

WELCOME REMARKS BY MR. D. I. ARABI, DIRECTOR (CORPORATE SERVICES), BPSR DELIVERED AT THE DISSEMINATION AND LESSONS LEARNING WORKSHOP ON THE STUDY TO IDENTIFY COMMON CONSTRAINTS AND INCENTIVE PROBLEMS IN SERVICE DELIVERY IN NIGERIA HELD AT THE NEW CHELSEA HOTEL, ABUJA ON THOURSDAY 17TH AUGUST 2017.

PROTOCOL

On behalf of the Director-General, it is my great pleasure to welcome to you all to this workshop that is meant to provide you all with great opportunity to share the commitment of the Bureau of Public Service Reforms (BPSR) to research and learning. I particularly welcome and thank the EU-Delegation to Nigeria, MacArthur Foundation, DFID-PERL and top government officials that have created time out of their tight schedule to add value to the BPSR's conscientious efforts at ensuring the delivery of the highest quality customer service across public organisations in Nigeria.

Today's event is part of the BPSR mandate of conducting research on implementation efforts and present 'best practice' model's. In this regard, the BPSR, under the auspices of the EU-SUFEGOR programme undertook a study on Identifying common Governance Constraints and Bottlenecks to service delivery in four government services, namely: the process of obtaining an International Passport from the Nigerian Immigration Service, Tax Clearance Certificate from the Federal Inland Revenue Service, National Identity Card from the National Identity Management Commission, and Driver's Licence from the Federal Road Safety Commission and Vehicle Investigation

Office (VIO). The study was conducted in four locations of the country, i.e. Abuja, Enugu Lagos and Kano. The overall objective of the study was to understand the process of obtaining tax clearance, international passport, driver's licence and national identity card through process mapping and/or process re-engineering.

Distinguished Ladies and Gentlemen, as we mentioned in our invitation letter to you, we seek to achieve three things at this workshop:

- i. Highlight and share knowledge, experiences, findings and lessons learned from the study with all stakeholders involved with the four service delivery issues;
- ii. Promote the use of the findings through presentation and discussions, but also through drafting targeted recommendations to the various stakeholders with a view to future action; and
- iii. Help stakeholder's to evaluate the progress which has been achieve, or gaps which continue to exist, between the findings obtained from the study and good practices in these service delivery areas.

As a result, two governance principles are being highlighted:

- i. Efficiency and Effectiveness of Government Expenditure in service delivery; and
- ii. Promotion of Citizens Participation, Voice and Accountability.

Today's occasion is, therefore, a veritable platform for stakeholders in public service delivery, both at the supply and

demand sides, to highlight, discuss and support the emerging catalogues of findings in these four service delivery areas. The study is of importance to BPSR, as we believe that further policy development in these areas are needed to address the shortcomings in the four service areas. Holding this workshop today is also a demonstration of our regards for stakeholder's invaluable inputs in the framework of our mission, vision and activities. We encourage participants to see today's workshop as an avenue to make good input through the various channels by which the study findings would be disseminated.

It is my honour and privilege to welcome you to this Opening Ceremony of the Dissemination and Lessons Learning Workshop to discuss on the study carried out on "*identifying common constraints and incentive problems in service delivery in Nigeria*" with a view to proffering solutions.

Distinguished Ladies and Gentlemen, before I conclude my welcome remarks, I would like to express our gratitude to the European Union Delegation to Nigeria for their continuing funding support to the BPSR specifically for financing this study, the Consultants for the good work they have done and BPSR Counterpart staff that worked with the Consultants and to everybody present here. I wish that we will have a very productive and successful workshop.