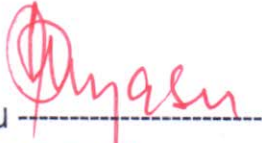


COMMUNIQUE AT THE END OF THE 3RD QUARTER NATIONAL UNIVERSITIES COMMISSION PARASTATAL SERVICOM COMMITTEE (NUC-PSC) MEETING HOSTED BY QUALITY ASSURANCE AND SERVICOM UNIT, UNIVERSITY OF LAGOS, 6TH-9TH DECEMBER, 2022

At the end of the meeting on 8th December, 2022, the Committee resolved as follows:

1. Institutional performance is predicated on quality service delivery to customers and other stake-holders.
2. Service delivery must be guided by institutional commitments contained in the Service Charter. Hence, institutions that have not launched their service charter should do so soonest while those who launched their charter should consider reviewing the charter after 5 years as expected.
3. The quantum of available funding and the efficiency of its utilization play significant roles in the ability of institutions to deliver on their service delivery mandates. Adequate funding of our institutions, combined with prudent management of resources cannot be over-emphasized.
4. There should be budgetary provision for the day to day management of the University staff. Thus each institution should give more attention to the welfare of her staff.
5. Human capacity building and development of staff is critical in the sustenance of quality service delivery, since every employee wants to grow in their career and add value to the system.
6. It is recommended that Educational institutions conduct Annual Self-Evaluation of Performance Exercise (ASEPE) on the basis of set goals and strategic plans; in order to identify areas of strengths, weaknesses and challenges.
7. SERVICOM and Quality Assurance Units in our institutions should be adequately supported and empowered to carry out monitoring of service delivery towards ensuring compliance by all stake-holders. This support should include but not limited to the provision of monitoring vehicle.

SIGNED:

Mal. Musa Ilyasu 
Ag. Chairman (NUC-PSC)

Prof. Grace O. Otiwa 
Chairman, Communiqué Committee