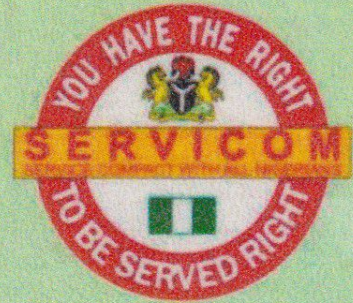
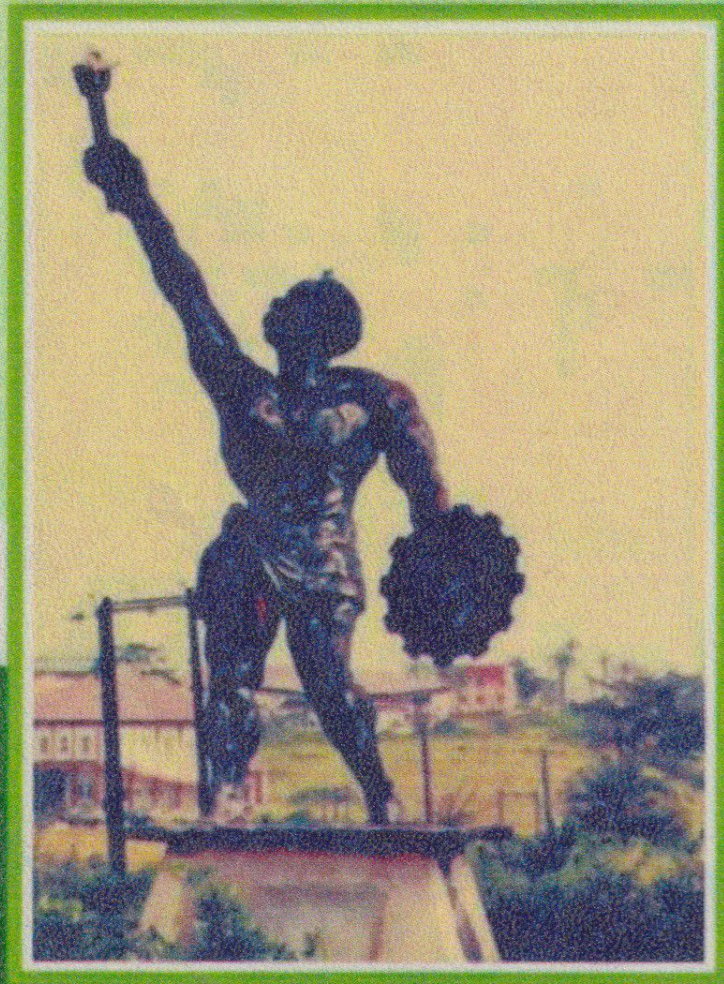




FEDERAL UNIVERSITY OF TECHNOLOGY OWERRI - IMO STATE



SERVICOM SERVICE CHARTER

SERVICOM SERVICE CHARTER OF THE FEDERAL UNIVERSITY OF TECHNOLOGY, OWERRI

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1. INTRODUCTION

The SERVICOM Unit of the Federal University of Technology, Owerri, in conjunction with some members of the University Management, produced this University Integrated Charter. The Charter highlights the various Schools and Department/Units in the University, service recipients and procedural redress mechanism in the event of any service failure in the system.

The Charter, in particular, stipulates how to complain about or challenge service failure and details of the University's commitment to report on its services and review performance for improvement, when necessary.

PURPOSE OF CHARTER

The cardinal objective of this Charter is to inform the University's stakeholders, particularly the staff and students, that the University Management is committed to quality service delivery in a timely and efficient manner, through the stark application of due process, fairness, justice and equity. It ensures that, in the event of any service failure, the internal redress mechanism is evoked to ensure standard performance and guarantee justice for the aggrieved.

