

**GOODWILL MESSAGE BY THE AG. DIRECTOR-GENERAL,
BUREAU OF PUBLIC SERVICE REFORMS, MR. D. I. ARABI
ON THE OCCASION OF LUNCHING OF THE MINISTERIAL
SERVICES CHARTER OF THE MINISTRY OF DEFENCE**

PROTOCOLS.

I am delighted to address this gathering on the occasion of the launching of the Ministerial Service Charter and award to the best staff in the Ministry of Defence. The occasion is apt and commendable as the Nigerian Public Service continues to strive to reinvent itself to deliver quality services to the Citizenry.

You are all aware that the SERVICOM Office was created to ensure that Ministries, Department and Agencies (MDAs) enter into Agreement to deliver on its sets mandates. The Service Charter is therefore the agreement that spurs Public Servants to put in their best in the discharge of their schedules and invariably achieve the mandates of the MDA.

In the spirit of service delivery, the Head of the Civil Service of the Federation charged Civil Servants to ensure that we distinguish ourselves in the discharge of our duties as the Civil Servants under her leadership in order to chart a new course that would be driven by Efficiency, Productivity, Incorruptible and Citizen-Centred (EPIC).

Similarly, the Ministry of Defence has demonstrated its commitment to serving its customers today as it will launch the Ministerial Service Charter and also give an award to the best staff that have excelled in the discharge of their duties. This is commendable and should be emulated by all MDAs as it would serve as a challenge to all other staff to put in their best while motivating those who are doing well but their services are not unnoticed. This shows that there is reward for hard work and dedication to duties for all those who have put in their best.

Distinguished Ladies and Gentlemen, as you are aware, the BPSR recently updated the National Strategy for Public Service Reforms (NSPSR). The vision of the NSPSR is a world class public service delivering government policies effectively, and implementing programmes with professionalism, integrity, excellence and passion to secure sustainable national development. Pillar 2 of the NSPSR which is on *“Enabling Socio-Economic Environment”* reflects the strategic thrust of Vision 20:2020 and the Economic Reform and Governance and Project (2017 – 2020) which focused on achieving the overall social and economic development of Nigeria through policies, programmes and efficient service delivery by the public service.

As espoused in the NSPSR, therefore, we are expected as public servants to meet the needs of citizens through prompt and efficient service delivery, professionalism and excellence so that we can achieve a world-class public service by 2025.

I, therefore, call on all other officers not to envy those that are being honoured today but to emulate the virtues of commitment and dedication to duties so that more of them will be honoured in the next edition.

The Bureau of Public Service Reforms (BPSR) will continue to identify and partner with laudable efforts that will enhance effective and efficient service delivery.

I thank the Ministry of Defence for inviting the Bureau to this laudable occasion.