

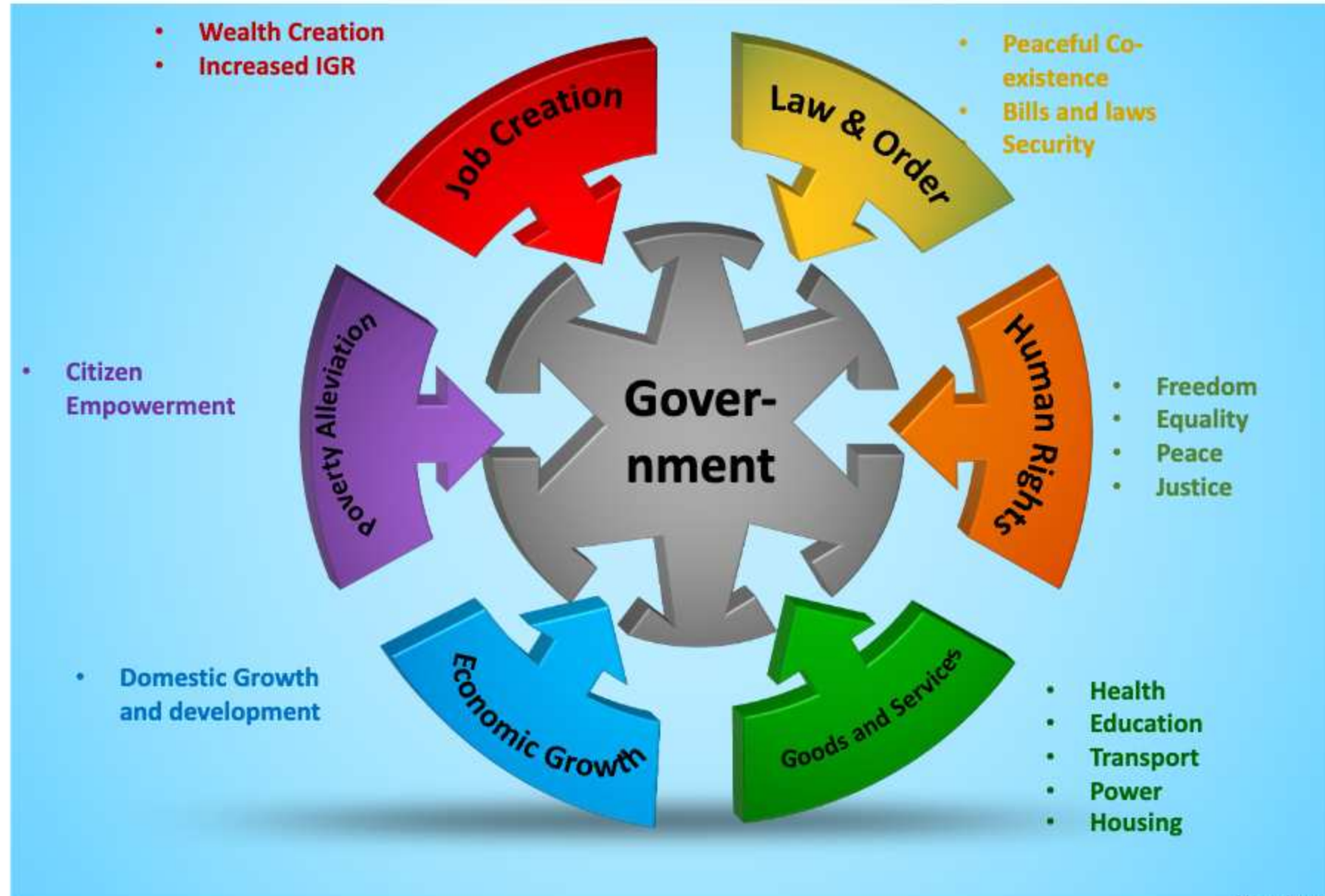
Role of Governing Boards in Service Delivery:

