resolved within one month
7.	Procurement	All procurement activities will follow the Kaduna State Due Process Guidelines.

6.0 Clients' Obligations

To help us keep to our service delivery standards clients are obliged to:

1. Treat our staff with courtesy and respect and follow due process in all transactions.
2. Abide by all statutory requirements
3. To refrain from offering inducements to our staff for services;
4. To offer feedback or complaints at any point in time with regards to the quality of our services and service failure;
5. To exercise their right to appeal and seek recourse for service failure;
6. To indemnify SUBEB for any false claims, accusations and other unsubstantiated allegations as may be determined by an appropriate Disciplinary Committee set up by the Executive Chairman or his/her representative.

7.0 Feedback on the Service Charter

To give suggestions and feedback on this Service Charter and other service related matters, please

SMS 080xxxxxx OR

Email : subeb@kdsg.gov.ng or kadunasubeb@gmail.com

Facebook: www.facebook.com/kadunaSUBEB

Twitter: @kadunaSUBEB

Complaints and Grievance Redress Mechanism

We define complaints as any expression of dissatisfaction by a client about services offered by us. We are easily accessible during working hours from Mondays to Thursdays 10.00am to 3.00pm. The following provides a guideline on the complaints mechanism we operate. Complaints can be made verbally at any service frontline,

The Executive Chairman, SUBEB

Phone no.: 08xxxxxxx

or

The Permanent secretary, SUBEB

Phone no.: 080xxxxxxxxx

Clients can also send any complaint or feedback on our services in writing and by email to any of the following:

1. The Permanent Secretary,
Email: subeb@kdsg.gov.ng or kadunasubeb@gmail.com
Address: No 79A Tafawa Balewa Way, Kaduna, Kaduna.
2. The Director of Human Resource,
Email: subeb@kdsg.gov.ng or kadunasubeb@gmail.com
Address: No 79A Tafawa Balewa Way, Kaduna, Kaduna.

Website: www.education.kdsg.gov.ng

Translation Help

We shall translate this charter into local languages such as Hausa, Fufude and Kanuri for clients who are not literate in English. Our translation service is available at the Office of the Director of Admin and Finance and Office of the Director of Planning on Tuesdays-Thursdays (10.00am -3.00pm)

Performance Monitoring and Review of Service Charter

We shall regularly monitor our performance against the standards of service we have set in this Charter as well as the level of awareness of the Charter by our stakeholders. We will publish performance against our service standards in our Annual Report. This service charter will be reviewed periodically to ensure that our service commitments and standards are aligned to the needs and priorities of clients and key stakeholders.

This Service Charter was produced on 31st of January 2019. The next review of the Service Charter is planned for November 2022.