WHO WE ARE

In October 1980, a new chapter was opened in the history of university education in Nigeria with the establishment of three Federal Universities of Technology, pursuant to the decision of the Federal Executive Council headed by the late President Shehu Shagari to establish a University of Technology in each geo political region of the country

The Federal University of Technology, Owerri was the first of the three Universities to commence operation on 28th November 1980, though on a temporary site at the old Government Technical College (G.T.C), Owerri, and with a complement of staff that were seconded from the Imo State Civil Service.

The Imo State Government, by a legal instrument dated 28th November, 1986 formally transferred the ownership of the permanent site of the Federal University of Technology, Owerri to the then Federal Military Government of Nigeria. The University is surrounded by Nine autonomous communities and home state, all of which had contributed land acquired for the development of the University.

• **MISSION STATEMENT**

The Federal University of Technology, Owerri, is empowered by the law/edict establishing it to undertake responsibilities as follows:

- a. To encourage the advancement of learning and to hold out to all persons without distinction of race, creed, sex or political conviction, the opportunity of acquiring a higher education in technology.
- b. To develop and offer academic and professional programmes leading to the award of Diplomas, First degrees, Post graduate degrees, research and Higher degrees which emphasise planning, adaptive, technical, maintenance, developmental and productive skills in Engineering, Scientific, Agricultural, Medical and Allied professional disciplines, with the aim of producing socially mature men and women with capability. Not only to understand, use and adapt existing technology, but also to improve on it/and develop new ones.
- c. To act as agents and catalyst, through graduate training, research and innovation, exploitation and conservation of the country's natural, economic and human resources.
- d. To offer to the general population, as a form to public service, the results of training and research and to foster the practical application of these results.
- e. To establish appropriate relationships with other national institutions involved in training, research and development of technologies.
- f. To identify the technological problems and needs of the

society and to find solutions to them within the context of overall national development.

- g. To provide and promote sound basic scientific training as a foundation for the development of technology and applied sciences, taking into account indigenous culture and the need to enhance national unity.
- h. To undertake any other activities appropriate for a university of technology of the highest standard.

- **VISION STATEMENT**

The Federal University of Technology, Owerri, seeks to become a centre of excellence in science and technology for training high level manpower, capable of contributing to the development of society.

- **GOALS**

The following goals have been targeted for attainment in the development of FUTO with foreseeable plan period (2019-2024).

- a. Achieving a comprehensive and qualitative strength in undergraduate programmes.
- b. Establishing and sustaining first class professional and post-graduate programmes.
- c. Establishing healthy, academic, gender-sensitivity and conducive teaching and learning environment.
- d. Pursuit and promotion of high quality purpose-oriented Research Activities.
- e. Grooming and sustaining high quality and experienced academic and administration to national and international standards.
- f. Promoting increased generation and efficient utilisation of resources for sustainability.
- g. Facilitating provision and use of information and communication technology for full computerisation of the University's activity.
- h. Promoting increased participation of diverse range of stake

holders in University Development and Goal attainment.

- i. Reaction and strengthening of FUTO economic ventures.
- j. Installing effective and efficient management policies needed for attaining international standards.
- k. Massive development of infrastructure and physical facilities for achieving a functional and sustainable University community:
- l. Promoting quality assurance in all university functions and increasing institutions efficiency at all levels.
- m. Adoption and utilisation of best practices approach in the conduct and discharge of all university functions.

