



ADMINISTRATION DEPARTMENT SERVICE CHARTER

INTRODUCTION

The Administration Department is charged with the responsibility of managing the Commission's properties, utilities and maintaining accurate records of both landed property and all Commission's assets.

The Administration department is the backbone of the commission. It is the small cog that keeps all the other wheels turning, providing the structure on which other functions operate. It is the role of the Admin department to ensure the smooth running of operations and bring about efficiencies through best practices.

The Administration Department is therefore committed to supporting the Commission in its Vision, Mission and Core Values by providing effective and efficient services to our Customers.

This Service Charter is a commitment by the Department to deliver high quality services to our clients and to the satisfaction of all stakeholders.

LOCATION

3rd Floor
Nigerian Communications Commission
Plot 423 Aguiyi Ironsi Street
Maitama District
Abuja FCT

HEAD OF DEPARTMENT

O. A. K. Oladipo
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MISSION

To provide and maintain a conducive work environment and effective tools to assist the Commission in achieving its mandate.

OBJECTIVES OF THE SERVICE CHARTER

The Administration Departments' Service Charter sets the standards and the scope of services to our customers. We are committed to providing quality services to all our customers and appreciate feedback on how to improve on what we have set to do

MANDATE

To provide administrative support required by NCC in order to achieve its vision to establish global status in the telecommunications sector; projecting ingenuity and entrepreneurship in its commitment to growth, opportunity, as well as an environmental consciousness through efficient management of the commissions Properties, Facilities, Utilities, Reception, Health Safety and Environmental requirements and maintaining the registry and records of both landed property and facilities.

CORE VALUES

- Innovativeness and creativity
- Good corporate governance
- Team spirit and teamwork
- Professionalism
- Quality customer service
- Responsible corporate citizenship and strong social responsibility
- Respect for and conservation of the environment
- Commitment

MOTTO

Quality at best price

LIMITATIONS

- Slow administrative process
- Delay in supply
- End user responsibility

MAIN CLIENTS OF THE DEPARTMENT

- Staff
- Visitors
- Zonal staff

MAIN PARTNERS

- NCC Management
- Finance Department
- Procurement Department
- Security agencies and other local authorities
- Abuja Environmental Protection Board
- Federal Capital Development Authority

- Power Holding company of Nigeria
- Nigerian Federal Fire Service
- Ora Egbunike and Partners
- E & O Power and Equipment Ltd
- Sovereign Guards Limited
- Total Facilities Limited

KEY FUNCTIONS OF THE DEPARTMENT

- Facility Management
- Acquisition of property
- Asset management & maintenance
- Health & Safety and Environment
- Space management
- Store management
- Utility & Service management
- Fleet management
- Security

These functions enable us efficiently and effectively manage NCC Resources through:

- The overall management of Commissions buildings and facilities
- Pursue acquisition of titles to NCC land including lease extensions.
- Payment for land taxes e.g. Land Rates, Ground Rates
- Valuation of NCC properties.
- Proper maintenance, supply and servicing of utilities.
- Pay rates and ground rent on time to avoid penalties.
- Pay phone bills and Power Bills

To promote the image of the Commission both locally and internationally by:

- Ensuring a clean environment.
- Ensuring sufficient waste disposal.
- Have clearly marked and strategically placed relevant signage.
- Ensure Phone and electricity bills are paid on time.
- Ensuring constant water and power supply.
- Ensure and maintain high price and quality integrity of products and services.

PRINCIPLES OF SERVICE DELIVERY

- Serve our clients with dignity, courtesy and respect
- Provide efficient and effective service at all times
- Adhere to ethical and equitable service provision
- Uphold transparency, integrity and accountability at all times
- Maintain appropriate confidentiality.

CLIENT EXPECTATIONS

Our Clients expect provision of services as follows:

- Efficient management of Facilities
- Prompt furniture and office allocation.
- Prompt payment of utility bills
- Timely payment of Ground Rates
- Timely payment of Land Rent
- Safe, clean, healthy and secured environment
- Courteous and timely responses to request and enquiries.
- Efficient management of Facilities
- Prompt furniture and office allocation.
- Prompt payment of utility bills
- Timely payment of Ground Rates
- Timely payment of Land Rent
- Safe, clean, healthy and secured environment
- Courteous and timely responses to request and enquiries.
- Timely Payments of Out Sourced services
- Well maintained and readily available Commissions vehicle

CLIENTS OBLIGATIONS

The Department expects its clients to:

- Treat staff with respect and courtesy
- Provide sufficient and accurate information to enable us give appropriate responses.
- Observe and adhere to rules and regulations.
- Provide feedback and comments on the quality of service rendered.

COMMITMENTS TO SERVICE DELIVERY

In our service delivery, our commitments are as follows:

	SERVICE	REQUIREMENTS	COSTS	TIMELINE
1	Management of Facilities	Executed facilities management contract	As Per SLA	As per contract
2	Maintenance of Facilities	Executed Facilities maintenance contract	As per SLA	As per contract
3	Payment of ground rent for NCC property	Timely processing for payment	As per bill	
4	Processing of utility bills	To ensure prompt and accurate	As per the bills	Within 2 weeks of receipt

		payment of Utility Bills		
5	Fleet Management	Well maintained and serviceable fleet readily available for Use	As SLA	As per contract
6	Management and disposal of assets	Proper records of assets and timely disposal	Logistics costs	
7	Health, Safety and Environment	Conformity to health, safety and environment statutory regulations and a vigorous emergency preparedness system.		quarterly
8	Reception	Proper records and visitors register; friendly and courteous reception		Reactive
9	Store Management	To keep accurate records of supplies ,ensure all supplies meet specifications, promptly response to duly authorized stores request and maintained records		Routine

REVIEW OF THE CHARTER

The department will review this Service Charter annually to accommodate new developments.

FEEDBACK MECHANISM

- All complaints should be made to the Head Administration Department.
- Feedback may be channeled via telephone, Memos, email or suggestion boxes
- Confidentiality and privacy shall be respected at all times

We welcome and value feedback on our performance to enable us improve on our service delivery to our customers.