



National Open University of Nigeria

SOP Title	Directorate of Human Resources (Senior Section)
SOP No:	NQSA/SOP/HR/001
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Human Resources Senior Section
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

This SOP is designed to guide and direct members of staff of Human Resources Senior Section on the handling of various staff related matters, in line with the laid down rules and regulation guiding the University. This in turn promotes staff welfare and efficiency as we strive to achieve the University's mission and vision.

Directorate of Human Recourses (Senior Section) Activities

1. Recording keeping activities
2. Administrative (Staff Information) Activities
3. Committees Representation Activities
4. Clerical Activities

Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
1.	Recording activities keeping	<p>1. Onboarding (Documentation) of New Staff:</p> <p>1.1 Acceptance of Appointment.</p> <p>1.2 Creation of Staff File.</p> <p>1.3 Input appropriate documents such as Application for Employment, CV, Academic Credentials, Birth Certificates, Reference Letters, Salary Account Details etc.</p> <p>1.4 Filling of Staff Data Form.</p> <p>1.5 Issuance of Staff Identity Card and Official email address in collaboration with DICT.</p> <p>1.6 Issuance of Advocacy Wear.</p> <p>1.7 Deployment/Posting (Completion of Documentation).</p> <p>2. Maintenance of Staff Database The Records Unit inputs data and maintains the University's Staff database. The Unit currently uses</p>	90 Days		<p>1. List of senior staff by name, date of birth, gender, marital status, state of origin, country of origin, date of appointment in NOUN, Designation on appointment, qualification(s) on appointment, current additional qualification(s) with dates, date of confirmation, date of last promotion, current designation and salary grade, postings, phone number, email address.</p> <p>2. List of staff that have stoppage of salaries by name, Staff ID number, designation, offence, date,</p> <p>3. List of staff that have disengaged from the university by</p>

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		<p>Microsoft Excel for the Staff database.</p> <p>The database comprises of four (4) different worksheets namely:</p> <p>a. The Expanded Sheet: This contains basic information contained on a nominal roll of all active Staff. The fields under reference are itemized below;</p> <ol style="list-style-type: none"> 1. S/N 2. Staff ID Number 3. Surname 4. First Name 5. Other Names 6. Title 7. Faculty/Department 8. Location 9. Designation 10. Salary Level 11. Staff email (Personal and Official) 12. Gender 13. Qualifications 14. Date of Birth 15. Date of First Appointment in Civil Service 16. Date of Confirmation of Appointment 			<p>disengagement type (retirement, death, transfer, termination, voluntary withdrawal with reason), total benefit paid.</p> <ol style="list-style-type: none"> 4. Report on staff retirement by name, Staff ID, Date of retirement, date notified, date final clearance was issued. 5. Number of staff litigation cases by name, Staff ID, designation, staff (staff or disengaged or un discipline), outcome of the litigation. 6. List of staff that received upgrade or conversion by name, Staff ID, date of appointment, designation before upgrade or conversion, current designation, previous job

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		<p>17. Date of Present Appointment/Last Promotion</p> <p>18. Date of Last Posting</p> <p>19. Class (Senior/Junior)</p> <p>20. Division (Teaching/Non-Teaching)</p> <p>21. Area of Specialisation</p> <p>Highest Qualification</p> <p>22. Professional Qualifications (Membership)</p> <p>23. State of Origin</p> <p>24. Local Government of Origin</p> <p>25. Geopolitical Zone</p> <p>26. Age in Present Year</p> <p>27. Remarks/Status</p> <p>28. Contact Address</p> <p>29. Name of Next of Kin</p> <p>30. Address of Next of Kin</p> <p>31. Phone Number of Next of Kin</p> <p>32. Relationship with Next of Kin</p> <p>b. The Real Sheet: This sheet basically contains the names of Staff by their location in the</p> <p>c. The SCD/HOU Sheet: SCD/HOU stands for Study Centre</p>			<p>experience within the university, reason for upgrade or conversion.</p> <p>7. List of staff with change of names. Provide reasons for the change.</p> <p>8. List of staff on whom death benefits were prepared by name, Staff ID, date of death, last duty post and position held, cause of death, total benefits in naira, date of payment.</p> <p>9. List of Ad-Hoc Staff by name, gender, purpose, category (NYSC, SIWES, Facilitator, external examiner etc), period of employment, total monetary benefit paid,</p>