• **COMMITMENT TO SERVICE DELIVERY**

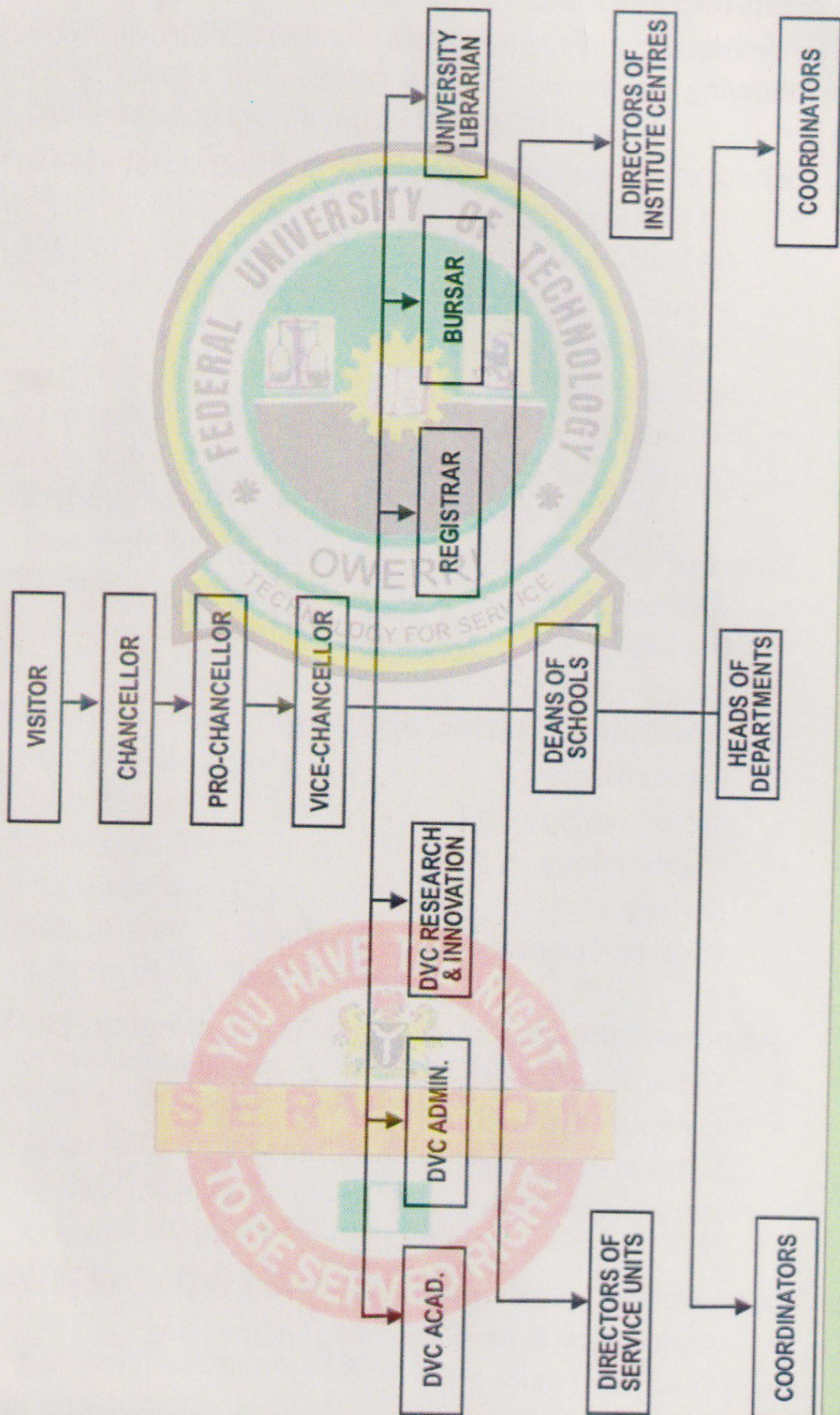
In our quest for timely, fair, honest, effective and transparent service provision, we pledge that:

- a. Students admitted into the university shall receive admission letters up to the eve of matriculation.
- b. Standard facilities shall be provided and maintained in the hostels at all times.
- c. All lectures shall be conducted fully and on time, in line with the approved timetable. Course syllabus shall be completed at least one week to the commencement of examination.
- d. The marking of all examination scripts and release of semester results shall be completed, not later than four weeks after examination
- e. Matriculation ceremony shall be conducted immediately after students have completed their registration, which shall be within a specific period.
- f. The university shall strive to have uninterrupted academic calendar and convocation ceremonies.
- g. The bursary shall observe all financial regulations and

procedures, ensure adherence to budgetary provisions and process payments promptly.

