

**ADDRESS BY THE MANAGING DIRECTOR/CHIEF EXECUTIVE
OFFICER OF NIGERIA DEPOSIT INSURANCE CORPORATION,
MR. G.A. OGUNLEYE OFR, AT THE FORMAL LAUNCHING OF
THE CORPORATION'S SERVICOM UNIT AND SENSITIZATION
WORKSHOP HELD AT ROCKVIEW, ABUJA ON
MONDAY, 7TH AUGUST, 2006**

Protocol

1. It is my pleasure to welcome you to two important events that re-affirm our commitment to service excellence through SERVICOM. The two events are: the formal launching of SERVICOM in NDIC; and the sensitization workshop for the Corporation's staff.

2. SERVICOM is an acronym for "Service Compact with all Nigerians". It is a pact which Mr. President and all members of the Federal Executive Council adopted in March, 2004, as part of the initiative to improve the standard of public service in Nigeria. It resulted from Mr. President's deep concern about: the quality of public service Nigerians receive; the level of corruption and inefficiency in the public sector; and the fact that corruption and inefficiency constitute impediments to effective implementation of government policies.

3. In pursuance of the federal Government's determination to enhance the quality of life of all Nigerians, several reforms were introduced. The Reform Agenda prudent fiscal management, privatization/commercialization of state-owned enterprises, pension reform, monetization of benefits of public officers, health

insurance scheme and banking sector reform. However, it was realized that no reform process can be credible and sustainable if service delivery in government institutions is inefficient. Hence, SERVICOM became an imperative for the Reform Agenda.

4. **The implication of SERVICOM for all government employees is that all officers, irrespective of their rank or grade are required to render public service in a manner that ensures that: all stakeholders or customers are satisfied; service delivery is timely; customers are kept informed and consulted; and professionalism and courtesy are the rule.** Without doubt, these are values that will ultimately improve the quality of life of Nigerians, if they are adopted by all government employees. It therefore, gives me immense pleasure that the Nigeria Deposit Insurance Corporation is **re-affirming** its commitment to this initiative today. We actually committed to SERVICOM over a year ago, when we formulated the NDIC charter and set up the NDIC SERVICOM Unit. Since then we have:

- Constituted the NDIC SERVICOM Committee;
- Improve the signposting of our services in line with SERVICOM requirements;
- Held sensitization sessions with key Officers of the Corporation;
- Disseminated SERVICOM information to all NDIC staff through circulars;

- Sensitized NDIC staff to SERVICOM requirements;
 - Explored the integration of our performance management system with SERVICOM; and
 - Equipped members of our SERVICOM Unit with comfortable offices and necessary information technology tools.
5. I therefore, challenge all NDIC staff to re-dedicate themselves to efficient service delivery to all customers/stakeholders, observance of due process, accountability, transparency and professionalism. There should be strict adherence to the existing Code of Conduct by all staff. In short, I would like everyone to observe the golden rule of SERVICOM which is **‘SERVE OTHERS AS YOU WOULD LIKE TO BE SERVED’**. In addition we must all be faithful to the implementation of our service charters.
6. On behalf of the Board and Management, I will like to congratulate members of the SERVICOM Committee and the SERVICOM Unit for being chosen to drive the SERVICOM initiative. It is on this note and with great pleasure that I hereby launch SERVICOM in NDIC.
7. Thank you for your attention and I wish you success in your sensitization workshop.

August 7, 2006