



ODS P

Ondo Service Improvement Programme

Handbook



Aim of Ondo State Government



To have a well motivated and productive Public Service capable of delivering Government policies and programmes, efficiently and effectively

ODSIP Philosophy

Ondo Service Improvement Programme (ODSIP) is the new Reform Initiative designed to address existing compromises and general dysfunctions plaguing the State Public Service.

ODSIP destination is to attain a vibrant and resourceful Public Service for the development of Ondo State.

Motto of ODSIP

... To Give My Best

Vision of ODSIP

To attain a vibrant and resourceful Public Service capable of delivering on government policies and programmes for sustainable development of Ondo State.

Mission of ODSIP

To ensure a continuous bureaucratic improvement for qualitative service delivery in Ondo State through committed Leadership, Value reorientation and Process reengineering.

Cardinal Focus of ODSIP

ODSIP Focus is encapsulated in the acronym L-ReVaMP, in line with six (6) identified gaps. The acronym, which is to address the 6 thematic areas is highlighted below:

- L - result-oriented **L**eadership
- R } - enhanced **R**evenue generation and **R**esource management
- e }
- V } - ethical **V**alue reorientation
- a }
- M - optimum **M**anpower utilization & capacity building
- P - **P**rocess reengineering.

ODSIP Key Ethos

Leadership

Accounting Officers, Directors and Sectional Heads, as applicable:

- demonstrate exemplary, committed and character-based leadership in punctuality, regularity, proper monitoring, coordination of subordinates and general departmental discipline
- take responsibility for the functionality or otherwise of MDAs
- refresh themselves on extant regulatory provisions, government policy thrusts and other relevant official procedures
- provide coaching and mentoring to subordinates
- minimise power gap, know subordinates, be interested in their welfare and endeavour to get regular feedback
- be fair and firm in reward and sanction
- uphold the good tone of the Service at all times
- communicate effectively to create a sense of common purpose and direction
- be focused on delivery of departmental mandate
- maintain good liaison with the Office of the Head of Service, and Reform Office

Value Reorientation

- **give your best in all assignments**
- **exhibit positive work ethics and ethos**
- **avoid general non-challance and emplace values that emphasize punctuality, regularity, commitment to duty, proper handling and maintenance of government assets, office and self-cleanliness, integrity, descent dressing, among others**
- **know the guiding rules and avoid infractions and fraudulent acts**
- **see government job as your job**
- **correct or report any omission or commission that can bring government into disrepute**
- **serve as good ambassadors of government in Office and community**

Process Reengineering

- ensure timeliness of official actions (handle files and correspondents within 24 official working hours, give priority to urgent tasks)
- minimise undue red-tape, walk across to the next table, make telephone calls if necessary to expedite actions
- identify and address procedure/procedural obstacles
- strive for innovations and continuous improvement of job processes
- render returns as required and act promptly where your Agency's input is required by another Agency
- avoid delaying official action
- ensure compliance with due process
- develop capacity for digitization of processes/tasks
- fast track official action by making personal contact telephone call, personal delivery, etc, to avoid delay

Manpower/Capacity Improvement

- **utilize available training opportunities for job improvement; share training experiences with colleagues and subordinates**
- **MDAs to always put in place personnel succession plan across cadres**
- **Accounting Officers and Directors to periodically train subordinates to improve their performance**
- **MDAs to ensure that training programmes should be tailor-made to address identified performance gaps**
- **Accounting Officers to hold periodic coaching and mentoring clinics**
- **Officers of all grades must strive to acquire necessary computer skills to enhance job performance**
- **Office of Establishments & Training, Public Service Training Institute (PSTI) and MDAs to work together to design and execute relevant and cost-effective training programmes for public servants**
- **effective manning approach should be adopted towards optimising available manpower**
- **carryout periodic staff audit and verification**

