

THE FEDERAL UNIVERSITY OF TECHNOLOGY, AKURE, NIGERIA

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## FUTA SERVICE CHARTER

**ON TOP WITH EXCELLENT SERVICE DELIVERY**

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## **FOREWARD**

From time immemorial and possibly from the creation of man, the issue of service delivery is sacrosanct.

Service delivery which accounts for implementation of policies and directives of management and leaders have positively or otherwise affected the life and times of mankind in general.

Efficient and result oriented service delivery is a potent factor for human and capital development. Service failures in different strata of the economy have adversely affected passions, ambitions, thoughts and growth of mankind and also have debilitating implications on environmental development.

This Service Charter is therefore a potent tool strategically designed to meet the requirements for implementation of Excellent Service and a good guide to: Service Providers, Providers, Service Consumers and other Stakeholders of the Federal University of Technology, Akure. The Service Charter also lends credence to the University's Vision, Mission and Objectives and serves as basis of accrediting and observing our services with a view of generating reports, encouraging feedbacks and sustaining good relationships between FUTA and her numerous stakeholders from different publics both at home and in the diaspora.

The University shall ceaselessly review and improve on this Charter in order to meet current trends and demands.

**Professor Joseph Adeola Fuwape *FNAS, FFPS***  
**Vice Chancellor**

## **1.0 INTRODUCTION**

The Federal University of Technology, Akure, was established by an act of Parliament as one of the specialized Universities of Technology announced by the then President of the Federal Republic of Nigeria, Alhaji Shehu Shagari in September, 1981. The University formally started operation and admittance of students in 1982, with the first set of students and commencement of academic activities starting on November 22, 1982. The University has evolved over the years in fulfilling the purpose and vision of its establishment which were to give prominence to technological training and to provide the much-required impetus for rapid technological and industrial development. The University offers various courses in both undergraduate and postgraduate levels to enhance knowledge and manpower production in technological development which is required to take Nigeria to the next level of development. In order not to lose sight of our goals and objectives as an institution, fashioning a **SERVICE CHARTER** that guides operations is required to enhance service delivery in order to meet up with contemporary challenges and make FUTA one of the best Universities of Technology in the world.

## **2.0 VISION OF THE UNIVERSITY**

To be a world-class University of Technology and a Centre of Excellence in training, research and service delivery.

## **3.0 MISSION OF THE UNIVERSITY**

To promote technological advancement by providing conducive environment for research, teaching and learning which engenders development of products that are technologically oriented, self-reliant and relevant to society.

#### 4.0 CORE VALUES

The University's Core Value with the acronym "ICARE" stands for:

- **Integrity:** Commitment to the promotion of ethical values such as credibility, honesty, hard-work and dignity.
- **Creativity and Innovativeness:** Commitment to encourage creative thinking, innovation and dynamism in the achievement of institutional objectives.
- **Accountability:** Ensuring that the values of accountability are imbibed and practiced by every member of the community.
- **Rationality:** Over-arching commitment to always seek the best solutions to issues, ensuring the satisfaction of the wider proportion of patriotic interest and efficient resource mobilization.
- **Excellence:** Pursuit of outstanding performance, abhorring mediocrity and promoting excellence in research, teaching and service through a merit-based recruitment and nurturing of staff and students.

#### 5.0 ORGANOGRAM OF THE UNIVERSITY

The Federal University of Technology, Akure is constituted in accordance with the Nigerian Law of establishing higher institution in the country.

**Chancellor:** This is the Ceremonial head of the University.

**University Council:** Pro-Chancellor is the head of the highest governing body charged with the responsibility of overseeing the administration of the University.

**University Senate:** This is the highest academic ruling body charged with the responsibility of handling all academic matters of the University.

**Vice-Chancellor:** This is the academic and administrative Chief Executive and Accounting Officer of the University.

**Deputy Vice-Chancellor (Academics):** Assists the Vice Chancellor in all academic matters.

**Deputy Vice-Chancellor (Development):** Assists the Vice-Chancellor in all administrative and development matters.

**Registrar:** Is the Chief Administrative Officer, Secretary to Congregation, Senate and Council and custodian of the University Laws.

