



**FEDERAL UNIVERSITY OF PETROLEUM
RESOURCES, EFFURUN**



**SERVICE
CHARTER**
&
**Complaints
POLICY**

**THIS SERVICE CHARTER WILL BE REVIEWED
IN THE YEAR 2020**



PROGRAMME

FEDERAL UNIVERSITY OF PETROLEUM
RESOURCES, EFFURUN



WELCOME TO THE
UNIVERSITY

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Office of the Vice-Chancellor
FUPRE

CHARTER
POLICY

THE YEAR 2020
WILL BE REVIEWED



PROGRAMME

FEDERAL UNIVERSITY OF PETROLEUM
RESOURCES, EFFURUN



PROF. AKAHOMEN O. AKII IBHADODE, FAS
VICE-CHANCELLOR

FEDERAL UNIVERSITY OF PETROLEUM RESOURCES, EFFURUN.



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FOREWORD

The Nigerian Service Delivery initiative was launched in March 2014 after Mr. President and his Cabinet signed a Social Compact with all Nigerians (SERVICOM). The Compact declared **“We dedicate ourselves to providing the basic services to which citizens are entitled in a timely, fair, honest, effective and transparent manner”**.

As a privileged Vice-Chancellor of this Petroleum University, which is first in Africa and sixth in the world, I assumed office on the 4th of May, 2015 with a clearly-defined mandate to transform FUPRE into a global citadel of higher learning, research activities and a regional hub for consultancy services for the oil and gas industry. In the past two years, we have put in place relevant structures to promote learning, teaching, research, industry-university partnerships and strategic community relations programmes to set FUPRE on the path to becoming one of the International institutions of first choice with state-of-the-art facilities for qualitative education. Given that the predominating responsibility of the University is qualitative service delivery, this Service Charter, an initiative of the Federal government of Nigeria, is in furtherance of our obligations as a corporate entity to our Customers/Clients. The Charter has been formulated in consonance with the vision, mission, core values, guiding principles, priorities and strategic plan of the University.



We truly cannot shy away from the challenges our service providers pose to customers/clients, especially in our Universities where students need to be properly-guided in order to make informed decisions. The establishment of SERVICOM in FUPRE is to create awareness and consciousness in members of staff, students and other stakeholders and reduce the level of frustration encountered in their academic pursuit and other endeavours. In line with the SERVICOM initiative of timely, honest and transparent service delivery, the Unit shall enjoy the unflinching support of the University Management in the discharge of her duties.

Prof. A.O. Akii Ibhado, FAS



1.0 INTRODUCTION

The SERVICOM initiative is a Federal Government project to improve on service delivery at every window in Nigeria. Federal University of Petroleum Resources Effurun, Nigeria, welcomes this project with full support because the ideology is not far from our University Motto "Excellence and Relevance". Therefore, the SERVICOM initiative falls in line with our outlook to life as spelt out by our Motto.

SERVICE means SERVICE COMpact with all Nigerians. It is a programme meant to improve on service delivery throughout the country. It is about service and service delivery. *SERVICOM is a social contract between the Federal Government and its people. The agreement is such that the Government and its people would perform their functions timely, fairly and honestly, effectively and transparently with a view to making Nigeria develop to its zenith politically, socially, morally and economically.* SERVICOM means efficient service for better development and quality of service to be commensurate with investment. Service fails when someone has left undone what should have been done or when someone has done what should not be done.

This Service Charter spells out the services provided by the Federal University of Petroleum Resources Effurun, Nigeria, and the standard to which we will perform these services. It tells the unique platform on the services we provide; how to complain in case of service failure, redress or grievance, stakeholders' participation, our commitment to service delivery and regularly planned review of our performance.



The Charter applies to our Students, Staff, and Management as well as anyone who has contact with Federal University of Petroleum Resources Effurun, Nigeria. This Charter has been developed in consultation with the staff (Academic & Non-Teaching Staff) and students of the University and other stakeholders. Local Charters will be developed for our various service windows.

