



Staff News Bulletin

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CD/MOG, Osy Chuke addressing the gathering.

The Modernization Group (MOG) retreat held on the 6th and 7th of March 2014 in Abuja. The theme for this year's retreat was "Realizing the Benefits of the Modernisation Programmes Through Effective Change Management".

The Coordinating Director, MOG, Osy Chuke said that when he took over the mantle of leadership of the group in September, 2013 he believed that there were certain gaps in the group. However, the change management team has been doing well in closing the gaps and bringing the needed change in the Federal Inland Revenue Service (FIRS). Mr Chuke further said that change must happen simultaneously across all groups in the Service and everyone must key into them.

He also urged the participants to work together as a team because their main role as tax administrators is to serve taxpayers efficiently. He reminded participants that the taxpayers do not want to know whether you are in the Field Operations Group, the Standards and Compliance Group or MOG; all he wants is to have his issues resolved quickly and efficiently.

The Director, Human Capital Management and Development Department, Victor Ekundayo in his

presentation on performance evaluation and goals setting, he said FIRS is a brand and there is need for each and every staff to promote this brand. At the conclusion of his presentation Ekundayo urged all participants to change their attitudes when setting goals and objectives.

The Ag, Executive Chairman of FIRS, Kabir M. Mashi commended the Coordinating Director, MOG and the Director, HCMDD for an insightful presentation and the attendance of participants at this year's retreat. He reassured the group that they will continue to enjoy Management's support as change managers of the organization. He added that the Service is committed to the FIRS/McKinsey project which has promised to collect an additional N500 million in non-oil taxes in 2014.

At the end of the retreat the Coordinating Director, MOG re-echoed the need for everyone in the Service to link their specific job schedules to the general objectives of the organisation so the goals set should be goals that are challenging and contribute towards the achievement of FIRS goals.



A section of the participants at the MOG retreat.

DRG Strategises on How to Enhance Collection

Participants at the 2014 annual retreat of the Direct Reports Group (DRG) which held on March 6th to 7th have been urged to create the needed collaboration that would enhance performance and move the Service forward.

This message was contained in the opening remarks by the Acting Executive Chairman, Alhaji Kabir Mashi at the Transcorp Hilton, Abuja venue of the retreat.

The theme of the retreat was ``Achieving Excellence Through Effective Collaboration for Improved Performance''.

The Ag ECFIRS urged staff to embrace positive change this New Year, pointing out the need to challenge the staff with new tasks and responsibilities.

He implored the heads of departments to take their performance measurements seriously and be objective in their assessment as well as provide the needed supervision for their activities.

Mashi commended the Group for its value addition and contributions towards the Service's increased revenue collection and service delivery to taxpayers.

The Coordinating Director, Direct Report Group (DRG), Queensley Seghosime, in her welcome address



Ag.ECFIRS; Alhaji Kabir Mashi addressing DRG staff as members of the high table look on.



A cross section of DRG staff at the retreat

noted that the occasion provides opportunity for participants to share ideas, discuss challenges of mutual interest and action plan for immediate implementation during the year.

She commended all departments in the Group for their tremendous progress in the discharge of their responsibilities during the preceding year and urged them to double their efforts to surpass such achievements.

Furthermore, Directors, Heads of Department, representing ten core functions in the Group took turns to x-ray their responsibilities, achievements, review performance, challenges, work plan and KPIs for the current year as well as strategies for achieving them.

At the retreat, participants stressed the need for Departments within the Group and the entire Service structure to partner with each other in order to ensure effective delivery of goals and improve performance.

The event was followed with comments, observations, questions and answers from among participants. Indeed, useful contributions were made.

Three key presentations were made, the first paper by Dr. Dan Aighewimni, who spoke on the Strategic Response for Institutional Strengthening and the Head Planning Reporting and Statistics, Mr Thomas Ishiaku, presented the second paper on 2014 Corporate Strategy.