**Bursar:** Is the Chief Finance Officer of the University and responsible to the Vice-Chancellor for all financial activities of the university.

**Librarian:** Is the custodian of all knowledge gadgets, Books, e-library, Journals, Excerpts of the University. He is responsible to the Vice-Chancellor for day to day administration of the Library.

**Deans and Directors:** These are the heads of schools and programs especially academic programs, student affairs and centers.

**Heads of Departments:** These are the Heads of various departments offering courses at the undergraduate and postgraduate levels.

The University Management: This is the body that meets once every week to coordinate the University development plans, ensure efficient management of resources and makes proposals to other higher and lower organs of the University. The head of the University management is the Vice-Chancellor and the Registrar is the Secretary.

(All other information about the University is contained in the 2012-2014 University Calendar).

## 6.0 FUNDAMENTAL EXPECTATIONS FROM FUTA STAFF

In FUTA, there is commitment on the part of the Management and staff to discharge the responsibilities of molding result-oriented students that are worthy in learning and character in order to meet the challenges of modern society. Therefore, every member of staff is expected to imbibe the following core values and ethics which will help in proper execution of the constitutional responsibilities of which the Federal University of Technology, Akure was established:

1. FUTA staff are expected to be **POLITE** and **COURTEOUS** when attending to customers at all times.
2. FUTA staff are expected to be **PROMPT** in responding to questions, observations and enquires from the customers.
3. FUTA staff are expected to be **HALPFUL** to both staff and customers alike.

4. FUTA staff are expected to be **THOROUGH** when discharging their duties.
5. FUTA staff must make **TIMELINESS** their watchword; work should not be postponed till later hour, day or date.
6. FUTA staff are expected to attend to everyone with **MUMILITY**.
7. FUTA staff must show **EMPATHY** to all their clients
8. Staff must be **ENTHUSIAIC** when performing their official responsibilities.
9. FUTA staff are expected to be **DEDICATED** to their duties.
10. **FRIENDLINESS** encourages customers to visit the next time and also serves as good advertisement for the University. As such, FUTA staff must be friendly.
11. FUTA staff must always make themselves **AVAILABLE** and be **IMPARTIAL**; to ensure that everyone is treated equally.
12. **CONFIDENTIALITY** is a cardinal principle for public officer and it must be upheld by all FUTA staff.
13. FUTA staff have to show renewed **DELIGENCE** in service delivery.
14. **EFFICIENCY** is to do what is right and timely and FUTA staff must imbibe this virtue.
15. Be very **CLEAR** and **DIRECT** as much as possible in their communication with customers or stakeholders.
16. FUTA staff must be **WARMAND CARING** in their interaction with others either from within or outside the University.

## **7.0 WHO ARE THE CUSTOMERS**

Customers in many major business entities or organizations are categorized into two and they are:

### **A. INTERNAL CUSTOMERS (STAFF TO STAFF RELEATIONSHIP)**

The relationship being referred to here is official in nature and it is inter-departmental relationship. The successful execution of duty of one department sometimes depends upon another. That is why it is not good for MEMO to spend more than necessary time on any employee's table.

Our duties are intrinsically related and it is about value chain. Staff rely on one another to provide information, to be able to provide seamless services to internal and external customers, and if information is delayed or not forthcoming, it may jeopardize the ability to meet customers' demands and satisfactions.

FUTA Service CHARTER therefore is a guide and reminder to all staff of their responsibilities as public officers to perform their duties efficiently and diligently. The intra-FUTA customers are:

- i. Members of staff
- ii. FUTA Management

### **B. EXTERNAL CUSTOMERS/CLIENTS**

The major customers are those service recipients whose patronage sustains continuous existence of an entity or organization. In the case of FUTA, as a knowledge-based organization saddled with the responsibilities of developing man and mind, the primary service recipient are the students, without whom the institution or any other institution for that matter, may not even be called a University. They (students) are the primary focus of the staff's activities as an institution of higher learning and should be treated with respect, empathy and love.

