



"Established by the NIMC Act No. 23 of 2007, it has the mandate to

establish, own, operate, maintain and manage the National Identity Database in Nigeria, register persons covered by the Act, assign a Unique National Identification Number and issue General Multi-Purpose Cards (GMPC) to those registered individuals, and to harmonize and integrate existing identification databases in Nigeria."

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THE NIMC SOFTWARE TEAM... STANDING TALL!

The Software Unit is under the IT/IDD department and is headed by an Assistant General Manager (AGM), Engr. Lanre Yusuf, who reports directly to the General Manager (GM) Information Technology/ Identity Database (IT/IDD), Mr Chuks Onyepunuka.

There are four (4) sub-units under the Software Unit, viz:

- ⇒ Application Development- Develops Application.
- ⇒ Application Support- Supports services that run all applications
- ⇒ System Integration-System interoperability
- ⇒ Biometrics-De-Duplication, enrolment Centre certifications and

biometrics standard.

The unit is populated by smart and hardworking individuals, including two persons with special needs, but who work dedicatedly, as if their challenges do not exist.

Despite the challenges faced by the Commission recently, these category of staff are always on their duty post, churning out deliverables and meeting management's expectations.

To recognize and celebrate our Software Unit for a great job in this issue of the NIMC Newsletter, CCU media crew spoke to the team on their achievements, expectations, challenges, among other issues. Excerpts on page 6.

DECISIONS REACHED AT THE 2ND TOP MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY, 25TH JANUARY, 2017.

Further to the Director General/CEO's resolve to lead a well-informed NIMC about relevant activities in the Commission and to help build a confident and well-oriented staff force, please find below excerpts of the last Top Management meeting held on Wednesday, 25th January, 2017:

- ⇒ All staff of the Commission are encouraged to study and know the Vision and Mission statement of the Commission.
- ⇒ The management is constantly reviewing issues related to staff welfare with a view to improving the welfare of staff in the Commission. These include issues of salaries, retirement benefits etc. A three-man committee has been set up to this effect.
- ⇒ Human Capital Management Department is to issue and circulate copies of the Board Approved NIMC personnel policy and Conditions of Service to all staff. Some aspect will definitely wait until the financial condition of the Commission improves.
- ⇒ Human Capital Management Department is to issue a circular notifying all staff of the ongoing Head of Service Housing Scheme [FISH] and modalities for staff to access the scheme.
- ⇒ Human Capital Management Department is to also notify ALL staff of the availability of free international training programs through the relevant ministries that coordinate and organ-

ize such.

- ⇒ Human Capital Management Department is to inform all staff of vacant positions in the software unit of IT/IDD to encourage staff



with requisite software programming skills and experience to indicate interest.

- ⇒ All State Coordinators and enrollment officers to note that biometric capturing of persons under 16 years of age is optional. It should therefore not hinder enrolment of people under this category.
- ⇒ The Commission is in the process of gazetting 3 regulations that will enhance the activities of the Commission, particularly in the area of expanding the scope of transaction that require the mandatory use of the NIN and biometrics standard. All staff are encouraged to read and study the regulations which are available on the Commission's website.

The Regulations are:

- Mandatory use of National Identification Number [NIN] Regulations [supplementary regulation].
 - Nigerian biometric standards regulations, and
 - Regulation for the Registration of Persons, Contents and Access to the National Identity Management System (NIMS).
- ⇒ Management is in discussion with the vendor providing catering services in the Headquarters canteen with a view to ensure that, the quality of food and services are improved significantly to meet the yearnings of staff. All staff are therefore encouraged to patronize the canteen and to forward any complaints to the HCM or Commission Secretariat.
 - ⇒ Management is engaging the relevant authorities-OSGF and the Salaries and Wages Commission, on the issue of enhanced salary structure for the Commission. A three-man Committee has been set up to this effect.

May we also convey Management's expectation for us to be dedicated to our duties and shun activities that are not in conformity with public service/integrity in order not to bring the Commission to disrepute.

At Corporate Communications, we promise to bring you regular updates as released to us by Management.

EXCERPTS OF THE TOWN HALL MEETING HELD BY DG/CEO AND STAFF OF HEADQUARTERS ON FRIDAY, 3, 2017.



In fulfilment of his promise to meet regularly and update staff on happenings in and around the NIMC, the DG/CEO met with staff at the Headquarters on Friday, February 3, 2017.