- h. Procurement of goods and services shall be done expeditiously and in line with university and Federal Government procurement regulations.
- i. Medications shall be available all year round in the University Medical Centre while the University shall make available all necessary medical gadgets and equipments.
- j. Basic routine check-up and counselling shall be available for all students and staff.
- k. Prompt referral of all critical cases shall be made to the secondary or tertiary health centres as the case may be.
- l. Sporting facilities shall be provided.
- m. Staff and students shall have access to effective and efficient information and communication technology (ICT) services.
- n. Clients/ stakeholders shall be accorded the necessary respect, courtesy and dignity in our service delivery.
- o. Services shall be rendered professionally, ethically, effectively and efficiently with diligence and integrity.
- p. Resources shall be utilised prudently to attain best value for our clients, partners and other stakeholders, while establishing appropriate maintenance culture.
- q. We shall embrace dynamism and innovative practices through continuous improvement of systems and processes.
- r. We shall uphold and espouse the principles of transparency, accountability, natural justice and equity at all times.
- s. We shall discharge our duties with enthusiasm and total commitment, while maintaining appropriate confidentiality.

ORGANOGRAM OF FEDERAL UNIVERSITY OF TECHNOLOGY, OWERRI



2. SERVICES RENDERED

FUTO delivers quality teaching and conduct action oriented research in the following major areas:

A. School of Agriculture and Agricultural Technology (SAAT)

- Agricultural Economics
- Agricultural Extension
- Animal Science and Technology
- Crop Science and Technology
- Soil Science and Technology
- Fisheries and Aquaculture Technology
- Forestry and Wildlife Technology

B. School of Basic Medical Sciences (SBMS)

- Anatomy
- Physiology

C. School of Biological Sciences (SOBS)

- Biochemistry
- Biotechnology
- Microbiology
- Biology
- Forensic Science

D. School of Computing and Information Technology (SCIT)

- Cyber Security
- Computer Science
- Software Engineering
- Information Technology

E. School of Engineering and Engineering Technology (SEET)

- Agricultural & Bio-Resources Engineering
- Chemical Engineering
- Civil Engineering

- Electrical and Electronic Engineering
- Food Science and Technology
- Materials and Metallurgical Engineering
- Mechanical Engineering
- Mechatronics Engineering
- Petroleum Engineering
- Polymer and Textile Engineering

F. School of Environmental Sciences (SOES)

- Environmental Management
- Building
- Architecture
- Quantity Surveying
- Surveying and Geo-informatics
- Urban and Regional Planning

G. School of Health Technology (SOHT)

- Dental Technology
- Optometry
- Biomedical Technology
- Prosthetics and Orthotics
- Public Health Technology
- Environmental Health Science

H. School of Management Technology (SMAT)

- Transport Management Technology
- Financial Management Technology
- Management Technology
- Project Management Technology
- Maritime Management Technology

I. School of Physical Sciences (SOPS)

- Chemistry
- Geology

- Mathematics
- Physics
- Science Laboratory Technology
- Statistics

POST GRADUATE SCHOOL

A. School of Agriculture and Agricultural Technology (SAAT)

- Agricultural Economics
- Agricultural Extension
- Animal Science and Technology
- Crop Science and Technology
- Soil Science and Technology
- Fisheries and Aquaculture Technology