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		<p>d. Directors/Heads of Unit. This sheet keeps and up to date information on the Principal Officers, Directors and Heads of Unit. This sheet exists to serve prompt information requests from various users.</p> <p>e. The Professors Sheet: Just like the above, this sheet only carries information of those on the Professorial Cadre.</p> <p>f. Stoppage of Salary Sheet: This sheet contains details of inactive Staff whose salaries have been stopped mostly on the grounds of abscondment.</p> <p>g. Disengaged Sheet: This contains the historical details of Staff who have exited the Services of the University on retirement, termination of appointment, resignations or withdrawal of service and end of contract appointments.</p> <p>h. Deceased Sheet: As the name implies, contains the details of Staff who died while in Service.</p>			

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		<p>3. Preparation of Staff Emoluments and Remuneration. At the end of the documentation process, an instruction is forwarded to the Bursar (Payroll) to begin payment of monthly salaries to the particular Staff.</p> <p>4. Posting/deployment of Staff This entails the transfer of Staff from one Faculty/Department to the other or the transfer of individuals from one location to the other. Staffs are posted on compassionate requests, on a need basis, on routine or on punitive grounds.</p> <p>5. Upgrades and Conversion of Staff from one cadre to the other The process for Upgrades and Conversion are initiated by Staff who is desirous of moving from one cadre to another. An upgrade is an upward movement in rank while conversion is the movement from one cadre to the</p>			

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		<p>other.</p> <p>Upgrades and conversion in NOUN are interwoven because in most cases the process results in an upward movement of the Staff in rank. The only distinct conversion is that done on lateral basis.</p> <p>The process required for this are:</p> <ol style="list-style-type: none"> 1. Request/Application from Staff. 2. Recommendation from his/her current HOD and prospective HOD. 3. Recommendation from HR (based on the laid down criteria). 4. Approval from Management. 5. Conveyance of Approval to affected Staff and the resultant change on the database. 			

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		<p>6. Change of Name/Next of Kin For various reasons, Staff may request for the change in their names as well as change of next of kin. Change of name is carried out for female staff who usually forward requests on the grounds of marriage or separation. The required documents for change of name are:</p> <ul style="list-style-type: none"> • Marriage certificate • Change of name in a major national newspaper • Court affidavit backing up the change of name <p>7. Preparation of Death Benefits and issuance of Condolence Letter The preparation of death benefits and issuance of condolence letter happens when a report is received on the demise of a Staff from his/her HOD. The process required for this are:</p> <ol style="list-style-type: none"> 1. Report of death from the Staff's 			

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		<p>HOD.</p> <ol style="list-style-type: none"> 2. Recommendation for payment of death benefits due to deceased Staff to Management. 3. Approval from Management. 4. Conveyance of Approval to the Bursar for payment to the registered next of kin <p>8. Handle matters relating to resignations, withdrawals or transfer of service.</p> <p>The process required for this are:</p> <ol style="list-style-type: none"> 1. Request/Application from staff. 2. Recommendation from his current HOD. 3. Recommendation from HR (based on the laid down criteria). 4. Approval from Management. 5. Conveyance of Approval to affected Staff and the resultant 			

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		<p>change on the database.</p> <p>9. Retirement from Service Staff who are due to retire from service in a particular year is usually notified three (3) months prior to their retirement from service. Upon retirement, their names are expunged from the active sheets and transferred to the disengaged sheet on the database.</p> <p>10. Handle Ad-Hoc Staff Affairs (NYSC & SIWES) For NYSC the process required are:</p> <ol style="list-style-type: none"> 1. Acceptance of Corp Member posted to the University. 2. Issuance of identity card. 3. Inputting of their data on the NYSC database. 4. Issuance of advocacy wear. 			