During the meeting, which was well attended, the DG/CEO welcomed all and reeled out notable achievements of his administration so far.

He stated that enrolment, which is one of the key focus areas rose to 15.2 million from slightly above 7m when he took over. He also mentioned that card production rose to 980, 000 with additional 139 card activation kits deployed in various centres to increase and enhance activation.

In the area of human resources management, he stated that over

100 staff were re-united with their families via redeployment during the period under review.

Other issues mentioned included enhanced Internal/ External communication, recognition of best performing staff in enrolment and card activation, organization of workshop/seminars at departmental and unit level, proper restructuring/merging of some Units for optimal performance, greater efforts at harmonization (BVN, NCC and SIM reg.) commencement of verification exercises with Banks and state governments, etc.

Detailed highlights of DG/CEO's achievements so far can be found in the NOV/DEC special edition of the NIMC Newsletter.

A major take away from the meeting was enumeration of the Commission's 2017 strategic goals (copies have been sent to cooperate email addresses of all staff). State Coordinators are kindly requested to please print out copies and paste at vantage locations for staff to read.

The Director General implored all staff to continuously give their best, not minding the conditions under which we are currently operating, quoting from the two Holy Books to buttress his point that a diligent worker with hope in God would surely get a better reward.

Questions and Answers Session

Issues ranging from non release of Staff Personnel Policy, update on the staff placement exercise, leave etc were asked and answers provided as captured in the summary of the Top Management meeting already circulated.

Enhanced Annual Leave Period

The floor erupted in thunderous applause when the DG directed GM HCM to commence implementation of the NIMC Board approved personnel policy on annual leave, which provides for 30 working days for officers and above instead of the 30 calendar days in practice now. Please see the breakdown of the leave as proposed going forward:

DG/CEO = 35 working days

Other Senior Management = 30 working days

Management = 30 working days

Middle Management = 30 working days

Officers Cadre = 30 working days

Junior staff = 30 working days

For an update on these and more, we will keep you posted via this medium or the newly deployed WhatsApp Group for State and regional Coordinators.

Please send your suggestions and observations to: suggestions@nimc.gov.ng

Lets help to make NIMC great!

IDENTITY REGISTRATION WILL ENHANCE NATIONAL PLANNING - FAYOSE

Ekiti State Governor, Ayodele Fayose has said that the effort by the National Identity Management Commission (NIMC) to enroll all Nigerians into a single National Database is a commendable development, which will aid policy formulation and economic planning.

Governor Fayose said this after being enrolled for his National Identification Number (NIN) at the Government house enrolment Centre in Ekiti, on Thursday, 12th January, 2017.

While lauding the National Identity Management System (NIMS) project, he noted that if well implemented, a single repository of data would help ascertain the population figure of the country for policy making

and to eradicate the ghost worker phenomenon in government.

He called on all traditional rulers and

state to avail themselves for registration at the different Centres, in order to avoid any negative effect of low registration in Ekiti State.



Gov. Fayose Receives his NIN Slip from the State Coordinator

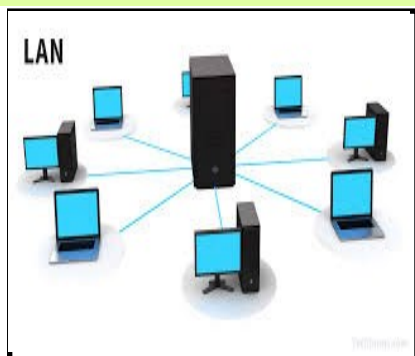
opinion leaders in the state to mobilize their subjects for the registration exercise, and charged all residents of the

The Ekiti State Coordinator, Mr. Olugbenga Ifayefunmi who presented the NIN slip to the governor, also called for collaboration and support from the State Government, explaining that no country could thrive without a valid data information of its citizens.

“Proper identification is the pathway to meaningful development, as it will enhance the work of law enforcement agencies and help the government in its national planning.” he said.

ESNI TIPS: SERIES 50004

BASIC NETWORK TROUBLESHOOTING TIPS



There are three (3) forms of network connections in both HQ and NIMC states offices.

Namely: Local Area Network (LAN), Wide Area Network (WAN)/ Virtual Private Network (VPN) and Wireless network.