1.1 ABOUT THE UNIVERSITY

Federal University of Petroleum Resources, Effurun (FUPRE) is located in Delta Central, a prominent part of Delta State. FUPRE was established as a specialized University to produce manpower for oil and gas companies within the country, Africa and the world at large. FUPRE aims to contribute positively to the technological and manpower development in the Oil and Gas sector through provision of quality, relevant and functional education, skilled manpower development and qualitative and quantitative research work aimed at the development of technologies and new scientific problem solving approach that will enhance petroleum exploration with minimal or zero environmental impact. FUPRE hope to achieve her aims through collegiate system such as College of Science, College of Engineering and College of Management Science to meet the challenges of the successful management of the vast petroleum resources. Colleges will by no means be self-sufficient as the University will encourage inter-disciplinary approach to all its teaching and research activities. In addition to colleges there will be institutes, schools and centres.

The Federal University of Petroleum Resources, Effurun (FUPRE) is also to further advance knowledge through research so that the graduates produced could stand on their own and



adapt to the evolving situation in the target oil and gas sector, and the entire Nigerian Industrial system. The spirit of entrepreneurship will be nurtured in order to produce job-givers rather than job-seekers.

FUPRE major disciplines and curricula were designed to respond to the dynamics of the need for graduates to be self-reliant.

Relevance connotes the commitment of the University to the task of meeting the needs of the community, and the nation at large. This Motto agrees with the full objective of SERVICOM service delivery.

The **Logo** of the University combines four elements: one, the *gear wheel* symbolizing technology; two, the *blue section* representing sea/ocean characterizing the physical environment of the Niger Delta; three, an *open book* which is traditionally a symbol of knowledge; and four, the *flame* of enlightenment.

The colours of the University are black and dusty gold. The **black** represents the black gold (crude oil), the major mineral resource in the area. The **dusty gold** represents downstream products of the petroleum industry; petrol, diesel, kerosene, etc.

1.1.2 PHILOSOPHY

The University has its philosophy "*To promote the advancement of knowledge and produce graduates who are technopreneurs with concern for the promotion of environmental friendly technological solutions in the practice of their profession*".

1.1.3 VISION STATEMENT

The vision of the University is to be the premier international institution with state-of-the-art facilities to provide for the



petroleum and allied sectors, world-class education, training, research, consultancy and extension services.

1.1.4 A MISSION STATEMENT

- To create top quality human resource in order to enhance the local content in the Oil & Gas and Energy industries of the country
- To design, develop and deliver cutting edge education and training programs for professionals in the industry.
- To encourage in research, consultancy and development activities in all technical and managerial aspects of the Oil & Gas sector.
- To take the leadership role in promoting the economic development of the immediate community and the society at large through specific education, training and outreach activities.
- To engage in research in material development.

1.2 VALUE STATEMENT

Federal University of Petroleum Resources, Effurun is committed to the following core values:

- Transparency
- Integrity
- Openness
- Fairness
- Courteousness
- Professionalism
- Excellence
- Accessibility
- Commitment
- Resourcefulness
- Accountability
- Honesty



- Innovativeness
- Discipline Equity
- Scholarship
- Creativity
- Responsiveness
- Dedication

2.0. LIST OF OUR CUSTOMERS/ STAKEHOLDERS

All those who in one way or the other use our services are called our customers. We are driven by our core value of integrity, transparency, professionalism, excellence, fairness, courteousness, accountability and innovation to sustain our relationship with our numerous customers.

Our customers are:

1. Staff

- Tenure Staff
- Contract Staff
- Adjunct Staff
- Ad- Hoc Staff
- Sabbatical Staff

2. Students

- Undergraduates
- Prospective Students

3. Other Stakeholders

- Parents
- Alumni
- Contractors/Suppliers
- Host Communities
- MDA'S
- Employer of labour



- General Public
- Corporate organizations

2.1 DETAILS OF STAKEHOLDERS

The stakeholders of Federal University of Petroleum Resources Effurun are individuals, arms of government, agencies, ministries, institutions, development partners and interest groups requiring our services. They include the following internal and external stakeholders:

2.1.1 Internal

- The Federal University of Petroleum Resources, Effurun (including staff, students, parents, guardians and host communities)
- Institutes, Centers and Departments/ Units in FUPRE

2.1.2 External

- Government
- Federal Ministry of Petroleum
- Federal Ministry of Education
- National Universities Commission (NUC)
- Federal, State and Private Universities
- Research and Development (R&D) collaboration with Institutions and Agencies
- Alumni
- International Donors/ Partners
- Private Liability Companies
- Development partners (Local and International)
- Professional Bodies



