



NIGERIAN INSTITUTE OF MEDICAL RESEARCH



SERVICOM

CLIENT SERVICE CHARTER

NIMRNigeria



NIGERIAN INSTITUTE OF MEDICAL RESEARCH



NIMR SERVICOM CLIENT SERVICE CHARTER

Second Edition

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FOREWORD



The Federal Government of Nigeria established SERVICOM in 2004 to eliminate inefficiency in Government services, and confront public officers' complacency in the discharge of their responsibilities, which had led to compromise in workplace ethics, contributing to Public dissatisfaction with Government services.

SERVICOM was launched in the Nigerian Institute of Medical Research (NIMR) on 8th of April 2020 to improve service delivery in the Institute and to monitor and evaluate the service performance in the Institute, thereby ensuring that established service standards are met, which is vital in the positive evolution of public service reforms in Nigeria. SERVICOM is thus critical in promoting government transparency, effectiveness, and responsiveness to its citizens.

This revised NIMR Client Service Charter provides important information on the Institute's services and a roadmap of how service delivery is offered to the public under the guidance of SERVICOM's service delivery standards. It gives the general public an understanding of how SERVICOM promotes a culture of service excellence within NIMR's service delivery points. Using simple language, this revised Client Service Charter illustrates the application of the principles of SERVICOM in the context of a mixed research and public service setting, as a condition for government services to meet the needs and expectations of the people.

SERVICOM has improved service delivery in NIMR, setting new benchmarks and empowering citizens to demand better services. Through the guidance of this revised client service charter, SERVICOM will continue to promote good governance and effective public service to Nigerians, backed by thorough research.

SERVICOM aims to raise Nigerians' awareness of their right to quality government service, with NIMR Management committed to supporting its activities for efficient delivery.

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INTRODUCTION

The Nigerian Institute of Medical Research (NIMR) is the oldest Health Research Institute in the country. It was first established in 1920 at Yaba, Lagos by a team from the Rockefeller Foundation on a study of Yellow Fever in the West Coast of Africa. However, NIMR was officially established through the National Science and Technology Act of 1977 to carry out medical research in Nigeria.

The Federal Government of Nigeria, based on the resolution of the Special Presidential Retreat of 21st March 2004, directed that all Ministries, Departments & Agencies (MDAs) enter into a Service Compact (SERVICOM) with all Nigerians. In line with this, NIMR inaugurated a SERVICOM Committee which comprised of members drawn from various Departments and Units in the Institute on the 15th October 2020.

The NIMR Client Service Charter was the output of this committee and it serves to guide the Institute in the implementation of the SERVICOM initiative of the Federal Government of Nigeria. The NIMR Client Service Charter encapsulates the core provision of the SERVICOM initiative which states: ‘We dedicate ourselves to providing the basic services in a timely, fair, honest, effective and transparent manner’.

This second edition of the Client Service Charter incorporates a few changes to make the Charter more user-friendly.

THE SERVICE CHARTER OF THE NIGERIAN INSTITUTE OF MEDICAL RESEARCH (NIMR)

OUR VISION

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

OUR 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 as well as in collaboration with Universities, Allied institutions and the organized private sector both nationally and internationally.

OUR CLIENTS AND STAKEHOLDERS

- a) Federal and State Ministries of Health
- b) Universities and other Research Institutions
- c) International and National non-governmental organizations (NGOs)
- d) International and National donor agencies
- e) Private and Public health facilities
- f) Private and Public laboratories
- g) The Organized Private Sector
- h) Members of the general public.
- i) Our Host Community
- j) The Press

HOW WE ENGAGE OUR STAKEHOLDERS

We engage our stakeholders through various means including our website and social media pages. On an annual basis, we conduct an international scientific conference to which all our numerous stakeholders are invited. We also observe the World Health Organization (WHO) Global Health Days, including the World Tuberculosis (TB) day, World Malaria Day, World Hepatitis Day and the World AIDS day. We also observe other international days such as the World Safety Day. These events provide unique opportunities for stakeholders' interaction.

SPECIAL NEEDS PROVISION

We provide ramps in all service buildings and wheelchairs for the needy. We have trained Social Welfare officers on-site to offer emotional support for our clients. We prioritize the elderly and persons living with disabilities. We also have an adolescent friendly center adapted to the adolescent client population.

WHAT WE DO

- We conduct basic, applied and operational research in collaboration with the Federal and State ministries of health and other stakeholders.
- We provide facilities for clinical and biomedical research in collaboration with medical schools, universities and other health-related institutions nationally and internationally.
- We engage in clinical trials in collaboration with local and international allied Institutions.
- We operate a unique, ultramodern Biobank for the collection, storage and processing of