A **local Area network** (LAN) is a group of computers and associated devices that shares a common communications line or wireless link to a server. Typically, a LAN encompasses computers and peripherals connected to a server within a distinct geographical area such as an office or a commercial establishment.

Example of LAN:

A **Wide Area network** (WAN) is a telecommunications network or computers that extends over a large geographical distance

e.g. the network between NIMC HQ and states offices.

Troubleshooting LAN connectivity (HQ and States Offices)

- Check that the cat 6 network cable is properly plugged to the network point on the wall and on the computer systems.
- Check and ensure that there is no physical damage to the network cable.
- Check and ensure that the RG 45 connector is not broken (the two (2) edge of the cable).
- Try swapping the cat 6 network cable with a good one.
- Ensure that the maximum network cable is not in excess of 100 meters (328 feet).
- Restart the system and confirm connectivity.
- Escalate to helpdesk if issues persist.

Troubleshooting WAN/VPN connectivity (State Offices, LGAs offices and other remote sites)

- Check the computer systems to see that it is on NIMC network i.e through Galaxy router/VPN.
- Ensure that the Systems have the approved list of Internet Protocols (IP) addresses configured (note that an IP address is used to identify a system on the network).
- For WAN connectivity, verify to see if

there is internet connection before launching the VPN client and enter the correct credentials (username and password).

- Check the network cat6 cable between the system and the switch and the router.
- Try to isolate all the LAN related issues such as a broken RG 45 connector, broken cable etc.
- If issues persist, escalate to Galaxy Backbone/Yahclick via NIMC helpdesk.

Troubleshooting wireless connectivity

- Ensure that the Wi-Fi is turned on the system (for laptop, the Wi-Fi button is often located just above the keyboard or on the front edge of the Laptop, but it may also be integrated with a F (functions) key as well).
- Locate and connect to the wireless network by right-clicking on the preferred network icon i.e NIMC.
- Launch a browser and access an approved website to test for connectivity.
- Escalate to helpdesk if issue persist.

Note: All IT issues/challenges should **ALWAYS** be reported to **IT HELP DESK** either by walking into the office, sending a mail to ithelpdesk@nimc.gov.ng or by calling with the extension number: 2333.

PhotonewsPhotonewsPhotonews



(Centre) Special Assistant to the DG, Mrs. Uche Chigbo, Head Corporate Communications, Mr. Loveday Ogbonna, and students of Federal University Dutsin-Ma of Katsina State, during a study Visit to NIMC Headquarters recently.



Amaka Dele-Awolo and Blessing Udemba, both of the Inspectorate and Enforcement Unit, flanked by the Head of the unit, colleagues and friends during their birthday party recently.



Head Corporate Communications, Loveday Chika Ogbonna cutting his Birthday Cake recently. He is flanked by some staff of his unit. This is wishing him many more years!



Ngozi Okereke of Servicom Unit celebrated her birthday with Colleagues recently. We wish her Long Life and Prosperity!



Happy Couple, Happy Life! Mr. Garba Ali of Inspectorate and Enforcement Unit, married his lovely wife recently. Wishing you a Happy married Life.



Staff of the HCM Department celebrate with Mrs. Mishai Salu as she marked her birthday recently.



Members of the NIMC Christian fellowship Choir at their end of the year party last December .



Members of the NIMC Catholic fellowship at the 2016 end of year party/ Christmas Carol held at the NIMC Chapel.

The NIMC Software Team

Can we meet you sir?

My name is Chuks Oyeponuka. The General Manager Information Technology / Identity Data Base NIMC (IT/IDD)

As the GM IT/IDD supervising amongst other units, the software unit, how do you measure the performance of your staff towards achieving the NIMC Vision and Mission?

I will like to start from the Mandate because it is the mandate before the vision and the mission. And one of the NIMC mandate is to enroll every Nigerian, issue them the unique identification number and general multipurpose card, and to deploy the authentication and verification services that will affirm the identity of citizens.

The NIMC software team has been able to successfully develop the portal/web service, that will also help the Commission generate revenue. They have also developed a software for staff verification, card activation, staff promotion exams and lots more.

Although other units are involved in these success stories, the involvement of the

software team is very significant to the realization of our vision and mission. Thus, on a scale of 1 to 10, I will give the unit 9 over 10.



Chuks Oyeponuka, GM, IT/IDD

What are the challenges facing the department, particularly Software/Biometrics?

