

PRESENTATION ON THE FEDERAL GOVERNMENT SCORECARD BY
MR. D.I. ARABI, Ag. DIRECTOR-GENERAL, BUREAU OF PUBLIC
SERVICE REFORMS AT THE BUREAU'S LUNCHTIME SEMINAR ON
"USING ICT WITHIN THE PUBLIC SERVICE IN THE EASE OF DOING
BUSINESS TO ENHANCE PUBLIC ACCESS TO INFORMATION" HELD
ON 27TH FEBRUARY, 2018 AT THE MAIN AUDITORIUM OF FEDERAL
MINISTRY OF FINANCE ABUJA

Protocols:

Hon. Aloysius Etok, Chairman, Senate Committee on Establishments and Public Service

Hon. Andrew Uchendu, Chairman, House Committee on Public Service Matters,

Mrs. Jumoke Odukola, the Senior Special Adviser to the President on Industries and Secretary to the Presidential Enabling Business Environment Council (PEBEC),

Directors, Reform Coordination and Service Improvement,

Coordinator, Right to Know (R2K) Nigeria,

Members of the Press,

Distinguished Ladies and Gentlemen.

I am indeed honoured and privileged to make this presentation on the Federal Government scorecard for ranking websites of Federal Ministries, Departments and Agencies. As you all may be aware, the Federal

Government on May 18, 2017 signed an Executive Order 001 on Ease of Doing Business. The Order, which focuses on Nigeria business environment is a clear demonstration that removing the constraints to doing business in Nigeria was of paramount concern to the present administration.

Contrary to the spirit and intent of the Order, it may interest you to know that according to investigation, majority of the MDAs do not have functional websites, working telephone lines and emails required to effectively and efficiently drive the implementation of the Ease of Doing Business initiative. Ideally, the MDAs websites are institutional means through which Small and Medium Enterprises, indigenous and direct foreign investors could obtain valuable information, kick start processes to start and grow their businesses and investments and access services rendered by the government agencies.

In an effort to mitigate the challenges created by these bottlenecks and in line with its mandate to initiate reform and ensure full implementation of government reform policies and programmes, the Bureau midwived a scorecard for websites of Ministries, Departments and Agencies (MDAs) of the Federal Government. Given the importance to Operationalization of the Executive Order, the Federal Government has officially adopted the scorecard as an instrument of the State and approved that it be piloted for seventy pilot MDAs selected under three categories, namely: Core Ministries, Focal MDAs identified by the Presidential Enabling Business Environment Council (PEBEC) for Ease of Doing Business; and MDAs with huge customer interface. The scorecard is an official reporting and ranking template embedded with key performance indicators and set of criteria

(approved by the government) for assessing and scoring MDAs' websites to align them to government Standards as a medium for service delivery. Among other things, the scorecard has been introduced as a peer review platform to ensure that information about MDAs are readily available and disseminated widely, MDAs update their websites regularly and are up and running consistently to provide regular support for public complaints and enquiries.

An Inter-Ministerial Task Team comprising of the following key government agencies has been constituted to coordinate the scorecard project, namely: OSGF, OHCSF, Federal Ministry of Justice, Federal Ministry of Communication Technology, Galaxy Backbone Plc., NITDA, SERVICOM, NIRA and BPSR. The scorecard is embedded with criteria for assessing and scoring of MDAs twice in a year i.e. mid-year (May/June) and end of the year (October/November). To manage this, a 15-man Jury involving government agencies, Civil Society Organisations (CSOs), Non-Governmental Organisations (NGOs) and private bodies. The first Assessment Report would be released in June, 2018. The presentation of Final Report will be released at the end of 2018 with award of prize to the best ranked MDA.

The scorecard is envisioned to improve seamless delivery of public service vis-a-vis the Ease of Doing Business initiative in such areas as registration/issuance of Tax Clearance, obtaining International Passport, Obtaining Driver's Licence, Registration of Businesses, filing of complaints and any other relevant service areas that are of paramount interest to the

public. In effect, the MDAs would become more accessible to the public about its operations and overall mandate.

A special collaboration has been enunciated between the Bureau and National Information Technology Development Agency towards realizing the goal of this initiative. This occasion is being leveraged upon to also seek the buy-in and support of the Presidential Enabling Business Environment Council (PEBEC) to help drive the initiative with their wealth of experience.

One month ago, the World Bank in its report revealed that Nigeria now ranked 145th position out of 190 countries in the Ease of Doing Business index for 2018. I am pleased to note at this junction that the deployment of the scorecard match with appropriate compliance from the respective MDAs will further move the country higher in the ladder.

I do sincerely hope that today's seminar will provide useful insights to contribute to the success of this initiative and move the Service forward.

Before I conclude, Kindly permit me to use this opportunity to recognise and appreciate members of the Inter-Ministerial Task Team on the scorecard present here today, from the Office of the Secretary to the Government of the Federation (OSGF), Office of the Head of the Civil Service of the Federation (OHCSF), Federal Ministry of Justice, Federal Ministry of Communication Technology, Galaxy Backbone Plc., National Information Technology Development Agency (NITDA), SERVICOM and Nigeria Internet Registration Association (NIRA), who worked tirelessly to see to the successful development of the scorecard.

Distinguished Ladies and Gentlemen, I thank you very much for your kind attention and I wish all of us an educative and beneficial Seminar.