Inter-FUTA Customers are:

- i. Students
- ii. Government (Presidency, Ministry of Education, NUC, JAMB etc.
- iii. Development partners (Local and International)
- iv. International Organizations
- v. Non-Governmental-Organizations (NGO)
- vi. Similar Universities and Research Institutes within and outside Nigeria.
- vii. Alumni
- viii. FUTA Immediate Communities (The General Public, Parents, Employers of Labour and Contractors).

## 8.0 SERVICE PROVISION

The University shall strive towards provision of qualitative and quantitative technologically oriented education in all its ramifications for its students, provision of suitable platform that would facilitate the attainment of set goals and objectives of all the collaborative agreements with public and private Institutions. Contractors and supplier of goods to the University shall be guided by due process anchored on internal and external best practices. Staff would be provided the right atmosphere that would lead to effective and efficient performance of roles and functions and guided by Staff Conditions of Service as appropriate.

9.0 The University provides quantitative and qualitative services in terms of knowledge generation, knowledge dissemination and knowledge application leading to the award of certificates, diplomas, degrees and higher degrees in the following fields of human endeavors.

- (1) - Agricultural Extension and Communication
  - Agricultural Resource and Economics
  - Animal Production and Health
  - Crop Soil and Pest management
  - Ecotourism and Wildlife Management
  - Fisheries and Aquaculture Technology
  - Food Science Technology
  - Forestry and Wood Technology
- (2) - Computer Sciences
  - Cyber Security Sciences
  - Information Systems
  - Information Technology

- (3) - Software Engineering
  - Agricultural Engineering
  - Civil Engineering
  - Mechanical Engineering
  - Metallurgical and Materials Engineering
  - Mining Engineering
  - Electrical and Electronics Engineering
  - Computer Engineering
  - Industrial and Production Engineering
- (4) - Applied Geophysics
  - Applied Geology
  - Meteorology and Climate Sciences
  - Marine Science Technology
  - Remote Sensing and Geoscience Information System
- (5) - Architecture
  - Building
  - Estate Management
  - Industrial Design
  - Quantity Surveying
  - Surveying and Geoinformatics
  - Urban and Regional Planning
- (6) - Biology
  - Biochemistry
  - Chemistry
  - Computer Sciences
  - Mathematics
  - Microbiology
  - Statistics
  - General Studies
  - Physics

- Biotechnology
- (6) - Human Anatomy
  - Human Physiology
  - Biomedical Science
- (7) - Business Administration
  - Economics
  - Accounting
  - Entrepreneurship Management Technology
  - Project Management Technology
  - Transport Management Technology

The University also provides reliable, honest and enduring services through the following sectors and Centre:

- Registry
- Bursary
- Library
- Student Affairs Unit
- International Office
- Industrial Training Unit
- Quality Assurance Management Unit
- Directorate of Works and Services
- Physical Planning Unit
- SERVICOM Unit
- Health Centre
- Internal Audit
- Directorate of Establishment and Human Resource
- Parks and Gardens Unit
- Academic Planning Unit
- Step-B, Project Unit
- Legal Unit

- Corporate Communications Unit
- Management Information Systems Unit
- Advancement and Alumni Unit
- Central Research Laboratory
- Lodges Unit
- Security Unit
- FUTA Radio Office
- FUTA Business Development Company
- Centre for Continuing Education
- Centre for Space Research and Application
- Centre for Research and Development
- Centre for Gender Issues in Science and Technology
- Centre for Renewable Energy Technology
- Centre for Entrepreneurship
- Centre for Climatic Change and Adapted Land Use
- Computer Resource Centre
- Equipment Maintenance Centre
- Sports Centre
- Teaching and Research Farms
- Technology Park
- Distance Learning Unit
- Post Graduate School
- Staff Primary School
- Staff Secondary School

#### **10.0 ADMINISTERING SPECIAL NEEDS OF STAKEHOLDERS**

Consideration of special requirements of stakeholders e.g. physically challenged clients.