Apparently because of the scarcity of fund the reward system is not that good. We have had cases where we recruited

talented people and they resigned because we couldn't keep and sustain them. So we are having staff attrition and we can't really attract new people because nobody is willing to take what we are currently paying. Another major challenge is our working tools. We are just trying to manage what we have. Our software developers are creative and innovative but we can't send them out for local and international training.

On a lighter note sir, Considering your work load, how do you unwind after a full day's job?

I start my day with regular exercises. This helps me manage my stress level and prepares me for the day. Occasionally I take my wife to malls, to eat out and shop. We also attend functions and church activities together.

Any words of advice to NIMC staff?

I will advise staff not to limit themselves. They must ensure that they always research and stay informed. Also, they should ensure that they deliver task within the specified time frame.

Can we meet you sir? My name is Engr. Lanre Yusuf.

What do you do for NIMC? I am the AGM supervising Software and Biometrics Unit.

How would you rate the performance of your staff towards actualising the NIMC Vision and Mission? Software Unit includes sub-units which are;

- Application Development- Develops Application.
- Application Support- Supports services that run all applications
- System Integration-System interoperability.
- Biometrics-De-Duplication, enrolment Centre certifications and biometrics standard.

Software development, is basically all about the logic. For Instance, an *Automated Teller Machine* (ATM) is built with instructional codes that directs operations both on the machine and ATM Card. These are logical steps a software developer innovates and solves.

For biometrics, the basic function which is based on logic is that the team compare facial pictures of enrollees and check for



Lanre Yusuf, AGM, Software

similarities between two or more people or a person who has enrolled more than once. To achieve this, an application/program is used for the comparison in case there are some similarities the application cannot identify. The work of a biometrics staff is to help cross-check both pictures, comply with or overrule what the system has flagged. Biometrics Subunit is also responsible for Enrolment Centre certification.

The team is very critical in the delivery of the mission and vision of NIMC, because it all boils down to enrollment and identity management, and all software staff are directly involved in identity management.

What are the challenges facing the unit and what are possible recommendations? There are so many challenges. The most important is remuneration of staff. All NIMC Staff, specifically the software team is not properly remunerated, and software developers require proper remuneration, because it entails lot of creativity, dedication and involves a person that can think outside the box. Another issue is the NIMC work environment. A quiet environment is necessary for a job which is brain tasking. Also equipment's like high end laptops, free internet access and downloading of high technological software is also necessary.

The recommendation is that more needs to be done to encourage and maintain the software staff.

On a lighter note sir, tell us how you unwind after a hard day's job? Well, I pray, take fresh air and eat.

The NIMC Software Team



Can we meet you sir?

My name is Olushola Amurawaiye.

What is your job role Sir? Like I said I am the team leader for software development, in my team we are in charge of developing and supporting software solutions for NIMC, for both in-house use and for external use. After acquiring the software from vendors, we try to domesticate them, to ensure that we can continue their management and sustainability.

What is your typical day at work like? My typical day in the office entails checking my mails to see if there are any software issues

that require urgent attention. While at it, I also manage the affairs of my team as the team lead. I assign or reassign on-going tasks to desk officers and also monitor and ensure that every bottleneck is removed. If there's a need to interface with other departments for any of the issue, I take the first level approach by escalating the matter to our AGM first, before contacting the department head.

When software requests/issues come from other units, it usually comes to me first, and I'd see who in the team is responsible for what and channel it appropriately. Then of course, I also attend to issues from other unit/department like Operations, especially when enrollment officers cannot pull National Identification Number (NIN) for enrollees.

We have also completed the software deployment for external customers use on the NIMC verification platform; we have customers from banks that use the service so call them our external customers. Sometimes, if they have issues, they will send their enquiry to us then we would respond and give them what they want.

Any challenges? Well, relating to my physical challenge that's the major one.

How do you cope with the work schedule as someone with special needs? Well, it doesn't really affect the actual work, but moving around sometimes can be hectic because the NIMC structure is not exactly friendly for people with my kind of physical

challenge, but we just have to manage.

Words of encouragement for people with special needs. Well, people with special needs shouldn't despair, they should face the challenge of life because nobody actually plans for it to come, you must learn to own up to your life and live it as best as you can.

Despite of all the challenges you are likely to face, make sure you have the courage to keep trying and not get discouraged, just have a positive attitude to life and know that everything is possible.

