



National Open University of Nigeria

SOP Title	Protocol and General Services
SOP No:	NQSA/SOP/IGM/010
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Protocol and General Services
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

The Standard Operating Procedure (SOP) is developed to guide the University Directorate of Protocol and General Service on Compliance, monitoring and evaluation of protocol and Operational task/activities for the purpose of continuous improvement.

Activities

1. Visa Application Processing
2. Processing of Note Verbal
3. Flight Booking

4. Hotel Booking/Management
5. Relating with Others Government Agencies and others Department

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.	Visa Application Processing	1. Receiving of approval/ request from the management directing Protocol to go ahead to procure visas for the nominated staff or visitors of the University.	90 Days		List of processed visa application by name, designation, department, purpose, cost, date, approval or denial
		2. Preparation of relevant letters, government agencies like NUC and MFA (Federal Ministry of Foreign Affairs) as well as Correspondences to the Organization or agencies of government of the intended countries of			

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		visit. 3. Collection of all required documents from all those nominated for the trip like, international Passport, Pay Slips, Bank Statement, copies of appointment letters and I.D cards etc. for the processing of note Verbal or Visa as the case may be.			
2.	Processing of Verbal Note	1. Direct request for letter to be prepared. 2. Letters and all relevant documents are being prepared. 3. Director vets letters and documents and approves for forwarding to the Nigeria University	90 Days		List of processed verbal note by name, designation, department, status of visa (approved or not approved), cost, date.

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		<p>Commission (NUC) and the Minister of Foreign Affairs (MFA).</p> <p>1. Securing of Note Verbale from MFA through NUC.</p> <p>2. Securing of appointment for visa interview and biometrics at VSF/CSL or the Embassy.</p> <p>3. Taking applicants to embassy for Visa application submission and collection of visas upon approval.</p>			
3.	Fight Booking and Management	<p>1. Receiving of directives and instructions from the management for flight itinerary.</p> <p>2. Checking of available flight on said dates and</p>	90 Days		List of booked flights by name, designation, department, purpose, cost, travelling dates.

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		time for final confirmation by the Director.			
		3. Advance Team heads to the airport of the travelling date ahead of time for checking in or receiving on arrival.			
4.	Hotel Booking Reservation /Management	1. Directives and approvals received from the management.	90 Days		List of booked hotels by names, designation, department, purpose, duration, cost, date.
		2. Contacts made to the various hotels to be used to inform them and confirm the availability of rooms on the said date and prices negotiated and reverted to the director for onward			

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)
		transmission to the management.			
		3. Advance team sent to the airport and the hotel to welcome the guest and to receive them in, making sure that their stay was made comfortable to promote the image of the University.			
		4. Guest/room management. Making sure that guests are informed of departure time from the hotel and making sure the bills charged to the rooms actually belong to the guest.			
		5. Guest Checked out and bill collection and			

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)
		payment made.			
5.	Relating with Government Agencies and other Units and Department	1. Initiated by the Director after receiving instructions or directives from management or from relevant agency, department or unit.	90 Days		1. List of agencies the Directorate relate with by S/N, Agency, Purpose, Date, Cost if any.
2. Memos and contacts made to the relevant Agency, Department or Units to establish their demands and expectation from the directorate.					
3. Follow up and execution of the assignment as directed by the management.					

Team of Developers

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Draft