

NIMASA signs service level agreement with stakeholders to enhance efficiency

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In line with the Executive Order one on the Ease of Doing Business, the Nigerian Maritime Administration and Safety Agency (NIMASA) has signed the Service Level Agreement (SLA) with its stakeholders, aimed at enhancing efficiency.

The agreement binds NIMASA with its customers to, in the spirit of transparency, publish data on the processes and accessibility of organisation-wide information with regard to cost, timelines, and other requirements for obtaining services in the Agency.

Speaking during the signing ceremony organised by the SERVICOM Unit of NIMASA in conjunction with the office of the national coordinator of SERVICOM, Dakuku Peterside, director-general of NIMASA, emphasised on the critical role of effective and efficient service delivery in the country's quest for development.

According to Peterside, the Agency is committed to promptness and excellence in its operations, as quality service is a culture that must be observed at all times.

"The signing marks a new era and significant milestone for the Agency for greater service delivery in quantifiable and measurable terms. It also brings to focus what the leadership of NIMASA stands for on the issues of effectiveness, efficiency, and, most importantly, the credibility of service delivery," Peterside said.

He assured the SERVICOM unit of NIMASA of maximum cooperation, noting that reliable customer feedback was the essence of the Service Level Agreement.

Jumoke Oduwole, President Muhammadu Buhari's special assistant on the Ease of Doing Business, assured on the Federal Government commitment to prompt and effective service delivery, especially in its Ministries, Departments and Agencies (MDAs), an essential condition for economic development.

Bashir Jamoh, executive director, Finance and Administration of NIMASA, pledged the Agency's determination to work with the SERVICOM office to actualise a regime of prompt and efficient service delivery in the maritime sector.