What area do you think NIMC can do better? Well, areas of improvement would probably be the NIMC structure. Although the management has tried to make it easier for people with special need. Some time ago when restriction was placed on staff parking cars within the premises, we were able to get management to graciously approve some parking position within the compound. We presently we have two spaces, probably it can be increased.

For the structure, if there are ways accessibility can be made for the management to install elevators, or make the stair case less difficult to climb, we will be grateful. Today I am here, I use crutches to move around, if someone is supposed to work here and he/she is on wheel chair, the ability to move effectively will be reduced to 5% of places you can go to in NIMC, so this needs to be seriously addressed.

Can we meet you sir? My name is Godswill Mbaocha, I am software developer for NIMC.

What do you do for NIMC? Basically my work entails building applications for NIMC, and also manage applications. Some applications are built internally by us while some other applications are built by other vendors and we need to manage it, but my own entails either developing new solutions or managing solutions.

What is your typical day at work like? On a typical day, I get to work in the morning, open my laptop, and develop solutions for projects that have been assigned to me or develop to conclusion, projects that I am yet to complete.

If there are new tasks, I decide the best way to

approach and if it's a task that's assigned to me, I continue my developing. That is basically how it is. If there are some critical issues that affects the services of NIMC which pertains to software, I could go to the Network Operating Centre (NOC) and then monitor the services.

What area do you think NIMC can do better? Basically, things are good, things are fine. The only thing everyone one talks about is welfare and I am very sure the management is working towards making things better.

Do you have any final words? It's being an opportunity to be in NIMC, I appreciate what I do for the organization. I appreciate the challenges I have met and I also appreciate the colleagues I have to work with.



Can we meet you sir?

My name is Philip Okorogi, I am a software developer with NIMC's software unit.

What do you do for NIMC? I write software programs. I develop software, anything that pertains to business processes and operations in NIMC I do, in the design and in the development and as a manager, I also have the responsibility to assign tasks to officers in my unit.

What is your typical day at work like? Typical day would probably comprise of attending to issues especially from Operations department such as of NIN generations issues or what-

ever may be happening with the software that I deployed, or could just be writing new programs for the organization.

Any Challenges? First of all, the main challenge would probably be resources. Human resources and equipment, as in skilled people and work tools, that's basically the crux of it all.

What area do you think NIMC can do better? Training of the staff. NIMC needs to train staff, recruit more skilled people and provide resources when it is needed, or when it's due and not when they feel it is okay.



The NIMC Software Team

Can we meet you sir? My name is Adeleke Babatunde, .

What do you do for NIMC? Currently what I do is manage the NIMC backend, which houses the National Identity Database. I also write software for NIMC.

How will you describe your typical day at work? My day starts with checking all the services, to ensure that the backend is working well, and I resolve the issues with my team mates if there are any. During the day I get to read and research on other things that pertain to my field. At the end of the day, I check the

services again to ensure that the system is running perfectly as it should.

How do you cope with work? Are you finding it easy? Yeah, it's been good so far.

Any Challenges? Software people need a quiet environment because we are always creating new things. Staff welfare is also a big issue.

What area do you think NIMC can do better? Welfare especially and work tools. These will make the work easier, faster and more enjoyable. Yes, NIMC can do better in those areas.



Can we meet you sir? My name is Kehinde Adedipe

What do you do for NIMC? I am a software developer. I also develop applications and upgrade software.

What is your typical day at work like? I develop and write software codes every day at work. Basically, most of the projects in the unit are a

continuous process, and everyone of us in the team handles more than one project at a time. Most times, we have to manage time by dividing three hours each for a particular project to be able to meet up with the work.

What are the challenges? There are so many challenges, but the major limitation is the lack of work tools, especially laptops. The laptops we have are not suitable for the kind of work we do. The battery power is very weak and whenever there is power outage which has become frequent; whatever is being inputted at that moment on the system is lost, if it wasn't initially saved. For instance, as a developer if you have a project you want to work on and you have an idea on a proffered solution at that moment if the power goes off it is very difficult to redevelop the project idea.

Secondly, the specifications of the laptops are of very low standard. The ram size capacity is very small and this hinders development and affects monitoring of some applications. As an IT Specialists, we need to have a multiple environment like advanced technological devices which are unrestricted. If the management can solve this problem of laptop it will help to boost productivity for the unit.

