

GOVERNMENT OF KADUNA STATE OF NIGERIA



Service Charter

**MINISTRY OF EDUCATION, SCIENCE AND
TECHNOLOGY**

March 2019

This Service Charter sets out the services provided by **Kaduna State Ministry of Education, Science and Technology (MOEST)**. 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 as well as our commitment to regularly review performance. This Charter applies to everyone who has contact with the Ministry or Education Science and Technology and its Agencies including individuals and stakeholders that refer matters to us.

1.0 Who We Are

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

Our Vision

The vision of Kaduna State Ministry of Education, Science and Technology (MoEST) is to “Be a model for quality and inclusive education in Nigeria”

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.

Our Core Values

In carrying out our mission, we will be guided by the following 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.

2.0 Our Key Clients

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

- Governments 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
- SBMCs
- PTAs
- Communities
- Religious organizations

3.0 Our Key Services

Our key services derive from our core mandates and are aligned with the functions performed by the Ministry, Departments and Agencies (MDAs). Our key services are:

1. Policy formulation and enforcement, standards setting, planning, implementation, monitoring and evaluation of educational activities in the State;
2. Establishment, construction and maintenance of public educational institutions;
3. Provision of all forms of education at all levels; and
4. Appointments, promotion, welfare, discipline and professional development of teachers and other personnel in public educational institutions.

a. 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

Based on our service delivery values and principles, whenever you deal with us:

1. We will treat you with courtesy and respect, giving you professional service at all times whenever you deal with us and ensure that your enquiries are channelled to the right quarters.
2. ALL vacancies in the Ministry will be advertised in the print and electronic media and applications received within two weeks of the date of first publication.
3. Recruitment in the Ministry will be conducted in a transparent manner, and shall be based on merit.
4. Names of successful applicants shall be published in the print and electronic media within two weeks of completion of the recruitment interviews.
5. ALL letters of appointment shall be issued to successful candidates within three weeks of the completion of the interviews.
6. Comprehensive standards quality assurance assessments shall be carried out in all educational institutions at least once in every three years.
7. Registration of educational institutions and programmes shall be completed within one month from the receipt of the completed application package/forms at the Ministry.
8. Award of bursaries shall be in compliance with set guidelines and criteria, including due consideration for gender and social inclusion.
9. All procurement activities will follow the Kaduna State Due Process Guidelines.
10. Quarterly publications of newsletters and update of Ministry website to provide information to stakeholders.

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.	Recruitment of Staff	<ol style="list-style-type: none"> 1. ALL vacancies in the Ministry 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 Ministry 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.

3.	Registration of Educational Institutions	Registration of educational institutions and programmes shall be completed within one month from the receipt of the completed application package/forms at the Ministry.
4.	Award of Bursaries	Award of bursaries shall be in compliance with set guidelines and criteria, including due consideration for gender and social inclusion.
5.	Quality Assurance Assessments	Comprehensive standards quality assurance assessments shall be carried out in all
6.	Procurement	All procurement activities will follow the Kaduna State Due Process Guidelines.
7.	Reporting on project monitoring	Report produced 1 month after completion of project monitoring

6.0 Clients' Obligations

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

1. To pay the required statutory fees and charges, where applicable, and obtain appropriate Treasury Receipts;
2. To refrain from offering inducements to our staff for services
3. To follow due process in all transactions with the Ministry and its Agencies;
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 the Ministry and its Agencies for any false claims, accusations and other unsubstantiated allegations as may be determined by an appropriate Disciplinary Committee set up by the Honourable Commissioner or his/her representative.

7.0 Feedback on the Service Charter

All stakeholders are entitled to make complaints regarding the services we offer. Complaints should be made through e-mails, SMS, phone calls, in writing or verbally in person.

In handling clients' suggestions, feedback and complaints:

1. We shall listen to clients, acknowledge receipt, record and treat all complaints with confidentiality;
2. We shall not discriminate against our clients in handling complaints and suggestions they make, and we shall give equal treatment to all clients who are dissatisfied with our services
3. We shall investigate all complaints, take necessary action and give feedback to complaints on progress of resolution within one week of receipt.
4. We encourage clients to provide us with accurate and reliable details to help us resolve their complaints, for example, by providing their contact details.

Clients can send any complaints or feedback on our services in writing, email or phone to any of the following:

The Permanent Secretary's Office,

**Ministry of Education, Science and Technology,
State Secretariat, Independence Way, Kaduna**

Phone:

Email Address:

Complaints and Grievance Redress Mechanism

We define complaints as any expression of dissatisfaction by a client about services offered by us. The following provides a guideline on the complaints mechanism we operate.

You are encouraged to make suggestions through the various Boxes in different areas of our premises. You may also make complaints to the Ministry in person or through email and SMS. If you are dissatisfied or have concerns about our day-to-day services, please discuss this with the person you dealt with or their supervisor, and we shall try to resolve your concerns immediately. However, if you are still not satisfied, please contact the Public Relations Officer in person or through the contacts provided below, who will respond to your complaint or resolve the issue within five (5) working days.

**The Public Relations Officer or The Permanent Secretary,
Ministry of Education, Science and Technology,
State Secretariat, Independence Way, Kaduna**

Phone:

Email Address:

Website: www.education.kdsg.gov.ng

Translation Help

We will 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 will 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 day of January,2019. The next review of the Service Charter is planned for December 2022.