



# FEDERAL MINISTRY OF EDUCATION

## SERVICOM WORK ETHICS



- ✓ No Lateness to work
- ✓ No Closing before time
- ✓ No Loitering along the corridors
- ✓ Always appear neat and be polite
- ✓ Deal with your colleagues and the public with respect
- ✓ Be guided by the concept of prompt and quality Service Delivery.
- ✓ No Officer should leave file(s) unattended for more than 48 hours.
- ✓ Response to request from Clients must be processed within five (5) working days by the Schedule Officers.
- ✓ Keep Offices and equipment clean.
- ✓ Ensure proper maintenance of Office equipment
- ✓ Keep toilets clean.
- ✓ Switch off lights after working hours.

### **DIRECT YOUR COMPLAINTS/ GRIEVANCES TO:**

**The Permanent Secretary**  
**Federal Ministry of Education, Abuja**  
**Tel: 09 – 5232063**

**The Nodal Officer**  
**Ministerial SERVICOM Unit**  
**Federal Ministry of Education, Abuja**  
**Tel: 080356048052**