

SERVICOM:

SERVICOM was coined from 'SERVICE COMPACT', that is, to give prompt service to the citizenry.

- It was established on March 21, 2004 as a Presidential Initiative with a solemn pledge of rendering quick and satisfactory service in all government agencies to all Nigerians.
- It was premised on the imperative to give correct orientation to Nigerians to demand impeccable service as their rights.
- To inculcate in all Nigerians that those denying service in one window will meet the same treatment in another window
- To instill the 'golden rule' in all Nigerians especially, where giving service is concerned

Presidential Observation

“Nigerians have for too long been feeling shortchanged by the quality of public service. Our public officers have for too long been showcases for the combined evils of inefficiency and corruption.” - **President Olusegun Obasanjo, June 2003**

Present Status of Service Delivery in Nigeria

- People are not receiving due services
- Where services are rendered at all, they are grudgingly done and are of low quality
- Customers are mostly treated with indifference
- Public confidence in government and its agencies is poor filling citizens with trepidation as such agencies seem unapproachable

Value Reorientation

A far-reaching transformation of Nigerian society through Service Delivery

Programme is desirable

- The Service Deliverer should:
- Create citizens' and customers' demand.
- Instill higher expectations of public service
- Communicate Service entitlements and rights
- Publish information about performance
- Redesign services around customer's requirements

Success of SERVICOM

- Success of the programme will require committed leadership from the top.
- Government at all levels are expected to demonstrate leadership commitment with public declaration about service delivery

SERVICOM Charter

These are the pedestal upon which customers:

- Can expect quality service delivery
- Demand their rights to good service
- Have recourse when service delivery fails
- Are actively involved in the service delivery programmes

A good SERVICOM CHARTER should seek to break the twin evils of CORRUPTION and INEFFICIENCY

Guiding Principles in the Public Service

As a public officer employed to serve in the Nigerian Agricultural Insurance Corporation (NAIC), you are expected to be guided by the following principles:

1. Selfless
2. Integrity

3. Objectivity
4. Accountability
5. Openness
6. Honesty
7. Leadership
8. Fairness
9. Politeness
10. Discipline
11. No nepotism
12. Responsibility

NAIC's Mission Statement

Making investment in Agriculture and other sectors of the economy more attractive through efficient risk management that ensures prompt settlement of claims thereby improving Agricultural output and promoting National Development.

NAIC's Vision Statement

To remain the pioneer and leader in the country's Agro-investment risk management and the preferred choice for general insurance.

Mandate of the Nigerian Agricultural Insurance Corporation (NAIC)

The Mandate of the Corporation is to implement the Nigerian Agricultural Insurance Scheme (NAIS). The broad objectives of the Nigerian Agricultural Insurance Scheme (NAIS) is to protect the Nigerian farmer from the effects of natural hazards by introducing measures which shall ensure prompt payment of appropriate indemnity (compensation) sufficient to keep the farmer in business after suffering a loss.

The Scheme was specially designed to:

- ✓ Promote agricultural production since it would enhance greater confidence in adopting new and improved farming practices and at the same time bring about greater investments in the agricultural sector of the Nigerian economy, thereby increasing the total agricultural production;

- ✓ Provide financial support to farmers in the event of losses arising from natural disasters;
- ✓ Increase the flow of agricultural credit from lending institutions to the farmers;
- ✓ Minimize or eliminate the need for emergency assistance provided by Government during period of agricultural disasters.

Functions of NAIC

In carrying out the above functions, the activities inherent include the following among others:

- Provision of premium subsidy of up to 50% chargeable on selected crop and livestock insurance policies. The perils covered under the crops sub-sector are fire, lightning, windstorm, flood, droughts, pests and diseases. For livestock, the perils under cover include; death or injury caused by accidents, disease, fire, lightning, storm and flood.
- Insurance coverage of equipments, assets and other properties which form part of the total farm investments at competitive commercial rates.
General Risks coverage including Fire and Special Perils, Burglary, Workmen Compensation, Goods-in-Transit, Bonds, etc.
Coinsurance Services
- Provision of extension services to insured farmers and insured projects.
Payment of indemnity to insured farmers/clients after having suffered an insured loss.
- Encouragement of institutional lenders to lend more to agriculture through provision of added security to agricultural lending of commercial banks.

Customers Of NAIC

All farmers throughout the federation, whether self-financed or

credit-financed. The Scheme is compulsory for credit –financed projects.

Details Of Grievance Redress Mechanism (GRM)

Redress by an aggrieved client or any member of public could be sought in one or all of the following ways:

1. Laying complaints with the Servicom office of the Corporation.
2. Forwarding a formal letter of complaints to the Managing Director/Chief Executive of NAIC.
3. Forwarding letter to the Chairman of Board of Directors.
4. Forwarding a letter of complaints to the Honourable Minister of Agriculture and Rural Development for action.

Expectations From Customers/Citizens

Clients are expected to behave with decorum and as responsible individual or corporate citizen of the Federal Republic of Nigeria. In general, customers are expected to be disciplined, honest, civil, cheerful and well behaved when addressing members of staff of the Corporation as this will reciprocate the already cultivated norms of the Corporation's staff.

Should there be any dispute, whatsoever, the client/citizen/customer is expected to explore every peaceful avenue of resolving the dispute before taking it to higher authorities.

NAIC SERVICOM UNIT AND OFFICERS

S/N o	Name	Designation	Telephone Number
1	Jerome K. Olowoyeye	Nodal Officer	234-803-3159327
2	Bala A. Mohammed	Service Improvement Officer	234-803-3492030
3	Ayo Paul Fatona	Customers Complaints Officer	234-803-3898598
4	Ibrahim M. Dikko	Charter Desk Officer	234-803-7551937