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		<p>5. Posting of Corp Member to various locations.</p> <p>On rare occasions, we write to the NYSC Secretariat to request for Corp Members.</p> <p>During the month, a memo for the payment of their monthly stipends is prepared and forwarded to the Bursar for further action.</p> <p>For SIWES the process required are:</p> <ol style="list-style-type: none"> 1. Issuance of identity card 2. Preparation of payment instruction to the Bursar for payment of monthly stipends. <p>11. Stoppage of Salary</p> <p>Staff's salaries and allowances are usually put on hold when we receive a report that they are no longer showing up to their duty posts for a protracted period of time usually in excess of one (1) week without permission.</p>			

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2.	Administrative (Staff Information)	<p>Leave Matter</p> <p>1. Annual Leave The senior Staffs are entitled to 30 working days leave.</p> <p>1.1 The Administrative Staff must request for Staff file on all leave matters.</p> <p>1.2 The Officer must ensure that the leave form is duly signed by the Staff and HOD.</p> <p>1.3 Copy appropriate authority.</p> <p>1.4 Convey approval accordingly.</p> <p>2. Paternity Leave Staff must attach the following to the application:</p> <p>2.1 A duly signed application letter.</p> <p>2.2 Birth Certificate of the child.</p> <p>2.3 Calculate the duration of 14 working days only.</p> <p>2.4 Copy the appropriate authorities.</p>	90 Days		<ol style="list-style-type: none"> 1. List of staff on maternity and paternity leaves by name, Staff ID, gender, designation, start date, and end date. 2. List of staff that are denied annual leave. Provide reason(s) for the denial. 3. List of staff on research leave by name, designation, faculty, department, start dates of previous research leaves enjoyed, date and end date 4. List of staff on sabbatical leave by name, designation, faculty, department, institution for the sabbatical, date of previous sabbatical

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		<p>2.5 Convey approval accordingly.</p> <p>3. Research Leave This leave is applicable ONLY to Academic Staff. Eligible Staff must have the following:</p> <p>1.1 Application must be recommended by the Dean/Director/Head of Department</p> <p>1.2 Vice-Chancellor's approval</p> <p>1.3 Calculate the leave duration of twenty (26) working days.</p> <p>2. Sabbatical Leave This leave is applicable to ONLY to Senior Lecturers, and Non-Academic Staff on CONTISS 13 and above. The Staff must have the following:</p> <p>2.1 A duly signed application letter.</p> <p>2.2 Applicant must have a record of six (6) years of continuous service in the University.</p> <p>2.3 Calculate the leave duration</p>			<p>leaves enjoyed, start date and end date.</p> <p>5. Staff on sick leave by name, designation, start date and end date.</p> <p>6. List of staff on leave of absence by name, qualification(s), designation, start date, end date, remarks (state if the staff has stayed beyond maximum of two years and the decision of the university)</p> <p>7. List of staff that received regularisation of their temporary appointments, by name, Staff ID, gender, state of origin, designation, date of appointment,</p>

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		<p>of One (1) year.</p> <p>2.4 Copy the appropriate authorities.</p> <p>2.5 Convey approval accordingly.</p> <p>5. Sick Leave This leave is applicable to ONLY sick staff. The Staff must have the following:</p> <p>1.1 Duly signed application letter.</p> <p>1.2 A medical report by a recognized medical practitioner.</p> <p>1.3 Check for medical history of the Staff.</p> <p>1.4 Calculate the leave duration.</p> <p>1.5 Copy the appropriate authorities.</p> <p>1.6 Convey approval accordingly.</p> <p>6. Maternity Leave The applicant must have the following in the file.</p> <p>6.1 Duly signed application letter.</p>			<p>date of regularisation.</p> <p>8. List of staff that were denied salary advance with reasons.</p> <p>9. List of staff on discipline by name, Staff ID, gender, designation, offence committed, discipline type (queries, warning, letter of advice, suspension, recall from suspension),</p> <p>10. List of staff that received letter of introduction by name, Staff ID, gender, designation, purpose, and date.</p> <p>11. List of staff that received resettlement allowance by name, Staff ID, gender, reason for posting,</p>

