



NISLT SERVICOM SERVICE CHARTER

INTRODUCTION

The Nigerian Institute of Science Laboratory Technology (NISLT) is committed to promoting excellence in Science Laboratory Technology practice, capacity building, certification, and institutional development. In line with the Federal Government's SERVICOM initiative, this charter outlines our commitment to delivering timely, efficient, and citizen-focused services.

Our Core Values

- Professionalism
- Integrity
- Accountability
- Efficiency
- Transparency
- Responsiveness
- Teamwork

OUR KEY SERVICES

S/N	Service	Timeline	Responsibility	Delivery Channels
1	Registration and Certification of SLT Professionals	Within 3 weeks of completed application	Membership	Online/ Physical
2	Accreditation of Science Laboratories	Within 6 weeks of complete documentation	ETI Unit	Onsite/Email
3	Issuance of Professional Licenses	Within 2 weeks	Membership	Portal/Physical
4	Organization of Training and Workshops	As scheduled (calendar published annually)	ETI Unit	In-person/Online
5	Laboratory Services	Within 2 Weeks	Department of Laboratory Services	Online/Office
6	Response to General Enquiries	Within 48 working hours	Admin/Help Desk	Phone/Email/Office
7	Processing of Verification Letters	Within 10 working days	ETI	Email/Postal

Our Service Standards

- Treat clients with courtesy and professionalism
- Provide accurate and timely information
- Maintain confidentiality and data protection
- Resolve complaints within a maximum of 15 working days

Client's Obligations

As our valued clients, we kindly request you to:

- Provide accurate and complete information
- Follow due process and official procedures
- Treat our staff with respect and courtesy
- Use the approved channels for communication and complaints

Complaint and Feedback Mechanism

Contact : Phone : 08088271378, website: www.nislt.gov.ng,

Email: servicom@nislt.gov.ng

All complaints will be acknowledged within 48 hours and resolved within 15 working days.

Redress Mechanism

If dissatisfied with the outcome of a complaint, escalation can be made to:

- The SERVICOM Unit Head- 08034344483
- The Director General/Registrar/Chief Executive (NISLT)
- SERVICOM Headquarters, Abuja (for unresolved issues)