

**OFFICE OF THE HEAD OF CIVIL SERVICE
ABUBAKAR UMAR SECRETRIAT.
P.M.B. 060, BAUCHI**

**BEING A BRIEF PRESENTED
TO THE VISITING MANAGEMENT
OF NIGERIA GOVERNOR'S FORUM**

BY

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1.0 PREAMBLE

The Office of the Head of Civil Service is one of the nerve centres of the State Government. It oversees the general operations of the machinery of the State Civil Service which has an estimated Staff strength of 28,819 as at 28th February, 2010.

FUNCTIONS:

The main functions of this office are as follows: -

- i) General co-ordination of civil service matters;
- ii) Provision of guidance and direction for general application in all Ministries and Departments;
- iii) Provision of office accommodation, equipment and furniture to all Government Ministries and Departments;
- iv) Coordination of activities of the Senior Management Committee which promotes and disciplines all civil servants on GL.13 and above in the main service;

- v) Coordination of allocation of telephone lines and other communication facilities to Government offices and residences of civil servants;
- vi) Allocation of residential accommodation at GRA, Bello Khaliel Housing Estate;
- vii) Provision of I.D. Cards to civil servants and maintenance of Personnel Data Bank (at Computer Unit).

2.0 STRUCTURE

2.1 The Office of the Head of Civil Service comprises of three Departments namely: -

- i) The General Administration Department;
- ii) Establishment and Service Matters Bureau;
- iii) Servicom Department.

3.0 ACTIVITIES/ACHIEVEMENTS

The achievements recorded by this Office within the last two and half years of this administration are not only remarkable but also unprecedented in the history of our dear State in terms of both their nature and scope.

For clarity these achievements could be categorized into the followings: -

I. INSPIRING LEADERSHIP OF HIS EXCELLENCY THE GOVERNOR

- i) The first and foremost achievement of Mal. (Dr.) Isa Yuguda's administration is the inspiring leadership His Excellency provided to the civil Servants in the State. His capability to articulate a vision, motive and shape a culture for the civil service as well as create a climate favourable for change combined to fill the civil servants with interest, zeal and enthusiasm to put in their best towards implementing and Executing ~~all~~ of Government's policies and programmes respectively.

II. HUMAN CAPITAL DEVELOPMENT

- ii) Treatment of a total of 1,196 cases of appointments, promotions, conversions etc which breakdown is as follows:

Appointment	-	41
Promotions	-	923
Conversions	-	51
Transfers/Secondment	-	6
Retirements	-	152
Disciplinary Cases	-	23
Total		<u><u>1196</u></u>

- iii) In the area of manpower development, apart from offsetting the N90 million inherited as tuition fees and allowances, civil servants were encouraged and given the facility for in-service training within and outside Nigeria. Within the period under review, a total number of N3,004 civil servants benefited from the in-service training. The sum of N50,000,000.00 (Fifty Million Naira only) was spent so far for courses within and outside Nigeria

Furthermore, 118 civil servants were sponsored to read different Diploma courses under the Capacity Building Programme. In addition to all, the State Government received foreign aid from the Canadian International Development Agency (CIDA) for training of 350 newly employed graduates in 2008.

- iv) Conduct of several workshops for various categories of workers in the State at the total cost of N81,825,000.00.
- v) Introduction of the Promotion Examination. In order to ensure delivery of quality service to the people through competent personnel, the State Government had adopted the policy of conducting promotion examination. The policy which is borrowed from the Federal Civil Service is with a view to encouraging civil servants to pursue self development thereby improving their knowledge and skills so as to perform better in their work place. The first batch of 1,046

civil servants sat for the promotion exam. on
Saturday 14th ~~February~~^{November}, 2009

- vi) Holding of the 2009 National productivity and merit award day. The occasion was a historic one in the sense that it was held for the first time in the State.
- vii) Introduction of the Head of Civil Service Merit Award. This was with a view to encouraging excellence in the State civil service. In the same vein of ensuring that the civil service is manned by knowledgeable and professionally competent personnel, new guidelines for conversion into the admin cadre were introduced with effect from 1st January, 2010.

