

ISUIKWUATO LOCAL GOVERNMENT AREA

Public Service Charter

OFFICIAL POLICY DOCUMENT

2026

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Policy Statement

Isuikwuato Local Government Area is committed to delivering quality public services with integrity, professionalism, transparency, and accountability. Every resident deserves courteous, efficient, and responsive service.

Background

This Charter outlines the standards of service that residents, businesses, traditional institutions, community organizations, and development partners can expect from the Local Government.

Our Service Standards

- Treat every person with dignity, courtesy, and respect.
- Deliver services fairly and without discrimination.
- Provide accurate, timely, and reliable information.
- Process requests and applications as efficiently as possible.
- Promote transparency and accountability.
- Maintain professionalism and ethical conduct.
- Protect personal information entrusted to the Local Government.
- Continuously improve service delivery through innovation and technology.

What You Can Expect From Us

- Friendly and professional service.
- Clear guidance on procedures and service requirements.
- Fair and impartial treatment.
- Timely responses to enquiries and requests.
- Access to accurate information through official communication channels.
- Opportunities to provide feedback on services.

What We Expect From You

- Provide accurate and complete information.
- Treat public officials with courtesy and respect.
- Comply with applicable laws, regulations, and administrative procedures.
- Report misconduct, corruption, or poor service through appropriate channels.
- Participate constructively in Local Government programmes and initiatives.

Digital Service Delivery

The Local Government is progressively introducing digital platforms to improve convenience, reduce processing times, and expand access to government services. Residents are encouraged to use the official website and other approved digital channels.

Continuous Improvement

The Council values feedback from residents and stakeholders. Suggestions, compliments, and complaints help improve services and strengthen public confidence in Local Government administration.

Our Promise

At Isuikwuato Local Government Area, public service is a responsibility and a privilege. We are committed to serving every resident with integrity, fairness, and professionalism.