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Special Release

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### **EFFECTIVE SERVICE DELIVERY IN THE UNIVERSITY OF IBADAN – COVID AND POST-COVID PERIODS**

In order to ensure an effective service delivery at all service windows of the University, Management will like the University community to note the following:

(1) In view of prevailing security challenges in the community, members of the University community (staff and students) are mandated to wear their Identification Cards (ID) while on campus, for ease of identification. This will be enforced as Servicom members shall be directed to monitor compliance of the directive.

(2) It was observed that a number of staff have not been coming to work, hiding under the cover of COVID-19 protocol. Management therefore wishes to state that no member of staff is permitted *to work from home*, since this is simply not feasible and is tantamount to encouraging absenteeism. All staff are hereby expected to report henceforth at their offices and apply all due COVID-19 protocol while at work.

### **(3) CAUTION OVER PATRONAGE/DEPLOYMENT OF POS SERVICES**

Members of the University community are hereby cautioned over patronage of POS services; this is in view of the reportage of nefarious occurrences around POS points in recent times. Furthermore, since there are adequate ATM facilities within the campus to cater for cash withdrawal needs of members of the community, deployment of POS points within the University without due approval is hereby prohibited.

Thank you.

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Registrar