biospecimens to enhance biomedical research and scientific knowledge

- We generate innovative health solutions and consumables for research and commercial purposes.
- We operate a modern electronic library open to national and international users.
- We provide high quality, highly subscribed internship and training programs for industrial training students, health workers, medical researchers, and postgraduate students.
- We host annual international scientific conferences and seminars that unite researchers from various fields across the globe. These events afford us opportunities to showcase our innovations and disseminate the results of our extensive research in various fields.
- We operate commercially competitive conference facilities of international standard which are available to both the private and public sector.
- We provide clinical and laboratory referral services to support the Tuberculosis (TB) and HIV/AIDS control programs in Nigeria through our specialized outpatient clinics.
- We provide clinical and laboratory services to support research on TB, HIV/AIDS and other disease conditions of public health importance.
- We conduct diverse commercially competitive laboratory tests for members of the public including such routine tests as blood sugar tests, malaria tests, blood group, pregnancy tests etc.
- We conduct commercially competitive statutory tests for food handlers and conduct water and food sampling research.
- We conduct laboratory quality assurance services.
- We conduct special research clinics for communicable and chronic non-communicable diseases open to members of the public on referral.
- We run a large DOTS Centre for the treatment of tuberculosis free of charge.
- -We run HIV Testing Services for members of the public on weekdays during regular working hours.
- We conduct commercially competitive annual school and travelers' medical examinations for individuals and corporate bodies.
- We have comfortable affordable accommodation for scholars and researchers at our Researchers Suites on-site.

EXPECTATIONS FROM OUR CLIENTS/CUSTOMERS

- Use the public facilities at NIMR in such a manner that other users can also enjoy them.
- Obey all safety and security guidelines, including the wearing of nose masks in required areas.
- Abide by our No-Smoking policy at all times.
- Cooperate with our staff in a mutually respectful manner.
- Observe all necessary preconditions for accessing services in NIMR as indicated at each service delivery point.
- Be punctual for appointments and adhere to the operating hours at the various service points.
- Bear in mind that the specialized clinics routinely require **both** prior appointments for the desired clinic day **and** registration of attendance on arrival at the clinic. The Attendance Register for each clinic day would close one hour (60 minutes) from opening of the day's clinic unless otherwise stated at the clinic. For example, if the clinic opens by 8:30 am the attendance register for that clinic day will close by 9:30 am. Clients on **routine** appointment should therefore report to the nurses promptly for registration.
- The laboratories have defined periods for collection of certain samples; ***please confirm what is applicable for the test you wish to conduct.***
- Patronize only our official payment platforms for all our services at all times (Please keep a copy of the receipt until the Service Cycle is concluded, e.g. until you receive results of a test)
- Adhere to our no-Smoking policy at all times and at all service points
- Report all complaints about service delivery to SERVICOM using our complaints boxes (at the clinic and various laboratories) or by phone call or SMS to the advertised numbers at the various service points
- Communicate your complaints directly to SERVICOM representatives/desk officers at all service areas or to the SERVICOM office in person.
- Give 72 hours for acknowledgement of all complaints through an appropriate medium such as email or phone call
- Give ten (10) working days for resolution of complaints.
- Give accurate contact details to our records office including your correct phone number, emails etc. All information will be kept in strict confidence.

STATEMENT OF SERVICE/PERFORMANCE TARGETS

- All (100%) of complaints would be acknowledged within 72 hours of receipt. The acknowledgement may take any or all of several forms including but not limited to phone calls, emails, short message service/text message (SMS) and paper documents.
- Seventy-five(75%) of complaints would be resolved within 10 working days of acknowledgement or a progress report would be provided to the complainant if the issue is not resolved within 10 working days.
- Please note: Resolution of complaints may include referral to other units within the Institute or other action.
- We will provide accurate and reliable results of personal laboratory tests conducted within the stated turnaround times for the particular test or inform the client before the maximum turnaround time elapses if any delay is anticipated.

Please note: *The time for results to be out (turn around time) is based on the specific tests and may take a few minutes to several weeks in some cases.*

- Based on our operating hours, we will strive to ensure that each client receives the desired routine clinical service within 4 hours of being registered for the day's clinic. If the waiting time is likely to exceed 4 hours, the clinic will inform the affected client(s) of the anticipated longer waiting time as soon as possible.
- We will meet at least 70% of requests for accommodation at the Researchers suite for all bookings made at least 7 days in advance subject to the availability of space
- We will maintain regular contact with the Nigerian public through scientific seminars on WHO global health days, at annual international conferences, through research publications, as well through television and radio programs. We will also maintain active social media sites. Information about the Institute and its programs is available on our website: www.nimr.gov.ng.
- We will update our website with current information on a daily basis

EXISTING LIMITATIONS

We continue to seek ways to address our energy needs to maintain regular power supply for all our services. We strive to adapt to the national exodus of health workers. We seek increased funding to improve our client experience and research environment.

GRIEVANCES REDRESS MECHANISM

Complaints about any of our services should first be lodged at the Service Point itself. SERVICOM representatives/desk officers are stationed at all our service points to facilitate this process.

Clients are encouraged to use the SERVICOM complaints boxes at the service points (clinics, laboratories, etc.) or call/text the advertised phone numbers where appropriate, to lodge complaints.

Clients can lodge complaints in person at the SERVICOM office located on the third floor of the Administration/E-Library complex in the Institute.

For further information and feedback please contact:

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Director- General/C.E.O
NIMR, Yaba, Lagos

Dr. O. H. Ohwodo

SERVICOM Nodal Officer
NIMR, Yaba, Lagos

Mrs. I.O. Edu–Muyideen

SERVICOM Citizens Relations/Complaints Officer
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REVIEW OF THE CHARTER

The SERVICOM Charter will be reviewed every two (2) years.



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