

Strategic Plan format proposed for PCC Strategic Plan 2018-2022

Strategic Objectives	Actions	Key Activities	Indicators	Baseline/Target	TIMELINE				
1.Improved Complaints Resolution Mechanisms	Establish an electronic system for receiving and processing complaints		Increase in number of online complaints lodged	Baseline Target : 30% increase in complaints lodged and treated	Y R 1	Y R 2	Y R 3	Y R 4	Y R 5
	Complaints are properly documented and tracked	Bio-data of Complainants and Respondents are properly documented	Percentage of complaints lodged and treated						
	Enhance Case Conference Mechanism and Composition of the Panel	Nominate a team of officers and professionals to analyze each case	Quality of decisions and recommendations						
		Embarking on	Accurate						

	Improving on-the-spot investigation and follow-up mechanisms	investigations with visual aids, specialized ID cards for investigation officers, branded jackets, recorders etc	evidence for quick investigation and resolution of complaints						
	Conduct an assessment of workflow and identify a suitable case management system	Identify appropriate complaints management system	Number of complaint management systems						
	Train relevant officers on the use of the complaint management system	Officers have capacity to use the complaints management system	Number of officers trained						

Strategic Objective	Actions	Key activities	Indicators	Baseline/Target	Y1	Y2	Y3	Y4	Y5
<p>2. Improved Good Governance and Service Delivery</p>	<p>Conducting pro-active/systemic investigations</p>	<p>Examine and monitor government policies, administrative processes in MDA's, local governments, courts of law and private companies</p> <p>Recommendation for appropriate review</p> <p>Ensuring full implementation of government policies</p>	<p>Reduction in the inflow of complaints of administrative injustice</p> <p>Efficient service delivery</p> <p>Review of government policies</p>	<p>Baseline: 0 Target: 10 systemic sectors (Education, Health, Power, Agriculture, Transport, Environment, Private companies, community affairs, Judiciary.)</p>					

Strategic Objective	Action	Key Activities	Indicators	Baseline/Target	Y1	Y2	Y3	Y4	Y5
3.Improved Monitoring and Evaluation Mechanism for effective service delivery	Develop a communication system, that connects the headquarters to the 37 states offices for effective monitoring	Building capacity for Monitoring & Evaluation staff	Projects and programmes are effectively tracked, measured and evaluated	Baseline: 0 Target: 37 offices (Programmes & projects)					
4.Developed Standard Investigation Procedures	Production of PCC Standard Operating Procedure	Set up Committee to develop an operating manual and Code of Ethics for investigation officers Capacity building for investigation officers on the operating	Standard investigation procedures in place; Improved internal processes and systems	Baseline: 0 Target: 2 documents					

		manual and Code of Ethics Adoption and Utilization of operating manual and Code of Ethics							
Strategic Objective 5. Establish Just Administrative Action Regulations in MDAs & Private Organizations	Action Review existing Just Administrative Action Regulations Presentation to the Head of Service of the Federation for approval	Key Activities Issuance of Just Administrative Action Regulations to MDAs & Private Organizations Collaboration with MDAs & Private Organizations for the Appointment of desk officers to liaise with PCC	Indicators Reduction in number of complaints on maladministration Observance of due process in administrative processes(Good governance)	Baseline/Target Baseline: 0 Target: 1	Y1	Y2	Y3	Y4	Y5

		staff							
Strategic Objective	Action	Key Activities	Indicators	Baseline/Target	Y1	Y2	Y3	Y4	Y5
6. Rebranding the image of the Commission	Create a Corporate image for the Commission	Design logos, symbols, specific colours and slogans that reflect the mission and vision of the Commission Modify the current name of the Department (e.g. Public Affairs Dept.)	Uniform corporate identity Improved public perception of the Commission	Baseline:0 Target:1					

Strategic Objective	Action	Key Activities	Indicators	Baseline/Target	Y1	Y2	Y3	Y4	Y5
8. Improved Relationship with National & International Stakeholders	Engage with national, regional and international stakeholders	Develop proposals for support and assistance Courtesy visits to embassies & donor agencies Collaboration with MDAs, LEAs, ACAs & CSOs	Increased support and capacity building of the Commission Stronger relationship with relevant agencies	Baseline: 0 Target: 100					

Strategic Objective	Action	Key Activities	Indicators	Baseline/Target	Y1	Y2	Y3	Y4	Y5
9. Developed Strategic Framework for the Commission	To produce a strategic plan document	Draw up a uniform work plan format for the Commission	Standard Strategic plan for the Commission	Baseline:0 Target:1					
		Collate and compute submitted work plan from state offices into one document							
	Develop a plan for increased budgetary allocation	Identify areas of the Commission's needs	Increased budgetary allocation	Baseline:0 Target:1					
		Identify and prioritize budget proposal to focus on the key mandate of the Commission which is investigation	Cohesive and effective operations						