III. FUNDING

- vi) Government had also approved an upward review of other charges allocation to Ministries and Departments within the period under review.

IV WELFARE SCHEME

- vii) Initiation of the extension of the owner occupier housing scheme to other Government quarters not included earlier on such as Muda Lawal and Ibo Quarters Low Cost Houses, as well as securing approval for 30% downward review of the prices of the house;
- viii) Mindful of the importance of transportation to workers, the State Government had graciously restored the vehicle revolving loan. The car refurbishing loan was also recapitalized to the tune of N200,000,000.00.
- ix) Purchase of ~~the~~ one thousand (1,000) Chevrolet vehicles and distribution of same to Civil Servants on Salary Grade Level Fourteen (GL.14) and above on loan. The flagging off ceremony of distribution of the vehicles was performed by His Excellency

the State Governor at a colourful ceremony held on 10th June, 2008.

- x) Purchase of 5,000 motorcycles and distribution of same to civil servants also on loan.
- xi) Another significant achievement of the present administration in the State was the welfare package for civil servants. This package includes upward review of salaries and allowances of civil servants thereby replacing the so called Bauchi State Formula with the living wage. This was followed with the implementation of HATISS and CONTISS for all the Tertiary Institutions in the State. A Federal Government Circular on the review of allowances of all Health Workers was also adopted in the State. The Government had also negotiated the implementation of 12.5% salary increase to civil servants. During the last one and a quarter

years (1¹/₄) the salaries of judges and other judicial staff was also reviewed upwards.

xii) Government had also paid the National Health Insurance Scheme (NHIS) premium for 2008 for all civil servants in the State.

xiii) Government had cleared the backlog of gratuity and pension of N600,000,000.00 (Six Hundred and Million Naira Only) inherited from the previous administration.

xiv) Payment of salary advance to civil servants during the 2007 Eid-El-Fitr Sallah.

xv) Payment of 2007 end of the year bonus to all civil servants. This was the first time thirteenth month salary was paid to civil servants in the State.

V. SERVICE DELIVERY

xvi) Also, the last two years 9 months had witnessed a significant improvement of service delivery in the State. This is, as a result of the introduction of

SERVICOM in the State. A Senior Special Assistant to His Excellency was appointed on SERVICOM. This is, in addition to the appointment of a Permanent Secretary, SERVICOM. Bottlenecks usually caused by bureaucracy and redtapism have been reduced since the introduction of SERVICOM in the State.

SERVICOM Committees were established in Government Ministries and Departments. This is, in addition to enlightenment campaigns in the media on the activities of SERVICOM. A number of induction courses were organized to members of SERVICOM Committees from Ministries and other Government organisations. Similarly, retreats were organized by the SERVICOM Office of the Permanent Secretaries and Directors. Introduction of quality circles to monitor, compare, analyse the quality of services provided by the Government

Agencies with a view to record quick intervention where necessary as relates to Government policies and programmes.

Generally speaking, the introduction of SERVICOM has greatly improved the behaviour and attitude of civil servants towards their work, as workers now report early in their places of work, and close at the stipulated time.

VI OFFICE FURNITURE AND EQUIPMENT

xvii) Supply and installation of Intercom Telephone (PABX) in the State Secretariat Complex at the cost of N73,997,348.30 in 2007. The contract was earlier awarded to Messrs. Signal and Control Limited in January, 2007 by the last administration at the cost of N111,697,943.30. The project from which a saving of N37,700,595.00 was made had been completed and commissioned by His Excellency, the Executive Governor.

xviii) In its continued effort to provide conducive working environment for public servants, the State Government had awarded contract for the supply and installation of office furniture to political appointees. The contract was awarded at the total cost of N9,730,350.00 (Nine Million, Seven Hundred and Thirty Thousand, Three Hundred and Fifty Naira Only). The furniture had been supplied and installed. Other political appointees not covered in the exercise would soon benefit.