LPD Hosts Sensitization on Anti-Suits Injunctions

The legal department in what has become a continuous effort to bring its staff up to speed with current trends in the legal world, yet again organized and held a technical session. In what is undoubtedly a 'first ever' in the history of the department, the technical session which was held on the 13th March, 2014 had a lecture presented by Chief Godwin Obla, Senior Advocate of Nigeria (SAN), FCI Arb of Obla Associates



Guest lecturer; Godwin Obla SAN, giving his presentation.

The lecture titled 'Anti-Suit

Injunctions' focused on the anti-suit injunction arising from suit number FHC/ABJ/CS/611/2014 in the case of FIRS vs. AES NIG BARGE and 3 others.

An anti-suit injunction is an order given by a court to prevent a person from instituting or continuing another suit; where the person is a party to either an ongoing suit or arbitration. An anti suit injunction works in four stages in arbitration proceedings.

Stage 1 which is the preliminary stage entails the parties having a valid arbitration agreement between them upon which a dispute must have arisen in the course of the business relationship.

Stage 2 is the breach, here; one party sues while the arbitration is still ongoing; and stage 3 is the application for anti-suit stage, the aggrieved party files for an anti-suit injunction. This culminates into stage 4 where the aggrieved party proves his/her case by showing the suit is vexatious. The suit is calculated to frustrate the arbitration or the suit would be a duplication of efforts already being made at arbitration.

The procedure for obtaining an anti-suit injunction includes the aggrieved party filing an application for anti-suit injunction, the aggrieved party showing the court reasons to grant his application and the court granting the applicant the injunction upon being satisfied with the reasons given. There are also conditions for granting and refusing an anti-suit injunction.

Participants at the session were elated to learn from the fountain of the erudite legal luminary. The Head, Legal department, IdrisKogo while giving the vote of thanks expressed immense joy and appealed to Chief Obla (SAN) to oblige the department with his presence whenever he is called upon.

SERVICOM Preaches Excellence Delivery

Delivery of programs and services in a manner that is 'outstanding' from the perspective of taxpayers and the general public has been one of the focus areas for the Service in recent times. This necessary coordination of efforts is not only seen as a way of achieving a better taxpayer focus but also as a way of achieving operational efficiency and greater voluntary compliance.

As part of efforts by the Servicom/NTA Department to ensure excellent service delivery, a Management session on Service Delivery was organized and held on March 5, 2014. The session was aimed at creating a better understanding of roles, responsibilities, operations and the overall activities of SERVICOM/NTA department in FIRS as well as the roles and responsibilities of other departments as it relates to service delivery.

Angel Fadahunsi, Head, Servicom/NTA delivered a paper titled Achieving Excellent Service Delivery with a special focus on new approaches that the department intends to implement in 2014. She identified the main causes of poor service delivery to be ignorance of standards, lack of standards, apathy as well as lack of appropriate training. She noted the unquantifiable on good service delivery to the taxpaying public and solicited all Heads of Department to ensure the maintenance of values by insisting on high service delivery standards.

The Ag.ECFIRS pointed out the delays in F&A, SAP-related processes as well as Procurement and Facility management processes as the specific challenges of service delivery in the Service. Mrs. Aisha Obomeghie, Deputy Director, F&A responded that the challenges being experienced are 'teething problems' and which would be completely ironed out soonest.



A section of FIRS Management listening to the presentation

The CD/SCG, S.S Ogunbesan noted that SERVICOM/NTA is the best department to drive service delivery reforms in the Service given that it has the authority to demand replies on behalf of the ECFIRS where necessary especially if there are delays or wrong attitudes.

The CD/DRG, Queensley Seghosime, mni, fca, assured the department of Management's continual support of such initiatives that will move the Service forward. CD/MOG, Osy Chuke emphasized the need for a holistic embrace of change management and the need to constantly and continually push towards excellence.

Fadahunsi informed the session that SERVICOM team will voluntarily train all frontline staff, inclusive of Halogen staff and TCs at no extra cost to the Service for the year 2014. She also recommended an inclusion of service standards in the quarterly appraisals.

NUGGETS

Better to hide knowledge than show your ignorance

We learn more from our faults than our virtues



Kudale Idris Ahmed of Ogun MSTO wedded former Bintu on 15th February, 2014.