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		<p>6.2 EDD report from recognised hospital.</p> <p>6.3 Calculate the leave duration of four (4) months, inclusive of the Staff annual leave for the year.</p> <p>6.4 Copy the appropriate authorities.</p> <p>6.5 Convey approval accordingly.</p> <p>7. Leave of Absence</p> <p>All leave of absence is without pay:</p> <p>7.1 Application must be duly signed and recommended by the Dean/Director/Head of Department.</p> <p>7.2 Calculate the leave duration of one (1) year, which is renewable for another one (1) year.</p> <p>8. Regularization</p> <p>8.1 Temporary Appointment are regularized after the duration of not more than twelve (12) months to become tenure appointment.</p> <p>8.2 For political appointment, it</p>			<p>amount, date.</p>

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		<p>shall be for the duration of the appointment Copy appropriately.</p> <p>9. Confirmation of Appointment Appointments are confirmed after duration of probation period of two (2) years.</p> <p>9.1 Duly signed application. 9.2 Check for the date of Emolument/Assumption of duty. 9.3 Check for adverse report or act of misconduct. 9.4 Copy the appropriate authorities Convey approval.</p> <p>10. Termination of Appointment Cessation of appointment due to serious misconduct but not enough to warrant the ultimate sanction. Check Staff record.</p> <p>10.1 Instruction from management. 10.2 Convey approval accordingly. 10.3 Copy the appropriate authorities.</p>			

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		<p>11. Salary Advance Any member of Staff who is not servicing any loan may be eligible to salary advance. The officer must check for the following:</p> <p>11.1 Duly signed application.</p> <p>11.2 Date of employment.</p> <p>11.3 Check for Staff's previous loan history.</p> <p>11.4 Check for recommendation by Head of Unit.</p> <p>11.5 Check for Cogent reason for application.</p> <p>11.6 Copy the appropriate authorities.</p> <p>11.7 Comment accordingly.</p> <p>11.8 Convey accordingly.</p> <p>11.9 It is subject to approval by the Vice-Chancellor.</p> <p>12. Disciplinary Issues Queries, Warning, Letter of Advice, Suspension, Recall from Suspension)</p> <p>12.1 An Officer MUST refer to</p>			

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		<p>page 17 to 21 of the NOUN Conditions of Service.</p> <p>12.2 An Officer MUST request for Staff file.</p> <p>12.3 Copy the appropriate authorities Convey approval accordingly.</p> <p>13. Letter of introduction These letters are usually written to introduce a member of Staff to an Institution, Organizations or Embassy.</p> <p>13.1 Duly signed application letter.</p> <p>13.2 Verify the address of the addressee.</p> <p>13.3 Copy the appropriate authorities.</p> <p>13.4 Convey approval accordingly.</p> <p>14. Resettlement Allowance Member of Staff on posting/transfer from one location of the University to another may be entitled to resettlement allowance of 2% of his/her annual emolument.</p>			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		14.1 Duly signed application letter. 14.2 Letter of posting (Posting letter). 14.3 Reason for posting. 14.4 Comment accordingly. 14.5 Convey approval accordingly and copy the Bursar and Payroll.			

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3.	Committees Representation Activities	<p>1. Serve as Secretariat</p> <p>The following activities are required for a meeting to take place:</p> <p>1.1 Contact and make arrangement with the Chairman of the Committee for date of meeting.</p> <p>1.2 Prepare Notice of meeting.</p> <p>1.3 Prepare the Agenda of meeting.</p> <p>1.4 Organize venue for the meeting.</p> <p>1.5 Attendance (Prepare files). Arrange for refreshment.</p> <p>1.6 Write Minutes and Report.</p> <p>1.7 Matters arising.</p> <p>1.8 Decision Extract.</p> <p>1.9 Follow-up on/forwarding of decision(s) taken at</p>	90 Days		List of meetings (secretariat, appointment and promotion, joint council and senate investigation committee, appeals committee, ad-hoc committee, congregation committee) where you have served. State the specific roles played that can be confirmed if required.