- (i) Provision of tri-cycles

- (ii) Provisions of convenient walk-ways at the entrances and exits of University Buildings and adjoining physical structures.

### **11.0 MONITORING AND PUBLISHING**

The University through the SERVICOM Unit would from time to time monitor and publish service standards and reports regularly on performance with special attention paid to customers' feedback.

### **12.0 OBLIGATIONS/EXPECTATIONS (RIGHTS OF THE UNIVERSITY CUSTOMERS)**

Our customers right include but not limited to the following:

1. Provision of prompt, efficient and quality services
2. Timely and well researched lecture presentation from the lecturers
3. Marking or grading of student's script on time
4. Release of examination results on time
5. Respect and courtesy
6. Prompt mobilization of intended corps members for national service
7. Responding to enquiries in a professional manner
8. Providing accurate and clear information
9. Exercising a high level of professionalism by both academic and non-teaching staff
10. Adherence to the best practice when attending to customers
11. Communicating in simple and clear language to the clients.

### **13.0 OBLIGATION OF THE CUSTOMERS**

There are certain obligations expected from our customers in order to be served better:

- Make enquires in a friendly/pleasant manner and followed approved procedures/channels for obtaining required services.
- Staff members need to be respected and treated courteously.

- Pay prescribed fees for services through proper channel and promptly.
- Lodge complaints with courtesy and politeness.
- Be honest and reasonable in your demand from our staff.
- Report on activity of staff and students to the appropriate authority.
- Do not get yourself involved in criminal activities like cultism, examination malpractices, robbery, rape or any other vices.
- Ask question(s) when you are in doubt from the appropriate quarters for direction and counseling.
- Provide us with constructive suggestions and feedback we can rely upon.
- Allow us to guide you by supplying genuine information.

### **14.0 GRIEVANCE REDRESS MECHANISM**

The complaint procedure is built on the desire to improve service, and correct faulty systems based on feedback received from customers. Various platforms are therefore available for ease of complaint and response to grievances. Such platforms include but not limited to interpersonal correspondences in form of letters etc., Facebook and twitter.

The procedure to lay complaint is conspicuously available in all the platforms stated above. Any customer or clientele of the University would be encouraged to complain through any of the above-named platforms or through General Complaint Form which can be obtained from the SERVICOM office in FUTA. Upon receipt of nay complaint, the SERVICOM Unit shall acknowledge within 24 hours of the receipt of the complaint and following proper assessment of the gravity of the complaint and following proper assessment of the gravity of the complaint inform the complainant the period within which the complaint would be addressed.



The SERVICOM Unit shall leverage on all available redress in the University to satisfy our customer and clientele.

To this end, the Federal University of Technology, Akure will handle any complaint through the followings:

1. Ensuring the registration of all complaints and recommendations.
2. Investigating the real occurrence in order to know the way forward.
3. Sustaining the regular use of suggestion boxes installed in strategic places/locations on Campus.
4. Ascertaining that complaints are handled with military dispatch.
5. Supporting interactive sessions in respect of complaints and Suggestion on the net.
6. Ensuring absolute confidentiality in the management of complainants' information and identity.
7. Ensuring that complainants are involved as to how their grievances are being managed.
8. Utilizing the outcomes or results of handled grievances to improve the ways and manners by which incoming complaints would be administered.
9. Ascertaining that no stakeholder is implicated, embarrassed or disturbed by false grievances or deceptive complaints.
10. Ensuring that appropriate justice is implemented without fear or favour.

## 15.0 LEVELS OF GRIEVANCE REDRESS MECHANISM

### Level 1: SERVICOM UNIT

1. Complaints should be:
  - (a) Reported or submitted in person to Complaints Desk Officer at SERVICOM Office
  - (b) Dropped into any suggestion box located anywhere on the campus.
  - (c) Submitted online at:
    1. [www.servicom@futa.edu.ng](mailto:www.servicom@futa.edu.ng).
    2. Facebook page at FUTA SERVICOM
  - (d) Communicated to Complaints Desk Officer via:  
08037454504
    - o Complaints shall be acknowledged within 24 hour (one day).
    - o Intended actions shall be communicated to complainants within 46 hours (two days).
    - o Any complaint shall be resolved on or before the expiration of two weeks.