IFEANYI PETERS UGWUOKE
NATIONAL PROGRAMME MANAGER
PERL-ARC

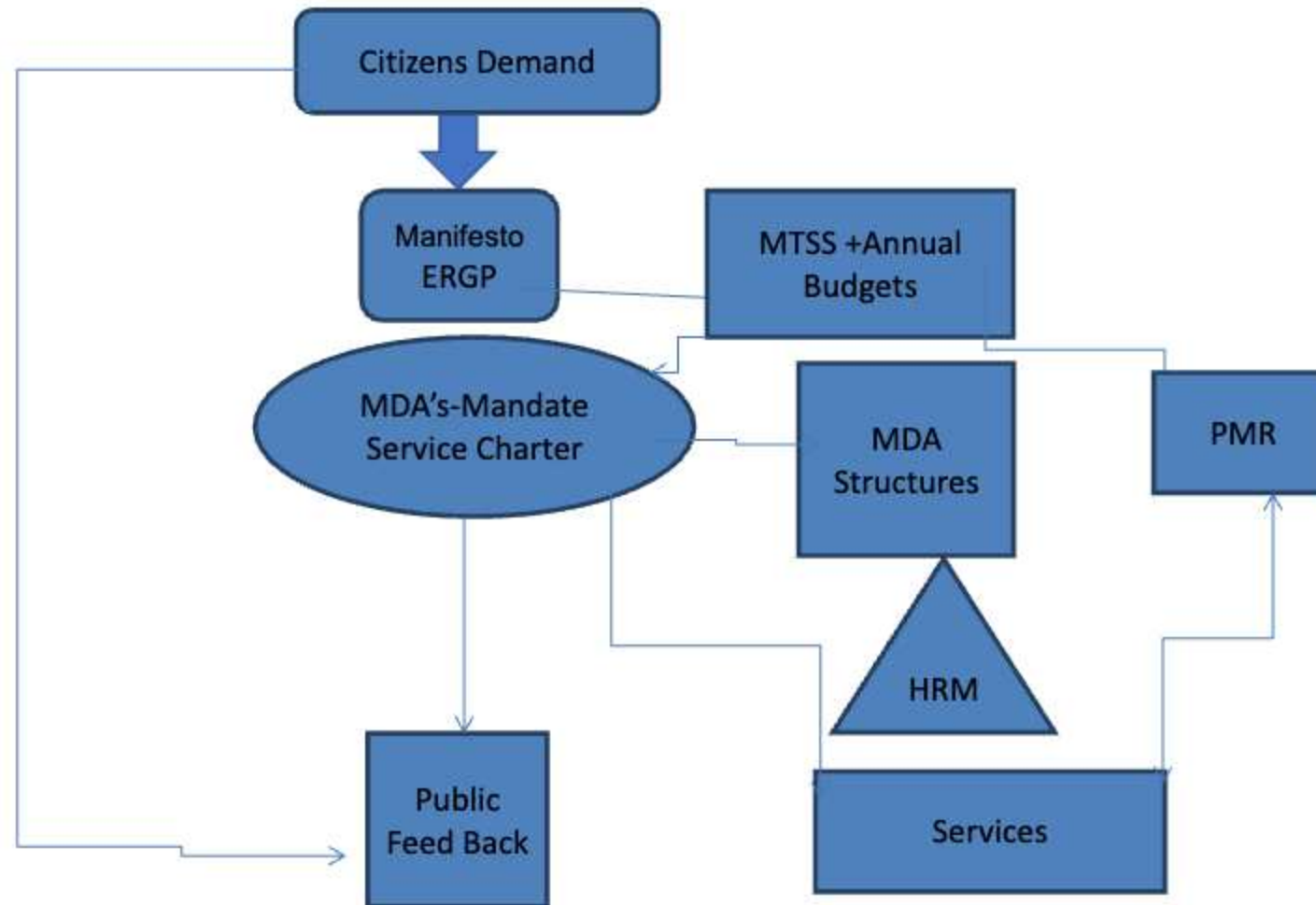
POSERS

- WHY DOES GOVERNMENT EXIST?
- WHAT IS YOUR PARTY MANIFESTO?
- ARE YOU FAMILIAR WITH THE GIVEN MANDATE OF THE AGENCY YOU SEAT ON THE BOARD?

WHY DOES GOVERNMENT EXIST?



STRUCTURE FOR DRIVING SERVICE DELIVERY



Governing Board Mandate

- provide policy direction and implementation of programmes for the achievement of the mandates of the agencies.
- WHAT DOES THIS MEAN?