- Non-Governmental Organizations (NGOs)
- Consultants/ Contractors
- General Public

3.0 SERVICES RENDERED

We deliver quality teaching, community service and conduct cutting edge research in the following major areas:

- Mathematics/Computer Science
- Chemistry / Industrial Chemistry
- Physics
- Earth Sciences (Geology & Geophysics options)
- Environmental Management and Toxicology
- Petroleum and Natural Gas Engineering
- Mechanical Engineering
- Marine Engineering
- Electrical/Electronic Engineering
- Chemical Engineering

We are also committed to provide the under listed services in a fairly, honest, effective and transparent manner.

- The University will not be too large but large enough to make impact at the cutting edge of science and technology in an environmentally friendly setting.
- Staff are encouraged to engage in industry-based research to improve their teaching and community service
- The University pays particular attention to the admission process and ensures that only qualified candidates based on our admission criteria are admitted.
- The University pays particular attention to the curriculum development to ensure that the curricula for the different programs are able to respond to the dynamics of the need for graduates to be self-reliant
- Ensure uninterrupted program of study
- Ensure prompt release, publication and dispatch of results



- to students and guardians within six (6) weeks after examination.
- Provide courteous, prompt and dispatch of results to student and guardians within one month after examination
 - Ensure security of lives and property of staff, students, other customers and equipment
 - Conduct credible examination
 - Management ensures that the University is adequately funded.
 - University promotes local and international cooperation through linkages in pursuit of research, staff and student exchanges.
 - Ensures that no commercial relationship exists between staff and students
 - Ensure that no handout are sold to students and are not coaxed to buy text books
 - Ensures that no extra fees are charged outside the University approved charges
 - Students are to adhere strictly to the University rules & regulations and avoid any acts of indiscipline including examination misconduct.
 - Students are to follow approved registration procedure timely and attend to all their academic requirements.
 - Students are to avoid association with any unapproved group.
 - Ensure regular review of curricula to ensure that graduates are adequately prepared for the job market.
 - The University deploys the tools of information technology for teaching, learning and research.
 - Be gender sensitive
 - Make adequate provision for people with special needs
 - Care for the welfare needs of both staff and students
 - Provide guidance and counselling services to students



and parents/ guardians

3.1 SERVICE DELIVERY

Our service delivery is in two parts

1. Performance Targets / Customer Expectations
2. Customer Obligations

3.1.1 PERFORMANCE TARGETS / CUSTOMER EXPECTATIONS

As customers you are entitled to:

- Prompt, courteous, fair and excellent service from staff in accordance with your needs.
- Adequate and relevant information and effective communications
- Cordial staff – student relationship
- Adequate consultation where and when necessary
- Provision for the physically challenged and other special needs people
- Adequate physical structure will be created for the physically challenged students for easy access to lecture halls, hostels and other essential areas.
- Effective complaints procedure and redress mechanism
- Quality teaching and supervision
- Quality researches and reports
- Accurate and complete records of members of staff and students
- Comprehensive University statistics
- Transparent admission procedures
- Easy and quick payment procedures
- Appropriate complaint procedures
- Identifiable staff for services needed
- Prompt and courteous attention
- Trained and well informed staff



- Conducive lecture and seminar rooms and laboratories
- Adequate information and effective communications
- Career guidance
- Conducive waiting areas at service points
- Adequate sporting facilities
- Modern library services and well stocked bookshops
- Good accommodation and conference facilities
- Appropriate levies and charges
- Effective utility services
- Prompt release of results of examination and tests
- Release of certificates and academic transcript on demand

As service providers, you can expect us to:

- Be professional, impartial, fair, honest and reasonable in all our dealings
- Provide professional advice and information you can rely on
- Be accountable for our work and answerable for outcomes within our control
- Follow laid-down rules, regulations and procedures
- Present genuine credentials and other documents to the University at all times
- Attend lectures, seminar and library sessions punctually
- Report lawless colleagues to the University authority
- Abstain from cultism, vandalism and other acts that can bring the name of the University into disrepute
- Practice student unionism without external influence, ethic and tribal bias
- Offer constructive criticism and suggestions for improvement on any observed shortcoming
- Be courteous and decent in social interactions (even when aggrieved)