B. School of Biological Sciences (SOBS)

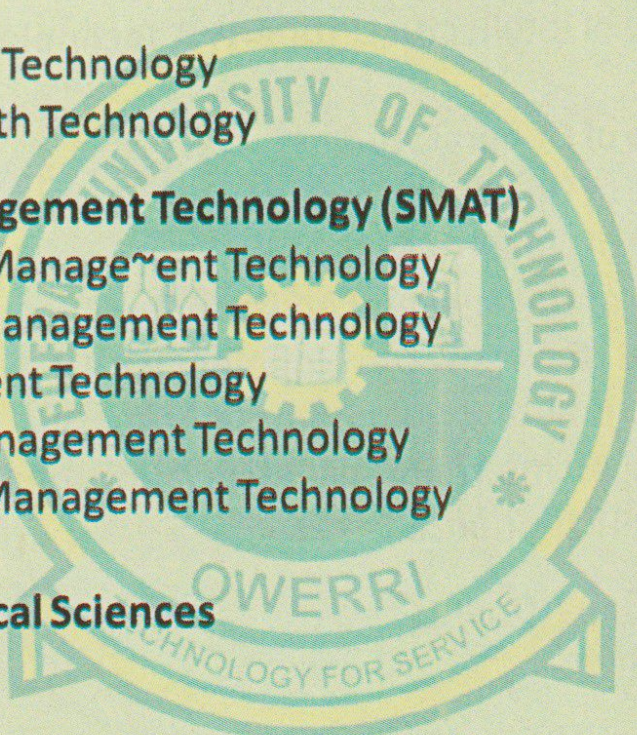
- Biochemistry
- Biotechnology
- Microbiology
- Biology

C. School of Computing and Information Technology (SCIT)

- Computer Science
- Information Technology

D. School of Engineering and Engineering Technology (SEET)

- Agricultural & Bio-Resources Engineering
- Chemical Engineering
- Civil Engineering
- Electrical and Electronic Engineering
- Food Science and Technology
- Materials and Metallurgical Engineering
- Mechanical Engineering
- Petroleum Engineering
- Polymer and Textile Engineering

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- E. School of Environmental Sciences (SOES)**
- Environmental Management
- F. School of Health Technology (SOHT)**
- Optometry
 - Biomedical Technology
 - Public Health Technology
- G. School of Management Technology (SMAT)**
- Transport Management Technology
 - Financial Management Technology
 - Management Technology
 - Project Management Technology
 - Maritime Management Technology
- H. School of Physical Sciences**
- Chemistry
 - Geology
 - Mathematics
 - Physics
 - Statistics
- I. Institute for Erosion Studies (IES)**
- J. Public Procurement Research Centre (PPRC)**
- K. Institute for: Women, Gender and Development Studies (IWGDS)**

• **Other Services:**

The University renders services in the following Institutes and Academic Support Centres/Directorates:

- Centre for Agricultural Research and Extension (CARE)
- Centre for Continuing Education (CCE).
- Centre for Industrial Studies (CIS)
- Centre for Energy and Power Systems Research (CEPSR)
- Centre for Entrepreneurial Studies (CES)

- Institute of Erosion Studies (IES)
- Information and Communication Technology (ICT) Centre
- University Computer Centre (UCC)
- Centre for Equipment/Instrument Maintenance (CEIM)
- Directorate of Intellectual Property & Technology Transfer Office (IPTTO)
- Directorate of General Studies
- Directorate of University Ventures
- Directorate of Quality Assurance
- Directorate of Linkages and Advancement
- Office of the University Development (OUD)
- Central Instruments Equipments Centre
- Directorate of International Association of Exchange of Students for Technical Experience.

Non-Academic Departments

- Administrative
- Technical
- Secretarial

In pursuant of our goals, FUTO:

- Develops and offers sound academic and professional programmes leading to the award of degrees in the different specialisations above.
- Conducts research work that emphasise planning, adaptive, technical, maintenance, development and productive skills in technology and allied disciplines at the Postgraduate level. These aim at providing highly skilled manpower with the capacity to not only improve on existing technologies, but also develop new ones, and contribute to the technological transformation of Nigeria.
- Ensures uninterrupted programme of study.
- Conducts credible examinations.
- Ensures prompt release, publication and dispatch of results to students and guardians within one month after examination.
- Provides courteous, prompt and quality service to every student, listens to their concerns and takes appropriate actions.
- Creates and maintains a physically and psychologically conducive

teaching, learning and research environment, with a variety of facilities and equipment.