	<p>Develop a broad based data collation system and establish a format for annual reports</p> <p>Design a result-based Monitoring and Evaluation System</p>	<p>Design a software/format for data collation</p> <p>Appoint data collator/research officer in each state office</p> <p>Create a monitoring and evaluation format to cover programs, projects and state reports</p> <p>Train officers on effective monitoring and evaluation processes</p> <p>Update the existing library</p>	<p>Accurate database</p> <p>Projects and activities properly appraised</p>						
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	Enhance the Commission's library	Develop an e-library							
Strategic Objective	Action	Key Activities	Indicators	Baseline/Target	Y1	Y2	Y3	Y4	Y5
10. Enhanced internal and external Communication Processes	Develop workflow management system	Conduct feasibility study into suitable workflow management system Design the system Set up committee to review the new system Deploy the	Improved Communication and staff performance Improved service delivery	Baseline:0 Target:2					

	<p>Update the official emails and website</p>	<p>system and train relevant staff</p> <p>Operationalize and publicize the system</p> <p>Set up ICT unit in state offices</p> <p>Create and promote the use of official emails and website</p> <p>Upload relevant information on the website</p> <p>Train staff on the use and management of emails and website</p> <p>Publicize official emails</p>							
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	<p>Establish social media platforms</p> <p>Network state offices</p>	<p>and website</p> <p>Create and deploy social media platforms</p> <p>Upload content</p> <p>Train relevant staff on management of the platforms</p> <p>Publicize the platforms</p> <p>Network state offices with LAN and WAN</p> <p>Upgrade internet bandwidth nationwide</p> <p>Deploy network management system</p>							
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	Upgrade call center and SMS application	Train ICT staff Deploy mini call center in state offices Install SMS application in state offices Implement call routing to state offices							
Strategic Objective	Action	Activities	Indicators	Baseline/Target	Y1	Y2	Y3	Y4	Y5
11. Improved Financial Resource Management	Develop a broad based financial resource mobilization strategy	Identify and map out potential financial resource options both local and international Train staff on strategies for	Number of potential financial resources identified and accessed	Baseline:0 Target:1					

		<p>resource mobilization</p> <p>Engaging with potential development partners on foreign aid</p> <p>Identify and prioritize key budgetary items that are in line with the Commission's mandate</p> <p>Annual budget developed based on our target basis</p> <p>Budget implementation tracked based on our target outlined</p> <p>Transparent</p>	<p>Number of funding priority documents developed</p> <p>Annual budget items tied to target</p>						
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		budget implementation							
Strategic Objective: 12. Improved Administrative System	Actions Review the functions of the existing units Create new section	Key Activities Map out distinct and clear functions for units Create Human Resource and Admin sections Change the nomenclature of Director of Administration	Indicators Effective and efficient Administrative system	Baseline/Target Baseline: 7 Target: 7					

	<p>Develop recruitment policy</p> <p>Development of standard Administrative procedure</p>	<p>to include Human Resources</p> <p>Set standard procedure for recruitment</p> <p>Develop internal procedure for job placement ,specification and rotation</p> <p>Develop Ombudsman code of ethics</p> <p>Develop Ombudsman conditions of service</p>							
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Strategic Objective	Action	Key Activities	Indicators	Baseline/target					
13. Enhanced institutional and Human Capacity Building	Expand training and development of the Commission's staff	Conduct training needs assessment of staff Develop a training calendar Develop training manual for staff Conducting specialized training for staff	Improved staff performance	Baseline: 0 Target: 2					
	Develop training policy	Develop a training framework in tune with the							

	<p>Establish an Ombudsman institute</p>	<p>Commission's mandate</p> <p>Collaborate with relevant National and International training institutions</p> <p>Promote e-learning system</p> <p>Land acquisition and building</p> <p>Sourcing for personnel</p> <p>Provision of adequate facilities</p>							
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Strategic Objective	Action	Key Activities	Indicators	Baseline/Target	Y1	Y2	Y3	Y4	5
14. Standard Legal Framework in line with International Ombudsman best Practices	Reposition the Legal unit at the Headquarters into a Department Structured Legal Units in all the States & FCT	Creation of Units under the Legal Dept such as Litigation & Prosecution, Compliance Unit, Legal Drafting, Legislative reform etc to give effect to the PCC Act	Increase in compliance with the Commission's recommendation and responses to its correspondence	Baseline:0 Target:45					

Strategic Objective	Actions	Key Activities	Indicators	Baseline/Target	Y1	Y2	Y3	Y4	Y5
15. Improved Administration of Justice System in Nigeria	Elimination of impairments in Justice delivery	Proactive investigation into administrative procedures of courts of law in Nigeria Visitation to prisons. Investigation of illegal detention in police cells and other detention facilities	Reduction in delay in prosecution of cases in court Decongestion of prisons Reduction in illegal detention by security agents	Baseline:0 Target: 15					