In what ways do you think NIMC can do better? There a lot of things NIMC can improve on. In other work environments, the welfare package of software developers are usually taken more seriously. This should be reconsidered by the commission because it will motivate staff to work harder, and bring out the best in them, especially since this is a software driven agency. The commission should also try to reimburse staffs for training.



Can we meet you sir? I am Philip Momoh.

What do you do for NIMC? Development of software, monitoring of the applications to ensure they are running properly. I also clear issues that have to do with the software enrolment. Generally, we work as a team.

What is your typical day at work like? My typical day is always very busy. It is either I am on seat at the backend, at the NOC or at the train-

ing center (DG's block) for meetings. Moving within this places depend on the situation at every point in time.

Any work Challenges? Yes, more high tech work equipment's and facilities. The software unit also requires a conducive, less noisy environment.

In what area do you think NIMC can do better? NIMC can do better by finding solutions to the aforementioned challenges.

The NIMC Software Team



Can we meet you ma? My name is Udeme Asuama

What do you do for NIMC? I am the Principal Manager in charge of Biometrics sub-unit. The sub-unit is responsible for the biometrics certification of newly setup ERCs ensur-

ing that optimal biometrics standard are met, efficient resolution of the NIMS de-duplicate, record issues, biometrics intelligence analysis, amongst other tasks.

What is your typical day at work like? I Coordinate team members to ensure continuous certification and monitoring of ERCs and to ensure that set biometric standards and procedures are utilized and met.

Any challenges? Many.

Our major challenge is multiple enrolments. Many applicants, for some reasons, register several times for the NIN, but the system will block any other enrolment from the same person as a duplicate with the initial enrolment in the database. Also, we are faced with insufficient working materials, lack of staff training, old office furniture which

are falling apart, insufficient power supply that leaves the Commission in the dark most times. Another key issue is the harmonization of the Bank Verification Number (BVN) records. Applicant should be aware that the NIMC has several BVN records into its database and as such, they should be willing to give out their BVN at the enrolment Centre for record check prior to enrolment.

In what areas do you think NIMC can do better? Staff welfare i.e. a staff bus for members of staff who stay in the outskirts of town, creation of a secured parking space for staff with cars, improved staff salaries, loans and salary advance availability, as well as the need to create adequate office space for all staff.



Can we meet you sir? My name is Oyedola Joshua. A Computer Analyst of software unit.

What do you do for NIMC? I assist in monitoring of NIMC backend and development of software applications that are used for the internal and external activities if the commission.

What is your typical day at work? Monitoring of NIMC backend, creating new application and attending to applicants that encounter issues on pulling and processing the National Identification Number (NIN) are some of my workday schedule.

Any challenges? The development of which is a digital backbone to the mandate of the Commission is faced

with many issues that affects the teams daily operations. The commission should create a multiple environment that accommodates 21st century equipment, fast internet service and effective power supply. Salary increments should also be considered in order to keep staff motivated.

In what area do you think NIMC can do better? Like I earlier stated, welfare should be given more attention, this will create adequate productivity that will extend to the commission as a whole.

Can we meet you ma?

My name is Emmanuel-Iroh Ogechukwu Dora

What do you do for NIMC?

I am the staff in charge of verification. I create account for organizations, and also for NIMC staff in the Headquarters and states. Also if the front end are not able to generate NIN, I check the back end processing daemons. I check also the verification web service, development environment, verification test environment, web service, and others. I also do some ADHOC work like clearing of de-duplication. I also do other jobs given to me by my

Senior Managers/AGM.

What is your typical day work like?

It is quite very busy, full of official activities just like I have listed out for you. If I am not verifying, I am creating keys. In fact the whole day is always occupied.

Any challenge?

The only challenge is that we need more training and motivation (incentive)

What area do you think NIMC can do better? The area of staff training.



The NIMC Software Team



Can we meet you sir? My name is Nmaladi Ifeanyichukwu Isreal.

What do you do for NIMC?

I am a software developer and also the current President of the NIMC-Staff Multipurpose Cooperative Society Ltd.

What is your typical day at work like?

I work from Monday through Friday, 8am to 5pm and it has been okay.

Do you have any work related challenges?

The most pressing challenge for me now is the lack of an official laptop and a conducive office space. It will also be

nice if the management can sponsor trainings for our team.