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		<p>meetings. (To specific individual and or appropriate Units).</p> <p>2. Appointments/Promotion Committee (Academic:</p> <p>2.1 Inform the Faculties on the next promotion exercise.</p> <p>2.2 Departmental Appointments and Promotions Committee meeting will hold.</p> <p>2.3 Followed by Faculty Appointments and Promotions Committee meeting (The representative of Directorate of Human Resources (HR) will be in attendance).</p> <p>2.4 Organize a meeting with Faculties (In attendance - Dean, HODs & FOs):</p> <p>2.4.1 Agenda of meeting with</p>			

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		<p>Faculties: template on submission of recommended candidates for promotion.</p> <p>2.4.2 Any other matters arising: content of report, clarity on date of assumption of duty in NOUN, explicit and detailed remarks on assessment of candidates.</p> <p>2.5 Submission of detailed report and CV to HR.</p> <p>2.6 Collation of all reports & curriculum vitae from Faculties, for presentation at Central Appointments and Promotions Committee meeting.</p> <p>2.7 Report on the outcome of meeting at the Central Appointment and Promotion Committee meeting is prepared.</p> <p>2.8 Prepare Minutes, Matters</p>			

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		<p>arising & Decision extract.</p> <p>2.9 List of successful candidates and those not recommended are forwarded to the appropriate Units.</p> <p>3. Joint Council/Senate Investigation Committee:</p> <p>3.1 Cases are referred from Council to the Committee.</p> <p>3.2 Chairman of Committee is informed of the case(s) and a meeting is fixed.</p> <p>3.3 Prepare Notice of meeting.</p> <p>3.4 Prepare the agenda and files for members of the Committee.</p> <p>3.5 Organize venue and refreshment for the meeting.</p> <p>3.6 Invitation for interaction with affected staff and submission of deposition by staff.</p> <p>3.7 Subsequent meetings are fixed</p>			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		<p>(subject to the conclusions on the cases referred).</p> <p>3.8 Report on the recommendations on the case(s) are forwarded to Council for ratification.</p> <p>3.9 Minutes are prepared for every meeting.</p> <p>3.10 Based on outcome of approval from Council, recommendations are implemented.</p> <p>3.11 Follow-up on recommendations of the Committee where necessary.</p> <p>4. Appeals Committee:</p> <p>4.1 Cases appealed from affected staff are referred from Council to the Committee.</p> <p>4.2 All activities to fix a meeting is carried out (see item iii, page 13).</p> <p>4.3 Subsequent meetings are fixed (subject to the conclusions of the appeal cases referred). Follow up on recommendation of the</p>			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		<p>Committee where necessary.</p> <p>4.4 Reports on recommendation of appeal cases are forwarded to Council for ratification.</p> <p>4.5 Minutes are prepared for every meeting.</p> <p>4.6 Based on the outcome of Council's decision on appeal, recommendations are implemented.</p> <p>5. Ad-hoc Committee</p> <p>5.1 Notification of constitution/membership of Committee.</p> <p>5.2 All activities to fix a meeting are carried out (see item iii, page 3).</p> <p>5.3 Report of meeting is forwarded to the appropriate authority.</p> <p>5.4 Minutes are prepared for every meeting.</p> <p>5.5 The Authority gives approval or</p>			

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		<p>otherwise on the recommendations of the Committee.</p> <p>6. Congregation Committee</p> <p>6.1 The Vice-Chancellor fixes a date for meeting.</p> <p>6.2 The Directorate of Learning Content Management Systems (DLCMS) creates link for the virtual Congregation meeting.</p> <p>6.3 Link created is sent to all members of Congregation.</p> <p>6.4 The Director and a representative of Human resources attend the meeting with the Vice-Chancellor.</p> <p>6.5 Minutes are prepared by Human Resources (Committee Unit).</p>			