- Ensures security of lives and property of staff, students and other customers.
- Dispatches academic transcripts within three weeks of application.
- Sends students' date for National Service on demand, one week after release of final year results.
- Trains and retrain staff members to appropriately meet with emerging challenges of their positions.
- Ensures that no extra fees are charged the students' except as approved by the University.
- Ensures that no handouts are sold to students.
- Provides high quality, technological extension outreach programmes.
- Ensures that no commercial relationship exists between staff and students.
- Increases the practical content of students' training in preparation for graduate employment in areas of technology and allied disciplines.
- Provides, equips and maintains libraries, laboratories, lecture halls, halls of residence and sporting facilities.
- Reduces environmental degradation through environment friendly activities and services in the University community and within the host communities.

3. LIST OF OUR CUSTOMERS:

The University's customers are those who use its services and, they include:

STAFF

- Tenure staff
- Contract staff
- Adjunct staff

STUDENTS

- Undergraduates
- Postgraduates
- Part-time students
- Prospective students

CATCHMENT AREA

- Host community
- Host state
- Others within the geographical zone

OTHER STAKEHOLDERS

- Alumni
- Parents
- Contractors/Suppliers
- Employers of Labour
- Federal and State Ministries and Parastatals
- General Public
- Banks
- Linkage organizations

4. PERFORMANCE TARGETS/CUSTOMERS' EXPECTATIONS

Customers are entitled to:

- Prompt, courteous, fair and dignified service from staff in accordance with their needs
- Adequate and relevant information and effective communication.
- Cordial staff-student relationship
- Adequate consultation where necessary
- Provision for people with special needs
- Effective complaints procedure and redress mechanism.

Customers can expect service providers to:

- Be professional, impartial, fair, honest and reasonable in all their dealings
- Provide them with professional advice and information-that they can rely on.

- Be accountable for their work and answerable for outcomes within their control.

5. CUSTOMER OBLIGATIONS:

FUTO can achieve academic excellence only by working together with all its customers. To assist the University to achieve this, customers are expected to:

- Treat staff courteously.
- Abide by the rules and regulations of the University.
- Provide the University with constructive suggestions and feedback.
- Tell service providers when expectations are met.
- Pay approved charges promptly.
- Possess the requisite qualifications.
- Fully participate in academic activities.
- Work with the University to protect life, property and safeguard the public fund entrusted to it.
- Be honest and reasonable when dealing with the University. ~
- Shun all vices like cultism, rape, examination malpractice, smoking, drug abuse, bribery, gossips, rumour mongering, lateness to work, absenteeism, delay in handling mails and missing files etc.
- Use University facilities prudently and carefully.
- (Host communities) to provide land for technological services and other community activities.
- (Stakeholders) partner with the University to provide infrastructure and institute endowments, scholarships and awards.

6. COMPLAINTS/GRIEVANCE REDRESS MECHANISM (GRM)

In the event that FUTO services do not meet customers' expectations, such grievances or complaints should be made known to the University by utilising the SERVICOM Unit's Grievance Redress Mechanism (GRM) as outlined:

Level One of GRM

Officer: Prince C. E. Njemanze

Status: SERVICOM Co-ordinator and Focal Officer, FUTO

Tel: 08033273467

Email: edkaynjemanze@yahoo.com

Officer: Mr. Solomon Uwakwe

Status: Charter Desk Officer, SERVICOM, FUTO

Tel: 08030917733

Email: ihechisol@yahoo.com

Officer: Mr. Emeka .G. Okoronkwo

Status: Customers Relations/Complaints Desk Officer

Tel: 08037088198

Email: emeka.okoronkwo23@gmail.com

Officer: Nkeiru Asoronye

Status: Service Improvement Desk Officer. SERVICOM, FUTO

Tel: 08037277201

Email: asoronyenkeiru@gmail.com

ADDRESS:

Office of the Vice-Chancellor, Senate Building,
Federal University of Technology;
P.M.B. 1526, Owerri

Level Two of GRM

If the complaint is not satisfactorily handled at the first level, please contact

Officer: Prof. F. C. Eze, KSJI, JP

Status: Vice-Chancellor

Address: Federal University of Technology,
P.M.B 1526, Owerri

Tel: 08035515945

Email: vc@futo.edu.ng

Website: www.futo.edu.ng

TIME SPAN FOR HANDLING GRIEVANCES

- Q. How quickly should complaints be acknowledged?
A. Within five working days
Q. How quickly should intended action be communicated?
A. Within five working days
Q. How quickly should complaint be resolved?
A. As quickly as circumstances surrounding the complaint permit.