4.0 CUSTOMER OBLIGATIONS / RESPONSIBILITIES

It is the intention of the University to provide an enabling environment for effective learning and teaching, and the conduct of basic and applied research that will produce a steady stream of graduates and professionals that will enter the Petroleum and allied Industries to enhance the socio – economic impact of the sector on the nation. This intention can only be achieved by working together with all our customers. As customers, there is need to assist us to achieve this by the following:

- Treat staff courteously
- Abide by the rules and regulations of the University
- Provide us with constructive suggestions and feedback we can rely on
- Tell us when we meet your expectations
- Pay approved charges promptly
- Possess the prerequisite qualifications you claim
- Dispose yourself favourably to academic activities
- Work with us to protect life and property and safeguard the public funds entrusted to us from fraud
- Be honest and reasonable when dealing with us
- Shun all vices like cultism, rape, examination malpractice, smoking, drug use, abuse and others
- Use University facilities prudently and carefully
- Host communities to support activities of the University and apply whatever community based training project organized by the University to develop themselves
- Stakeholders' partnership in providing infrastructure, instituting endowments, scholarships and awards.
- Private- Public – Partnership (PPP) with the University in the provision of essential amenities
- Improved funding from the government and international agencies
- Prompt release of funds for both capital and recurrent



- expenditure
- Parents / Guardians to join hands with the University to closely monitor the activities of their children / wards in the University.
 - Collaboration for students, staff exchange, and research based linkage programmes and training and retraining of staff and students to enhance the socio- economic impact of the petroleum sector and allied industries on the nation.

4.1 STAFF OBLIGATIONS

The University expects the following from the customers:

- Be committed and loyal to the University
- Uphold integrity and confidentiality
- Be polite at all times
- Promptly carry out responsibilities
- Make unionism devoid of political undertones and tribal sentiments.

4.2 MANAGEMENT OBLIGATIONS

The Management of the University is expected among others to:

- Maintain law and order on campus
- Provide conducive environment for fulfilling the University's vision and mission
- Attract grants to the University
- Liaise with industries and other developmental partners to bridge the gap between town and gown.
- Raise funds to complement government subventions
- Liaise with Alumni to enhance the image of the University
- Develop and execute plans that will improve overall staff productivity and quality of service.



4.3 STAKEHOLDERS' PARTICIPATION

The stakeholders include students, members of staff and their dependants, parents/ guardians Alumni/Alumnae, retirees, government, funding agencies, development partners, contractors and suppliers, etc. They are expected to make definite commitment to the progress of the University in the following way.

- Provide information on how to advance the interest of the University both nationally and internationally.
- Establish endowments and scholarships for scholars, academic and service units
- Collaborate with the University to provide adequate facilities for teaching, research and student accommodation
- Formulate proper policies that will promote productivity of staff and students
- Help staff and students to be of good behaviour

4.4 SPECIAL NEEDS PROVISION

The University considers the following categories of customers as people with special needs.

- First year students
- Foreign students
- Final year students

The University provides for the special needs of the above categories of customers in the following ways:

- Priority allocation of accommodation for first year, foreign students and final year students
- Provision of facilities that will enhance friendly environment for all



4.5 LIMITATIONS

The University faces the following challenges among others:

- Inadequate funding and relatively under-utilized capacity for internally generated revenue
- Inadequate municipal services especially electricity and water
- Inadequate equipment and facilities
- Limited accommodation facilities for students and staff on campus
- Low patronage from the private sector
- Poor academic background of some students
- Inadequate funding considering the peculiar nature of the University

5.0 MONITORING AND REPORTING OF PERFORMANCE

Federal University of Petroleum Resources, Effurun (FUPRE) is committed to monitoring and reporting on its performance based on periodic assessment.

1. Monitoring of performance in line with the charter of quarterly publication of results.
2. Periodic assessment of our performance using the Evaluation Checklist that will be regularly analyzed and reported
3. Periodic analyses and publication of customer feedback and reaction.
4. Regular analyses and publication of customer complaints and redress activities.