In what area do you think NIMC can do better?

If it will be excellent if management can provide work tools for staff, as well as send staff for trainings. Management should also consider ways of improving staff welfare. As the president of the NIMC Cooperative, I will also advocate the Management to allow the Cooperative take over the NIMC Canteen (Kitchen) for affordable and better service to all staff of the Commission.

Can we meet you ma?

My name is Maimunat Alhassan Suleiman, I work in the software unit.

What do you do for NIMC?

I am an application developer. Currently, I work with other team members on the NIMC verification service. Also, when organisations visit the Commission for marketing, I work with the visiting team and give a report to my line managers if it is a software related issue.

What is your typical day at work like?

It is very stressful, I am always occupied. If I am not working on the verification services, I am preparing a report or I am at the Network Operating Centre (NOC). This is usually

very tedious, but we are coping well.

Any challenges?

Yes, there are a lot of challenges. The most important is my system, it is not working very fast, and most times, the network is slow or very bad. This usually leaves a lot of NIMC customers complaining.

Training also is a very important issue in this unit and we have so much projects on ground that we need to go for training but other are not forthcoming.

In what area do you think NIMC can do better?

We need fast broadband internet connection.



Cross Section of Biometrics Staff on duty.

Standard Operating Procedures (SOP) for Enrolment of Minor's, Data Updates

Enrolment for minors (below 16 years)

Step 1: The applicant has to be accompanied by parent/guardian that has a NIN. Otherwise the parent/guardian has to enrol to get a NIN.

Step 2: Applicant's parent/guardian provides relevant document to proof the identity of the child.

Step 3: Applicant's parent/guardian provides his/her initially issued NIN slip or provides NIN for verification

Step 4: Applicant is given enrolment form to complete.

Step 5: After successfully completing the enrolment form, the applicant's demographic data is captured.

Step 6: Once the data is successfully captured, and sent to the NIMS Backend, the NIN is generated and printed on a NIN Slip for the applicant. (Please note that the parent's NIN **MUST** be correctly captured to avoid delay in NIN issuance)

SUPPORTING DOCUMENTS FOR ER NEW:

Birth Certificate
School admission letter or any other relevant school documents
NHIS Identity Card
Parents/Guardian's NIN
(This alone suffices in extreme cases)

Modification (Updateable Fields)

Step 1: An applicant walks into the ERC to make enquiries (Please note that modifications cannot be done by proxy. The applicant has to visit any of our ERCs that is convenient for him/her)

Step 2: Designated officer asks relevant questions on the update to be made and gives the applicant a list of relevant documents to submit and also informs the applicant of the charges. (Please ensure the process of making payment via REMITA PLAT-FORM is conspicuously pasted in your ERC)

Step 3: Once payment has been confirmed via the RRR (REMITA RETRIEVAL REFERENCE) and the applicant submits relevant documents, he/she is given the enrolment form to fill and also the form attached to the SOP which shows the actual information to be modified.

Step 4: The officer verifies the form and directs the applicant to the Supervisor/ERC Manager/State Coordinator (as the case may be) who then sends the applicant to the enrolment room.

Step 5: The applicant's data (demographics and biometrics) are captured in the Enrolment software using CR Modification module and a NIN is issued with the modified data (if data modified appears on the face of the NIN slip).

Step 6: All relevant documents must be filed properly and kept safe.

Please refer to pages 16-18 of the SOP for a list of updatable fields and also a list of documents acceptable for modifications

Modification (Restricted Updates)

Step 1: The applicant walks into the ERC, meets a designated officer who confirms the category of data to be modified

Step 2: Officer informs the applicant of applicable charges and also relevant documents to submit

Step 3: Upon payment/confirmation of appropriate fees via the RRR, and also submission of relevant documents, the applicant is given an enrolment form to fill and also the modification form.

Step 4: The ERC officer accepts the filled form and other relevant documents and verifies them. He/she also verifies the applicant's NIN.

Step 5: All documents are sent in this order for restricted modifications: ERC Supervisor----State Coordinator----Regional Head----GM Operations----GM IT/IDD

Step 6: After all necessary approvals, the change is effected at the back end and the customer is notified via the ERC where the application was initiated and another NIN slip is printed for the applicant with the corrected data.

