



HUMAN CAPITAL DEPARTMENT SERVICE CHARTER

INTRODUCTION

The mandate of Human Capital Department involves the formulation and implementation of effective policies and procedures on recruitment, training and development, Performance Management, Compensation and benefits packages for the retention of a highly motivated workforce.

The department also coordinates general staff matters, such as staff performance appraisal system, promotions, staff training and development, salary administration, grievance and disciplinary administration and staff welfare matters and Management Information System.

The Human Capital department is structured into four units namely:

- Manpower Planning & Performance Management
- Learning & Development
- HR Information System
- Employee Relations, Compensation & Welfare

LOCATION

2nd Floor
Nigerian Communications Commission Headquarters
Plot 423 Aguiyi Ironsi Street
Maitama,
Abuja.

HEAD OF DEPARTMENT

Mrs. Amina Shehu
Tel: 08023080339
Emil: amina@ncc.gov.ng

MISSION STATEMENT

To recruit, select, develop and retained a qualitative workforce for the attainment of the goals and objective of the Commission. This we will achieve through the enforcement of effective and efficient Performance Management.

VISION STATEMENT

A world class talented and motivated workforce with requisite knowledge, right skills experiences and competencies.

OUR GOALS

To improve performance and a merit based reward system, to ensure provision of prompt services to internal and external customers in a good working environment.

DETAILS OF STAKEHOLDERS

1. Members of Staff
2. Consultants
3. Job Applicants
4. SERVICOM
5. Management
6. Government Institutions
7. NYSC/ IT SIWES
8. Host Community
9. National Assembly
10. Federal Ministry of Communication Technology
11. Federal Character Commission

SERVICE PROVISION

1. To implement policy guidelines on employee/ industrial relations
2. To design and implement a competitive salary structure
3. To formulate training policy/plan for the Commission.
4. To implement policies on employment, staff welfare and discipline
5. To ensure that the Commission is an employer of first choice by attracting, training and retaining quality and motivated workforce
6. To ensure optimal utilization of workforce for the attainment of corporate goals and objectives
7. To ensure that HC is a strategic business partner and internal people consultant
8. To implement end of service benefits to disengaged staff

SERVICE DELIVERY

In discharging the above services, the HC Department is committed to provide quality and timely services to both internal and external customers.

The Department shall ensure that its services shall be discharged in accordance with the five core values of the Commission, namely integrity, excellence, professionalism, responsiveness and innovation.

LIMITATIONS

The Department will continue to operate within the ambits of the Nigerian Communications Act 2003 and other laws of the land within its mandate and resources.

- Budget constraint
- Timely approval by Management
- Inter-departmental cooperation

CHARTER REVIEW

This charter shall be reviewed based on consultations and feedback from stakeholders to ensure it's continue relevance

GRIEVANCE REDRESS MECHANISM

In the event of non-satisfaction of our services, customers are advised to seek redress by visiting, calling or writing to the nodal officer, whose details are given below:
All complaints will be acknowledged within 24 hours and addressed within 5 days depending on the nature of the complaint.

Mr. Anthony E Bassey
Servicom Nodal Officer
Human Capital Department
Nigerian Communications Commission
Plot 423 Aguiyi Ironsi Street
Maitama, Abuja
Tel: 08050815837
Email: bassey@ncc.gov.ng