Level Three of GRM

Should the complaint remain unresolved, please contact:

Deputy Director, SERVICOM/Nodal Officer, NUC
Address: National Universities Commission (NUC)
No. 26, Aguiyi Ironsi Street, Maitama
P.M.B 237 Abuja-Nigeria.
Tel: 07063144461
Email: nucservicom@nuc.edu.ng

Level Four of GRM

If, still dissatisfied, please contact:

SERVICOM COMPLAINT MANAGER
SERVICOM Office (The Presidency)
Federal Secretariat, Phase III
PMB 622 Garki, Abuja
Tel: 09-2910038, 09-2910037
Email: complaints@servenigeria.com

Other options:

Other options for lodging complaints or making suggestions include:

- The Suggestion/complaints Boxes mounted on campus
- The FUTO website: www.futo.edu.ng

FEEDBACK MECHANISM

Suggestions or comments about the quality or effectiveness of service delivery can be communicated to the SERVICOM Unit, FUTO via:

- www.futo.edu.ng
- Letters addressed to the Vice-Chancellor of FUTO, or
- Completion of customer comment cards, which are available at the reception desk of the SERVICOM service window, Ground Floor, former Biotechnology Building, FUTO.
- Comment cards can be dropped in suggestion boxes, mounted at strategic areas on campus or in front of the Senate Building.

PERFORMANCE MONITORING

The SERVICOM Unit, FUTO will evaluate and monitor its performance periodically through the following means:

- Periodic assessment of the SERVICOM Unit's performance using the SERVICOM self-assessment rating checklist.
- Bi-monthly assessment of SERVICOM service windows by a SERVICOM Unit Task Force.
- Ensuring compliance with SERVICOM principles and Service Charter delivery time frame.
- Monthly performance appraisal meetings of the local PSU Committee.
- Quarterly performance appraisal meetings of the system-wide SERVICOM Committee of the University
- Periodic reports on SERVICOM activities to the University Management.
- Periodic analysis and publication of customer feedback and reactions
- Regular analysis and publication of customers' complaints and redress activities.

7. STAKEHOLDER PARTICIPATION IN SERVICE PROVISION

- We expect stakeholder partnership in providing infrastructure and instituting endowments, scholarships and awards.
- We expect improved funding from government and prompt release of funds for both capital and recurrent expenditure.
- We expect proper policy formulation and implementation procedures, especially in technology.

- We expect the private sector to partner with the University in the provision of essential amenities.
- We expect the three tiers of government to build and donate hostels and provide essential facilities for the hostels.
- We expect parents/guardians to closely monitor the activities of their children/wards in the University.

COMMITMENT TO PEOPLE WITH SPECIAL NEEDS

The University is committed to providing special services to people with special needs

- All physically challenged students will be provided, with comfortable accommodation in the hostels.
- Adequate physical structures will be created for the physically challenged students for easy access to lecture halls, hostels and other essential areas.

EXISTING LIMITATIONS

- Inadequate budgetary provision for the University
- Late release of funds for both recurrent and capital expenditure
- Poor attitude to work, which this Service Charter will address.
- Low patronage from the private sector
- Occasional interference of host communities especially in land matters (land encroachment)

IMPLEMENTATION OF THE CHARTER

- Members of staff in Sub-committees/Committees in SERVICOM Unit will be trained on how to assist in the realisation of the SERVICOM aims and objectives.
- There will be delegation of powers in order to ensure SERVICOM principle of dedication, timeliness, fairness, honesty, effectiveness and transparency.

Prof. F.C. Eze
Vice-chancellor

Prince C. E. Njemanze
Focal Officer