5.1 IN-COMING CIRCULARS/MAILS

S/NO.	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER (S)
1	Circulate and implement circulars from the Federal Government and its MDAs.	Within 3 days of receipt	Vice- Chancellor Registrar
2	Collect mails from Post Office and distribute same within the University	Daily	Registrar

5.2 LIBRARY SERVICES: Open Daily 8:00am-6:00pm-Saturday 9:00am-2:00pm

S/NO.	ACTIVITY/ SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER (S)
1	Registration of students and staff	Issuance of Registration cards 1 week after application	University Librarian Library Officers
2	Loaning of books to staff and students	Fully manned charging / discharging desks during Library opening hours.	University Librarian Library Officers
3	Provision of Reference service to users.	Fully manned reference Librarian desks during Library opening hours.	University Librarian Library Officers
4	Issuance of letters of introduction to registered users	To enable users to use other academic Libraries in Nigeria	University Librarian Library Officers
5	Library service for students during examination season	24 hour service to commence 1 week to examinations	University Librarian All library staff



5.3 EXAMINATIONS

S/NO	ACTIVITY/ SERVICE OFFERED	STANDARD/ INDICATORS	RESPONSIBLE OFFICERS (S)
1	Continuous assessment of all courses	Publication of Results of continuous assessment at least 2 weeks before commencement of exams	Course Lecturers
2	Preparation of examination questions	Examination question papers moderated in the department at least 2 weeks before commencement of examinations	HODs Course Lecturers
3	Moderation of all final year question papers	External Examiners' report at least 2 weeks before commencement of examinations	HODs Course Lecturers
4	Publicize information on examination schedules	(a) Provisional Exam time- table pasted on notice boards and University website by the 7 th week of the semester (b) Final Exam time- table pasted on notice boards and University website by the 10 th week of the semester	- Registrar - Chairman, Time- Table & Room Usages Committee - Deans - HODs



5	Cases of exam malpractice	(a) H.O.D report to the Dean latest by 48 hours after examinations. (b) Dean's report on college recommendation (s) to the Registrar at least 2 weeks after consulting the committee (c) Identified cases sent to Student Disciplinary Committee latest by 1 week after receipt of college report.	- H.O.Ds - Dean - DVC - Registrar
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5.4 RESULTS

S/NO	ACTIVITY/ SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER (S)
1	Compilation of results	All Scripts marked 2 weeks after examinations	- Course Lecturers
2	Consideration of results	(a) Department Examiner's meet to consider results 2 days after end of marking.	- HODs - HODs



		<p>marking.</p> <p>(b) Final year scripts are sent to External Examiner for moderation 24 hours after Departmental meeting.</p> <p>(c) Departmental Board meeting, third week after examination</p> <p>(d) College Board meeting in the 5th week after examination</p>	<p>- HODs</p> <p>- Deans</p> <p>- College Officer</p>
3	Consideration of results by Business Committee of Senate	Results to be processed to Senate latest, 72 hours after.	<p>- Vice-Chancellor</p> <p>- Registrar</p>
4	Consideration of results by University Senate	Results to be made public latest, 24 hours after.	<p>- Vice-Chancellor</p> <p>- Registrar</p>
5	Uploading of results to the Students Portal	Latest, 3 weeks after approval of results.	<p>- Vice-Chancellor</p> <p>- Registrar</p> <p>- Director, ICT</p>
6	Issuance of Statement of Results	3 weeks after Senate approval	<p>- Registrar</p>

5.5 SALARIES, LOANS AND ADVANCES

S/N	ACTIVITY/ SERVICE OFFERED	STANDARD/ INDICATOR	RESPONSIBLE OFFICER(S)
1	Preparation of salary	Ready by 3 rd week of every month	Bursar



2	Preparation of honorarium to Part-time /Associate lecturers	72 hours after approval of voucher	Bursar
3	Payment of salaries and remittance of deduction from salaries	On or before the 25 th of every month	Bursar
4	Preparation of Annual Returns on salaries to NUC	March every year	Bursar
5	Preparation and payment of	On or before the 24 th of	Bursar
6	Processing and release of approved loans to beneficiaries	5 working days after receipt of approval	Bursar
7	Posting of loan repayment ledger cards	Last day of the Month	Bursar
8	Preparation of loan schedules	Last day of the Month	Bursar University Loan Committee
9	Reconciliation of Advance Ledger	Last day of the Month	Bursar
10	Preparation of Advance schedule	Last day of the Month	Bursar

