



UNIVERSITY OF NIGERIA

OFFICE OF THE VICE-CHANCELLOR

Vice-Chancellor: Professor Benjamin Chukwuma Ozumba, MD, FRCOG, FACOG, FACS

Our Ref: VC/U/13

April 17, 2015.

(See Distribution Below)

CONSTITUTION OF SERVICOM COMMITTEE, UNIVERSITY OF NIGERIA, NSUKKA

I write to constitute SERVICOM committee for the University of Nigeria, Nsukka for the 2014/2015 and 2015/2016 academic session with effect from the date of this letter.

Members of the committee are:

| | |
|--|-------------------|
| ▪ Vice Chancellor | Chairman |
| ▪ Deputy Vice Chancellor, Administration | Member |
| ▪ Deputy Vice Chancellor, Academics | “ |
| ▪ Deputy Vice Chancellor, Enugu Campus | “ |
| ▪ Registrar | “ |
| ▪ Bursar | “ |
| ▪ University Librarian | “ |
| ▪ Provost, College of Medicine | “ |
| ▪ Dean, School of Postgraduate studies | “ |
| ▪ Dean, Student Affairs | “ |
| ▪ Deans of Faculty | “ |
| ▪ Director, Works Services Department | “ |
| ▪ Director, Physical Planning | “ |
| ▪ Director, Medical Centre | “ |
| ▪ Director, ICT | “ |
| ▪ Acting Chief Security Officer | “ |
| ▪ SERVICOM Focal Officer | Member/ Secretary |

Terms of Reference:

1. To spearhead the University's service delivery initiative through SERVICOM compliance;
2. To produce, review and monitor performance of charters from the University.

3. To manage the University's customers relations policy including providing opportunities for customer feedback on services.
4. To institute a complaints procedure including Grievance Redress Mechanism for the University.
5. To institute appropriate Market Research techniques in identifying customer needs and expectations.
6. To ensure the promotion of quality assurance and best practices in the University's performance of its function.
7. To provide a comprehensive and effective training policy for frontline staff on customer relation and related matters.
8. To disseminate best practices and other tips on service delivery improvement.
9. To serve as a link between the University and SERVICOM office.
10. To serve as the secretariat of the University's Service delivery committee.
11. To manage links with strategic partners and other stakeholders on service delivery, Market Research, Customer Care/Relations, etc.
12. To facilitate a safe and conducive working environment for staff at all levels of service delivery.

Prof. B. C. Ozumba
Vice-Chancellor

Distribution

To: All members

Cc: Deputy Vice Chancellor, Administration
Deputy Vice Chancellor, Academics
Deputy Vice Chancellor, Enugu Campus
Registrar
Bursar
University Librarian
Provost, College of Medicine
Deans of Faculty
Acting Public Relations officer
DF
PF