Resource Management

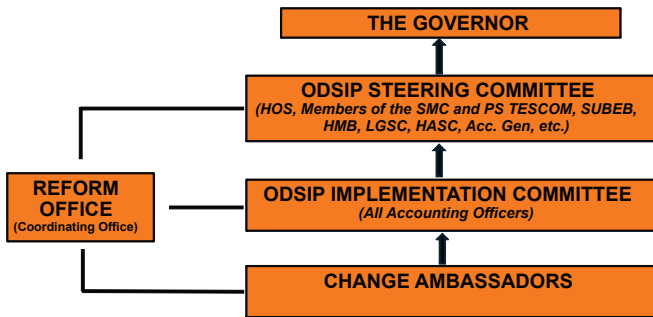
- **MDAs to create database for all government assets and carryout periodic survey of their conditions or status**
- **MDAs/Officials to ensure maximum value on government expenditure**
- **MDAs and concerned officers to undertake regular maintenance of office equipment, buildings and other assets**
- **ensure safety of office items and be conscious of personal safety**
- **be resourceful and improvise when and where necessary**
- **MDAs to dispose unserviceable items in line with due process**
- **Government assets to be used for official purposes only**
- **Accounting Officers to give priority attention to provision/maintenance of basic office tools**
- **Optimise available resources and avoid wastages**

Revenue Improvement

- ensure remittance of government money into government account
- avoid fraud, diversion/conversion of official funds
- be transparent and do not connive to shortchange government
- facilitate ease of collection of revenue and avoid cash transactions
- block and report all identified revenue leakages, immediately
- report any omission or commission that can diminish government revenue
- self-accounting agencies to promptly report all generated revenues
- state Internal Revenue Service (ODIRS) to ensure regular coordination of activities of revenue generating agencies
- ODIRS to, from time to time, facilitate review of revenue laws as may be appropriate
-

Governance Structure of ODSIP

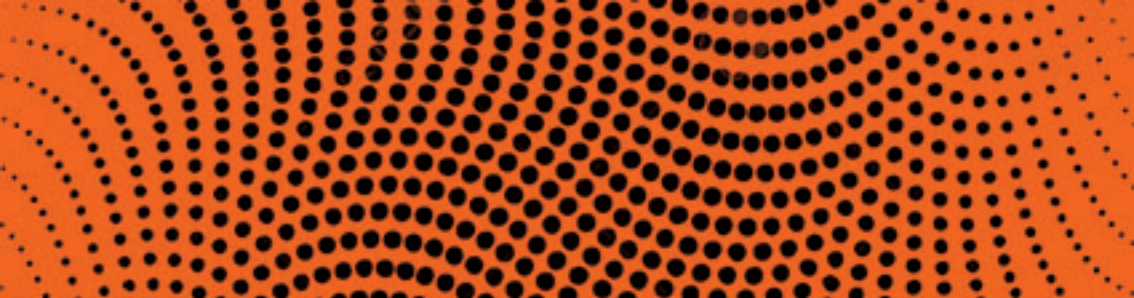
Governance Structure of ODSIP



Governance Structure of ODSIP contd.

| PERSON/GROUP | COMPOSITION | FUNCTION |
|-------------------------------|--|--|
| Office of the Governor | Governor | Serves as ODSIP Patron |
| Office of the Head of Service | Head of Service | Serves as Chairman of SC |
| Steering Committee (SC) | To comprise members of the Senior Management Committee(SMC), Permanent Secretaries of Teaching Service Commission (TESCOM), Hospitals' Management Board (HMB), State Universal Basic Education Board (SUBEB), Local Government Service Commission (LGSC), House of Assembly Service Commission (HASC), Accountant-General, Auditor-General and any other person(s) deemed fit by the Head of Service | To make decisions on ODSIP matters and review progress from time to time |
| Implementation Committee (IC) | All Accounting Officers of MDAs | To oversee the implementation of ODSIP tenets in the respective MDAs |
| Change Ambassadors (CA) | To be chosen service-wide and trained by the Reform Office | To serve as in-house feedback channels for the Reform Office |
| Reform Office (RO) | Administrative Secretary and Staff | To serve as coordinating office to the ODSIP SC , and to interface regularly with the IC and CAs. |

ODSIP!!!
To Give My Best!



DESIGN: ENCHANTMEDIA (234)0051691363