In case a complainant is unsatisfied or the complaint is unresolved, he/she can contact:

- Focal Officer, SERVICOM Unit, Office of the Vice Chancellor, Federal University of Technology, Akure. Phone: 08037454504
- Complaints shall be acknowledged within (24) twenty-four hours (one day).
- Intended actions shall be communicated to Complainant within seventy-two (72) hours (three days).

- Any complaints shall be resolved on or before the expiration of three (3) weeks.

In case a complainant is still unsatisfied or the case is yet to be resolved, he/she can contact the next level:

**Level 2:** The Vice Chancellor,  
Federal University of Technology,  
P. M. B. 704, Akure.

In case a complainant is still unsatisfied or the complaint is still unresolved, he/she should contact the next level:

**Level 3:** The Pro-Chancellor & Chairman Governing Council,  
Federal University of Technology,  
P. M. B. 704, Akure.

In case a complainant is still unhappy or the complaint is still unresolved, he/she should contact the next level:

**Level 4:** The Executive Secretary National Universities,  
(NUC) Aja Nwachukwu House,  
P.M.B. 237, Garki G. P. O.,  
Abuja, Nigeria.

In case a complainant is still unhappy or the complaint is still unresolved, he/she may contact the next level:

**Level 5:** **SERVICOM Complaints Manager**  
SERVICOM Office (The Presidency)  
Federal Ministry of Health,  
First Floor, Federal Secretariat  
Phase 111  
Shehu Shagari Way

Maitama  
Abuja.

## **16.0 CHARTER REVIEW**

Constance on the changing requirements of University Education, its constituents and the Society that encapsulates the Federal University of Technology, Akure in particular, this Charter shall be reviewed every five years effective 2016. In effect this Charter shall be reviewed in the first instance in 2021.

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## **17.0 LIMITATIONS**

- (i) Various government policies in respect of administration, schedules and conditions of service, funding and industrial relations.
- (ii) Inadequate funding from government.
- (iii) Limited Internally Generated Revenue.
- (iv) Inadequate Students Accommodation.
- (v) Geometric increase in student population thus stressing the extant facilities and resulting in higher staff/student ratio.
- (vi) Inadequate infrastructure for teaching and research such as: Lecture theaters, Laboratories, classrooms and offices

**APPENDIX**

**Desk Officer: Charter Formulation, Implementation & Review**

**Telephone Number:** .....

**E-Mail address:** .....

**Office Location:** .....

**Desk Officer: Customer Relations/Grievance Redress Mechanism**

**Telephone Number:** .....

**E-Mail address:** .....

**Office Location:** .....

**Service Improvement/Desk Officer:**

**Telephone Number:** .....

**E-Mail address:** .....

**Director SERVICOM/Focal Officer**

**Telephone Number:** ..... 08037454504 .....

**E-Mail address:** ..... yomiolugbogi@gmail. ....

**Office Location:** ..... Old Senate Building .....

**PROTOTYPE OF GENERAL COMPLAINT FORM**

**Name:** ..... 11

**Contact**

**Address:**.....

**E-Mail address:** .....

**phone Number:** .....

**Status:** .....

**Official Address:**.....

**Date the Event being Reported Occurred** .....

**Nature of the Complaint:** .....

**Witness(s) to the Events:** .....

**Name/Unit/Position of Individual being reported**.....

.....  
**Complainant Signature**

.....  
**Date**

.....  
**Received by**

.....  
**Date**

**Note:**

1. A copy of the complainant hand written Complaint, containing Full Name, Signature and Date must be attached to the complaint form before submission.
2. You can also make your complaint through phone calls to the following numbers.  
08037454504  
.....
3. E-Mail to .....  
servicom@futa.edu.ng