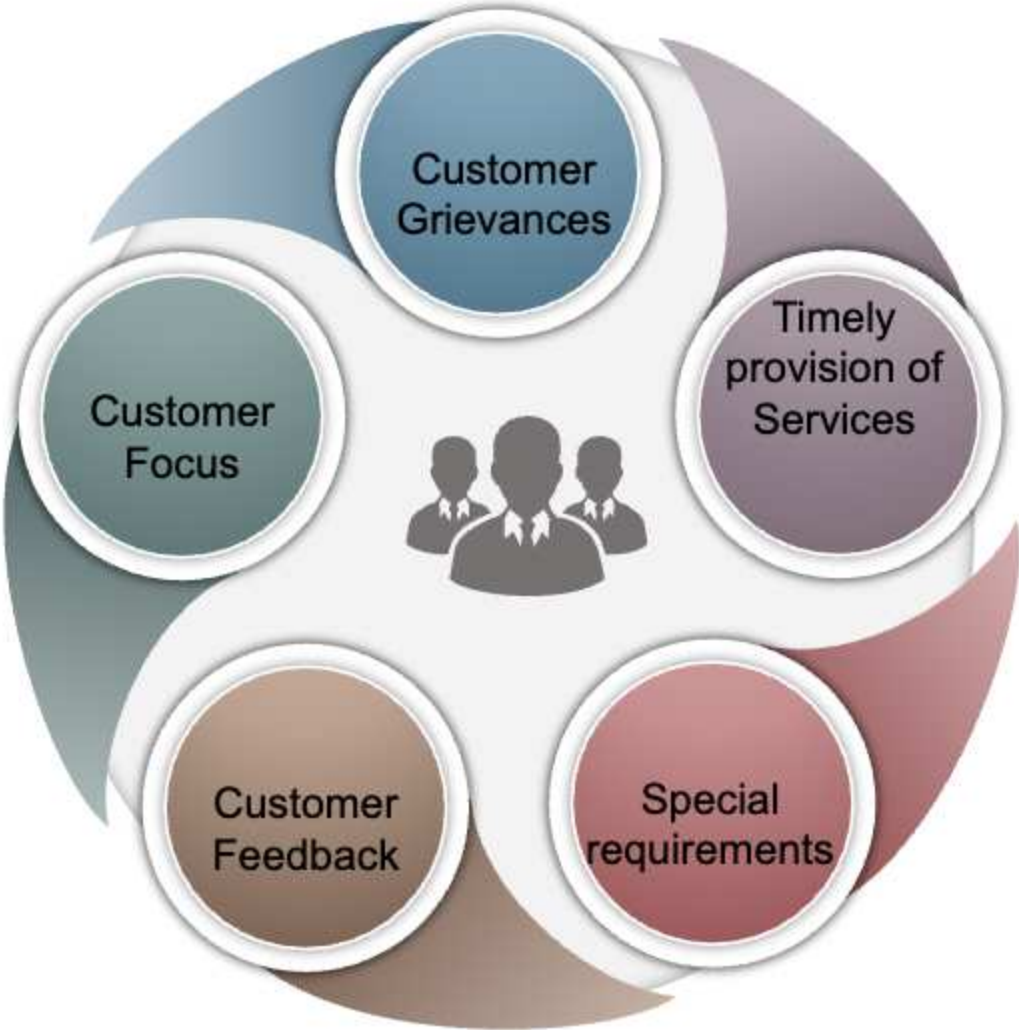
FEDERAL GOVERNMENT AND SERVICE DELIVERY

Customer-Centric Service Delivery model-Service Charter



- Customer focused
- Customer Driven
- Improved communication with customers

ACHIEVEING CUSTOMER SATISFACTION THROUGH EFFECTIVE SERVICE DELIVERY



HOW CAN GOVERNING BOARDS INFLUENCE SERVICE DELIVERY TO ENSURE CUSTOMER SATISFACTION???

- Ensure better alignment of customer needs and planning
- Timely and quality delivery of services by MDAs
- Continuous perception survey
- Act on customer feedback
- Stronger redress mechanism to be put in place
- Better stakeholder engagement
- Automate MDA processes
- Improve capacity of staff
- Identify service improvement failures and put in place service improvement plans
- Improve MDA performance management
- Measure impact of Government services and iterate

THANK YOU

