



NIGERIAN INSTITUTE OF MEDICAL RESEARCH

Research for National Health



SERVICE CHARTER

NIMRNIGERIA    

NIMR... the Foremost Research Institute in Nigeria

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Research for National Health

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June 2021

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BRANCH OFFICES

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0803 612 2972 & 070 640 65147

Maiduguri

Gamboru/Ngalla Road,
Gate II, Lake Chad Research Institute Compound,
P.M.B 1293, Maiduguri - Borno State
0803 972 2165 & 0708 037 2369

Kainji

c/o Nigerian Freshwater Fisheries Research Institute
P.M.B 6006, New Bussa, Niger State
0703 086 873 & 0805 795 8957

Asaba

Plot 13, Block 111
Phase IV, Core Area, Asaba
Delta State

FORWARD



Public Officers are the shopping floor for government business; Regrettably, Nigerians have for long feel short-changed by the quality of public service delivery. This is due to the undue delay in decision-making and subtle demand for inducement for administrative processes.

Unequivocally, Public Office practices are bedeviled by the combined evils of inefficiency and corrupt practices, which impede the effective implementation of Government policies. Many Public Officers are complacent in the discharge of their day-to-day responsibilities. They compromise work ethics and the laws, thereby making enforcement of government regulations impossible.

The Federal Government and indeed Nigerian Institute of Medical Research (NIMR) are committed to improving service delivery hence, made the establishment of SERVICOM a priority. SERVICOM is a Public Service reform initiative, conceived to re-engineer and guarantee the provision of quality service to the people. The concept also seeks to reawaken the Public Officers to their responsibilities and mandate to provide better-quality, efficient, timely, and transparent services.

The right to quality and efficient service is the right of all Nigerians hence, the establishment of SERVICOM is inevitable. Expectedly, this will bring about re-awakening that things must be done differently to ensure that the public has faith in the Public Service.

SERVICOM seeks to rejuvenate the consciousness among Nigerians of their right to demand quality service from the Government. The right of the citizens to be served right is not negotiable.

NIMR Management is therefore committed to the ideals of SERVICOM and will continue to support its activities as a veritable tool for the promotion of efficient service delivery for the benefit of the Nigerian people.



PROF. BABATUNDE LAWAL SALAKO,

MBBS (Ib), FWACP, FRCP (Lond), FRCP (Edin), mmim, FNAMed, FAS.

DIRECTOR-GENERAL/CEO

BACKGROUND

Nigerian Institute of Medical Research (NIMR) is the oldest Health Research Institute in the country. It was informally established in 1920 with the arrival at Yaba-Lagos of a team from the Rockefeller Foundation on Yellow Fever to the West Coast of Africa. However, the Research Institute was formally established through the National Science and Technology Act of 1977 to carry out medical research in Nigeria for use both in Nigeria and globally in collaborations with other institutions both locally and internationally. The Institute has continued to attract some of the brightest and best brains in the country.

The Federal Government, based on the resolution of the Special Presidential Retreat of 21st March 2004 directed that all Ministries, Departments Agencies (MDAs) should henceforth; enter into Service Compact (SERVICOM) with all Nigerians consequently, the Institute constituted a SERVICOM Committee which comprised of members drawn from the various Departments and Units in the Institute to develop the NIMR Service Charter.

VISION

To be an Institution of excellence in basic, applied, and operational research, for the promotion of National Health and Development in Nigeria.

MISSION

To conduct research into diseases of public health importance in Nigeria and develop structures for the dissemination of research findings while providing the enabling environment and facilities for health research and training in cooperation with the Federal and State Ministries of health and in collaboration with Universities, Allied Institutions, and the organized private sector, nationally and internationally.

CLIENTS AND STAKEHOLDERS

The Institute's clients and stakeholders include Federal and State Ministries of Health, Universities, Allied Institutions, and the organized Private Sectors nationally and internationally as well as the public.