VII. VEHICLES, PLANTS AND MACHINERIES

xix) Having realized the importance of electricity supply for day-to-day Government business, a new Perkins Generator set 1250KVA was supplied to the Abubakar Umar Secretariat. The Generator had already been installed and a test-run conducted. Meanwhile, the other generator set in the Secretariat which was faulty for a long time had

also been repaired and put to use. The two Gen Sets will be used simultaneously.

- xx) Government had provided Ministries, Departments and Agencies with utility vehicles so as to ease their transportation problem and facilitate effective service delivery to the citizens of Bauchi State. The vehicles which are brand new comprise mainly of cars, pickups, stations wagons and buses.
- xxi) In order to ensure proper maintenance of these vehicles, government had reactivated the Maintenance Workshop at the Government Driving School, Bauchi to serve as central point of servicing/maintaining of such vehicles.

VIII. EMPLOYMENT OPPORTUNITIES

- xxii) In its effort to fulfill its campaign promises to the electorate, the Government had adopted a number of measures aimed at reducing the level of unemployment in the State. One of such measures

was the employment of a large number of virile youths into the Spider Web, a Government security outfit.

A good number of such youths were deployed to various offices in the State Secretariat and other Government establishments to improve the security of such places.

xxiii) This office had also co-ordinated the recruitment of 1,000 University graduates and similar number of Diploma holders into the State Civil Service. Similarly, five thousand, five hundred and sixty-five indigenes of this State into various military, paramilitary and police services. Recently, approval had been given for the recruitment of N1,643 of Junior Staff into the State Service by His Excellency.

4.0 CONSTRAINTS:

Challenges

In spite of all the achievements listed above, this Office is faced with a number of constraints which hinder its optimum performance. They include the followings: -

i) INADEQUATE OFFICE ACCOMMODATION:

A major constraint of this Office is insufficient office accommodation as the number of offices on the ground cannot accommodate all staff in various Ministries and Departments inside the Secretariat Complex. Hence the need to embark on the extension of the Secretariat Project.

ii) INADEQUATE FUNDING:

The monthly other charges allocation to this Office cannot adequately cater for the numerous activities of the Office. A Standing Imprest of at least N500,000.00 (Five Hundred Thousand Naira

Only) is needed to take care of the career and employment units, in view of short notice usually given for mandatory recruitment exercise. While another Standing Imprest of N500,000.00 (Five Hundred Thousand Naira Only) is required to cater for replenishment of stationeries and other working materials for production of ID Cards, monthly disposition list of the Head of Service, Permanent Secretaries and Administrative Officers, Computer and Photocopier Accessories as well as entertainment at Senior Management Committee Meetings. Such facilities as water, electricity, etc. in the State Secretariat also need to be constantly serviced and maintained. All these can only be done successfully if more money is allocated to the Office.

5.0 FUTURE PLANS:

This Office intends to ensure the completion of the final phase of the Secretariat Complex so that the problem of inadequate office accommodation facing Ministries, Departments and Agencies can be solved. The construction of a road network at the western part of the Secretariat is another plan in the pipeline. Also, in order to improve security in the Secretariat, this office intends to embark on the construction of parameter fence. This will put a stop to threat of encroachment and tress-pass by some people. Still connected with security, a reactivation of security lights in the Secretariat will soon be embarked upon. There is also plan to construct a large Car Park, Police Station, Cafeteria and Day Care within the Secretariat. In addition, some Commercial Banks have applied for permission to install Automated Teller Machines (ATM) in the Secretariat.

This will minimize the delay usually experienced by workers when collecting money in the banks. Plans have reached advance stage in the installation of the machines. Also in realization of the importance of training as an effective tool for manpower development, this office will continue to organize seminars and workshops to various categories of civil servants, and encourage in-service facilities to those who wish to pursue further education. In the same vein, the dilapidated structures and equipments at the College of Administration and Business Studies, Azare will be improved.

6.0 CONCLUSION

6.1 There is a general great improvement in the attitude of all civil servants towards work in the State. This undoubtedly, is as a result of the government's series of welfare schemes. It is envisaged that this will continue to improve considering the Government's positive posture towards the civil servants. In order to not only maintain the tempo but also strike a balance, Government on its part will continue to encourage and reward hard working civil servants, while at the same time punish the lazy and indolent ones.