5.6 REVENUE AND RECEIPTS

S/N	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER (S)
1	Reconciling online payments with records from University bank accounts	Monthly	<p>- Bursar</p> <p>- Head, Internal Audit Unit</p>
2	Confirmation of other charges paid through bank transfer	Immediately	<p>- Bursar</p> <p>- Head, Internal Audit Unit</p>



3	Issuance of official receipts of the University for all revenue items	Immediately	- Bursar
4	Internal check on revenue collection and records	2 days	- Bursar - Head, Internal Audit Unit
5	Production of students payment list	1 week after registration	- Bursar
6	Processing of students financial clearance	Within 24 hours	- Bursar
7	Preparation of monthly revenue records with bank statement	Monthly	- Bursar - Head, Internal Audit Unit

5.7 SECURITY UNIT

S/N	ACTIVITY/ SERVICE OFFERED	STANDARD/INDICATORS	RESPONSIBLE OFFICER (S)
1	Provision of well - managed and articulated security surveillance on campus	<ul style="list-style-type: none"> - 24/7 security guards physical surveillance. - 24/7 patrol of offices, Departments, Units, Student's Hostels, Project and equipment sites by the security guards. - 24/7 active voice Communication devices. 	Chief Security Officer
2	Safe- guarding life and property in the University community, staff, students and business operators on the campus	<ul style="list-style-type: none"> - No incidence of theft - No threat of life - No incidence of Security breach with respect to University Principal Officers. 	Chief Security Officer



3	Investigation of activities	- Timely detection and prevention of crimes and identification of crime perpetrators.	Chief Security Officer
4	Provision of intelligence reports to the Vice- Chancellor	- No security matter should take the University authorities unawares	Chief Security Officer
5	Checking of vehicles movements through the gates - proper exit for official vehicles	- No unauthorized University property leaves through the buildings and University gate	Chief Security Officer
6	Movement of University vehicles.	- Drivers of University official vehicles to produce their movement 'log books' on demand to security at the gates.	- Chief Security Officer - Director of Works and Services

5.8 UNIVERSITY HEALTH SERVICES: 24 Hours (Weekdays and Weekends)

S/N	ACTIVITY	STANDARD/INDICATOR	RESPONSIBLE OFFICER (S)
1	Medical Consultation and treatment	Consultation- 10-15 mins Treatment- 10-20 mins	Director of Health Services
2	Endorsement of Prescription	Within 10 mins	Pharmacist
3	Collection of Laboratory Charges	Within 5 mins	Bursar's Rep
4	Appraisal of students request for suspension of studies, make up etc on health grounds	Same day	Director of Health Services



5	Medical examination of students/ staff for registration	5 days	Director of Health Services
6	Issuance of letter of referrals and University commitment	Same day	Director of Health Services
7	Well maintained and fuelled Ambulance	Ambulance ready to be deployed at the point of need 24/7	Director of Health Services

5.9 SPORTS UNIT

S/N	ACTIVITY/SERVICE OFFERED	STANDARD/INDICATOR	RESPONSIBLE OFFICER (S)
1	Mid- week sports for students	Minimum of two (2) hours training 3pm downward	Director of Sports
2	Student's Clearance	Ensuring no student leave with any outstanding indebtedness	Director of Sports
3	Sports Complex Maintenance	Ensure monthly clearing of Sports Stadium	Director of Sports Director of Works and Services

**7.0 SERVICE FAILURE**

- Poor teaching and supervision by academic staff
- Poor researches and reports by academic staff
- Inaccurate and incomplete records of members of staff and students by registry
- Inappropriate University statistics by registry
- Poor admission procedures by the registry
- Difficult and slow payment procedures by the bursary
- Non compliance to tendering and procurement processes
- Inappropriate complaint procedures by members of staff
- Non conducive lecture and seminar rooms and laboratories
- Inadequate information and effective communication by the University Management
- Inadequate career guidance by Counseling and Human Development Centre of the University
- Non conducive waiting areas at service points
- Inadequate sporting facilities
- Poor library services and inadequate bookshops
- Poor accommodation and conference facilities for members of staff and students
- Inappropriate levies and charges;
- Inefficient utility services;
- Delayed release of results of examinations and tests;
- Delayed release of certificates and academic transcripts on demand;
- Omission of results discovered after Senate approval
- Wrong computation of results discovered after Senate approval



- Inability to circulate and implement, within 3 days, circulars from Federal Government and its MDAs by the University Management
- Failure to collect mails from post office and distribute same within the University weekly
- Other inefficiencies that may arise from dereliction of duty

8.0 PUBLICATION OF SERVICE CHARTER

Federal University of Petroleum Resources, Effurun (FUPRE) Service Charter will be widely publicized.