4	Clerical Activities Correspondence Register	<p>1. Correspondence Register (Inward)</p> <p>1.1 Receiving and recording of incoming mails/memos.</p> <p>1.2 Receiving and recording of incoming files.</p> <p>1.3 Distribution of the memo to appropriate units, Directorate, Faculties and Departments.</p> <p>1.4 Filing of the incoming mails and returning of files to Director for further action.</p> <p>1.5 Recording movement of files to designated officers.</p> <p>2. Correspondence Register (Outward)</p> <p>2.1 Recording and distribution of all signed documents/letters to staff, Departments, Units, and Faculties.</p> <p>2.2 Recording and dispatching of mails within Abuja and pick up of same from the University box.</p> <p>2.3 Recording, collating and packaging of all mails and getting them ready for Courier to</p>	90 Days		<p>1. List of inward correspondence received with dates.</p> <p>2. List of outward correspondence received with dates.</p>
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		<p>sign and pick up.</p> <p>3. Incoming Clerical Sub Unit</p> <p>3.1 Receiving and recording of incoming. mails/documents/memo.</p> <p>3.2 Receiving and recording of incoming files.</p> <p>3.3 Recording of minuted files to Director for further action.</p> <p>3.4 Recording and movement of files to designated officers.</p> <p>4. Correspondence Sub-Unit</p> <p>4.1 Receiving and filing of correspondence incoming memo/documents.</p> <p>4.2 Receiving and filing of general incoming memos/documents.</p> <p>4.3 Receiving and filing of committee incoming memos/documents.</p> <p>4.4 Keeping and maintaining of correspondence, general and committee files.</p> <p>4.5 Filing of the incoming memos and return to Director for further action.</p>			
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		<p>4.6 Recording and movement of files to designated officer.</p> <p>4.7 It is also responsible for keeping, updating and maintaining both old and new volume of the following files:</p> <ul style="list-style-type: none"> a. General files b. Correspondence files c. Committee files <p>4.8 Any other duty assigned by the superior.</p> <p>5. File and Return Sub-Unit</p> <p>5.1 Receiving and filing of correspondence incoming memo/documents.</p> <p>5.2 Receiving and filing of general incoming memos/documents.</p> <p>5.3 Receiving and filing of committee incoming memos/documents.</p> <p>5.4 Keeping and maintaining of correspondence, general and committee files.</p> <p>5.5 Filing of the incoming memos and return to Director for further action Recording and movement of files to designated officer.</p>			
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		<p>5.6 It is also responsible for keeping, updating and maintaining both old and new volume of the following files:</p> <ol style="list-style-type: none"> a. General files b. Correspondence files c. Committee files. d. Any other duty assigned by the superior. <p>6. Internal Despatch Sub-Unit</p> <p>6.1 Responsible for the distribution of all signed documents/letters to staff, Directorates, Departments, Units, and Faculties</p> <p>6.2 It is also keeping record of their day-to-day dispatch and provides same when needed</p> <p>6.3 Recording of all signed external documents and forwarding to external dispatch unit</p> <p>6.4 Effects changes of posting from affected staff files.</p> <p>6.5 Any other duty assigned by the</p>			
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		<p>superior.</p> <p>7. External Despatch Sub-Unit</p> <p>7.1 Responsible for receiving and recording of mails/documents from different Units, Directorate and Faculties for external dispatch.</p> <p>7.2 Scanning and emailing of all signed documents/memos to staff and other Organization.</p> <p>7.3 Pick up mails from the University Private Mail Bag.</p> <p>7.4 Recording, collating and packaging of mails to get them ready for the Courier to sign and pick up every Tuesday and Friday.</p> <p>7.5 Weekly dispatching of mails within Abuja.</p> <p>7.6 Vetting of courier bills.</p> <p>7.7 Any other duty assigned by the superior.</p>			
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Team of Developers

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Draft