



FUTA NEWS

FUTA HAS EXCELLENT SERVICE DELIVERY – SERVICOM Chief

The Federal University of Technology, Akure, FUTA has been commended for keying into the Servicom Charter as embedded in the vision and mission statement of the Institution. The commendation was made by officers of Servicom from the Presidency who were in the University on a working visit. Addressing FUTA Management, the leader of the team, Mrs. Ladi Daniella Aku said “I am impressed with the structures I have seen on ground. The campus is clean, serene and peaceful. The staff are also courteous and pleasant and that is the evidence of efficient service delivery”. She lauded the partnerships and linkages the University has undertaken, stating that they are pointers that FUTA had attained enviable feats worthy of emulation.

Aku said the students they interacted with said that they were drawn to the school because of its consistent and stable academic calendar and that they felt secure because of the absence of cult activities, miscreants and intimidation from lecturers. All of which they attributed to the management style of leadership. The Servicom officer said that FUTA’s partnership with the host community was a laudable association and urged the management to continually enlighten all staff and students about the need to demand quality service at all times by having Servicom desk officers in all the schools and offices in the Institution. She stressed the need for complaints to be documented so that appropriate actions are taken each time.

Responding, the Vice-Chancellor, Professor Adebisi Daramola said his office was very accessible to staff and students alike. He said the University Management is very passionate about service delivery and has adopted an open door policy where aggrieved parties within the University community can lodge complaints and get favourable responses. Professor Daramola said “Our strength is a culture but we will strive to work at our weaknesses because we are striving towards attaining international standards”

The Servicom team led by Mrs. Aku comprised Mrs. Nneka Oleh, Nodal Officer Federal Ministry of Education, Mr. Sam Anako and representative from the National Universities Commission (NUC), Mr. Adewale Bakare.