- It will be posted on the University's website
- Put in front of the Administrative Building. (service failure & grievance redress mechanism)
- Relevant service failure and grievance redress mechanism at each service window

9.0 REVIEW OF FUPRE SERVICE CHARTER

Federal University of Petroleum Resources, Effurun (FUPRE) will regularly review this Service Charter as part of her on-going commitment to providing high quality customer services. We invite comments / suggestions from customers, stakeholders and staff as part of this review process.

We shall publish information annually based on internal monitoring and review of the Charter's effectiveness and external audit within the period.

10.0 GRIEVANCE REDRESS MECHANISM

Federal University of Petroleum Resources, Effurun (FUPRE) takes any complaint made against a member of staff, its service or its decisions very seriously. When a complaint has been made, the Complainant has the right to have his or her concerns investigated and a full and prompt response given by SERVICOM.

A complaint may be made to the SERVICOM Division about any matter connected with the exercise of the University's functions or by anyone affected by the actions of the University or its Employee. This Policy and the supporting procedure aim to:

- (a) Find out what happened



- (b) Satisfy the Complainant that their concerns have been addressed, and involve them in decisions about how their complaint was handled.
- (c) Make sure a Complainant receive an apology where this is appropriate in line with the principles for remedy.
- (d) Take into account the outcome of any investigation from the complaints in order to improve on service delivery by the University.
- (e) Ensure that no employee of the University is embarrassed by false complaints.

This Policy and the supporting University's Complaint procedure has been written in accordance with the requirements of SERVICOM.

10.1 RESPONSIBILITY FOR COMPLAINTS ARRANGEMENTS:

SERVICOM Unit Complaint Officers are designated to receive complaints from the Units under them, document and investigate all complaints in the first instance and report all complaints to the Focal Officer.

(i) **Complaints Desk Officer: (Mrs. Y. V. Bramor)**

Phone Number(s): 07057717155, 08143286988, (8 am – 4 pm)

E-mail: servicom@fupre.edu.ng, fupre.servicom@gmail.com

The Focal Officer, SERVICOM has been designated as the Officer to manage the procedure for handling and considering complaints on behalf of the University. This Officer will also, where appropriate, ensure that any necessary action as a result of an outcome of an investigation is properly implemented and monitored.

Focal Officer (Prof. T. O. Egbuchunam) – Phone Number:
09034865329 (24 hours)

**10.2 PROCEDURE FOR DEALING WITH COMPLAINTS**

If you have complaints, please contact the nearest SERVICOM Window:

LEVEL 1:

**FUPRE SERVICOM Office: New TetFund Building Block,
2nd Floor
Focal Officer, Prof. T. O. Egbuchunam-Phone No
09034865329**

**Complaint Desk Officer-Phone No. 07057717155,
08143286988. E-mail: servicom@fupre.edu.org,
fupreservicom@gmail.com**

- ❖ We commit to acknowledge your complaint within two (2) working days
- ❖ We commit to communicate our intended action within five (5) working days
- ❖ We will endeavor to resolve any complaint within three (3) weeks

If you are still unhappy or the complaint is still unresolved, you can contact:

LEVEL 2:

**The Pro-Chancellor/Chairman of Governing Council
Federal University of Petroleum Resources, Effurun**

*If you are still unhappy or the complaint is still unresolved,
you can contact:*

LEVEL 3:

**National Universities Commission (NUC)
ROOM 501
Aja Nwachukwu House
No. 26, Aguiyi – Ironsi Street, Maitama District
P.M.B. 257
Abuja- Nigeria.**

If you are still unhappy or the complaint is still unresolved, you can contact:

LEVEL 4

**SERVICOM COMPLAINTS MANAGER (OFFICE)
SERVICOM OFFICE
FEDERAL SECRETARIAT,
PHASE III, PMB 622,
GARKIABUJA.
TEL: 09-2910038, 09-2910037**