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DETAILS OF BUSINESS

- To conduct basic, applied and operational research for the prevention and control of communicable and non-communicable diseases of public health importance in the country in collaboration with the Federal and State ministries of health and other stakeholders (implementing partners).
- To provide facilities for clinical and biomedical research in collaboration with Medical School, Universities, and other health-related institutions, nationally and internationally.
- To develop Human Capacity for health care in the country through relevant training.
- To collate and disseminate important health research data/findings in the country through Scientific Publications and other channels of communication, e.g. conferences and seminars to the public, within and outside the Country.
- To provide services, training, and documentation of important health-related information to support TB, HIV/AIDS, Malaria, and other diseases of public health importance in Nigeria.
- To attract Grants to support research work and provide other related services required for the advancement of research and development in the Country.

EXPECTATIONS FROM OUR CLIENTS/PATIENTS

- To route all their request(s) written through the office of the Director-General of the Institute.
- To allow the Institute 72 hours to respond to their request(s).
- To adhere to the rules and regulations put in place to ensure quick service delivery.
- To have confidence in the ability of Staff/Service providers, to give them the best services and avoid any form of molestation on the Staff or undue pressure that may derail the delivery of an effective and efficient service.

SERVICE/PERFORMANCE TARGETS

- To ensure that Clients/Patients are treated in a courteous, polite and timely manner
- To acknowledge and reply to all mails within 48 hours of receipt.
- To prepare agreements/MoUs on transactions between the Institute and other bodies within five (5) working days provided all relevant information is available.
- To conduct research into diseases of public health importance and ensure that results of such research are disseminated for use by the Federal and States Ministries of health as well as other organized private sectors nationally and internationally within 90 working days.
- To maintain regular contact with the Nigerian public through Scientific Seminars and Conferences, Research Publications, Internet, print and electronic media, once a week or annually, depending on the program.
- To respond to applications for registration of contractors within one (1) week.
- To complete the process of payment of claims and other entitlements within Seven (7) working days of the receipt of approval for Staff and contractors.

- To produce and publish the Annual Reports of its activities within three (3) months from the end of each year.
- To provide the enabling environment and facilities for health research training in co-operation/collaboration with the Federal and States Ministries of Health, Universities and Allied Institutions.
- To provide Laboratory Services to Clients/Patients and ensure that accurate and reliable results of tests conducted are released between 30 minutes to 72 hours depending on the type of laboratory test conducted.
- To provide clinical services to the public through our Specialized Clinics and ensure that they get service within three (3) to four (4) hours.

GRIEVANCES REDRESS MECHANISM

- Complaints about any of our services or activities with the public should first be lodged at the Service Point where the Client/Patient is accessing services.
- The Client/Patient can also make use of the SERVICOM Complaint Boxes which are strategically placed at the Service Centre's
- The Institute will respond to written complaints within three (3) working days of receipt of the complaint and notify the Patient/Client of the action being taken on the complaint.
- The Patient/ Client will be informed of the resolution, action, or progress made to redress the complaint within ten (10) working days.

If not satisfied, the Client/Patient may complain to:

Customer Care/Complaints Desk Officer

Phone: 08033810461

E-mail: info@nimr.gov.ng, servicom@nimr.gov.ng, idoblest77@yahoo.com

Website: www.nimr.gov.ng

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In case service delivery fails, please contact:

Prof. B. L. Salako
Director-General
NIMR, Yaba, Lagos.

Mr. N. N. Bitrus
SERVICOM Nodal Officer
NIMR, Yaba, Lagos.

Mrs. I. O. Edu-Muyideen
Customer Care/Complaints Desk Officer
NIMR, Yaba, Lagos.

EXISTING CHALLENGES

- Inadequate staff to carry out the Institute's Services.
- Inadequate Government funding for Research.

REVIEW OF THE CHARTER

- The Service Charter shall be reviewed for updating by the Institute every three (3) years.

The representatives of the Federal Ministry of Health inaugurated NIMR Servicom Unit





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Connect with us

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