From the NIMC State Offices

Tsamiya Villagers deploy New NIN Enrolment Centre in Sokoto State



In line with the mandate given to all NIMC State Coordinators to seek legitimate support and collaborations with community leaders and individuals for the creation of more enrolment Centres in the states, the people of Tsamiya Village of Sokoto State, recently completed the construction of an Enrolment Centre in the Tureta Local Government Area.

The Construction of the Centre

was feasible, after series of proactive meetings and discussions between the Sokoto State Coordinator, Alhaji Balare Garba and the good people of Tsamiya Village.

According to the state coordinator, the NIMC management had mandated all state coordinators to seek legitimate support and collaborations from community collaborations, that can help the Commission effectively

deliver on its mandate to enroll more Nigerians and legal residents into the NIDB, and issue all of them a National Identification Number (NIN).

“We in Sokoto state engaged the Tsamiya people and therefore cham-

pioned a robust collaboration that yielded the construction of a modern mega Enrolment Centre.

“The fully air-conditioned enrolment Centre also feature other state of the art facilities such as Borehole for constant water supply, a heavy SDMO generator for steady light, and modern plastic chairs for all applicants and MTN mast close to the Centre for network connectivity,” he said.



Mr. Chila Lamshima Philip

We wish to specially recognize and celebrate MR. CHILA LAMSHIMA PHILIP, an enrolment supervisor in Benue State.

According to the Benue State Coordinator, Mr. Garba Ibrahim, Mr. Philip is very hardworking and dedicated to duty.

“Despite Mr. Philip’s physical challenge, he is an asset who is always ready to deliver on all tasks assigned to him, and in good time too,” the coordinator said.

Little wonder he won the second best Supervisor of Katsina Ala Local Government Enrolment Center Benue State.

Computer Vision Syndrome

Computer Vision Syndrome (CVS) is a complex of the eye or vision problems which are experienced due to prolonged usage of the computer."

Prolong staring at a computer monitor is the major working modality in most offices in our modern society. This is a peculiar modus operandi of daily activities in a Commission like NIMC which is saddled with the responsibilities of Data Capturing. An average enrollment officer spends approximately 8 hours per day (40 hours/week) staring at a computer screen.

Studies have shown that nearly 60 million people are affected by CVS globally and a million new cases occur each year with resultant decrease in work productivity.

An Eye test carried out in May 2016 involving 252 Staff members in the NIMC HQ, shows that 64% of the total number of people screened suffer from errors of refraction which can further worsen the Computer Vision Syndrome, if not corrected.

Why should prolonged use of computer affect me? Some scientific explanations to the cause of CVS are as follows:

-Humans blink approximately 22 times per minute normally, however this reduces to 4-6 times per minute when continuously staring at the screen. Inadequate blinking causes evaporation of eye moisture, and, the resultant dry eye makes people to arch their foreheads in an effort to see better, thereby, leading to headaches.

-Prolonged computer use results in assumption of awkward, unnatural postures, and these affect the upper body resulting in sore backs, stiff necks & hurting shoulders.

-The peculiarity of characters on computer Screen, (Pixels) as opposed to printed materials with well-defined edges, make it difficult for the eyes to maintain focus. The continuous focusing action of the eye muscles creates fatigue and the burning, tired-eyes feeling that is so common after long hours at the computer.

How do I know I have CVS? Eyestrain: sore or tired eyes. Eye irritation: burning, dryness, redness or watering. Vision problems: Double or blurred vision, slowness in focusing on distant objects. Tension Headaches, neck, back & shoulder pains

What can I do to minimize CVS?

Proper positioning of computer screens: Keep screen distance from eyes at least 26 inches. Middle of computer screen should be 20degrees below eye level

Adopt proper sitting posture: A comfortable chair with support for the neck and back will help prevent neck and shoulder strain associated with CVS

Reduce glare: Use proper lighting and a glare screen where possible. Direct overhead lights away from the screen. Windows should be to the side, and not front or back of screen. Sunlight or lamp focus on the desk should be away from screen and eyes

Brightness of your computer screen: Adjust to match the brightness of the environment. Keep contrast & brightness at moderate levels. Blink more often: Blink at each 'mouse click' or 'enter' or "every 20 mins, blink 20 times for 20 secs".

Frequent breaks: Adopt the 20/20/20 protocol- every 20 minutes look at something at least 20 feet away for 20 seconds. And every 50 minutes on a computer, change tasks for 10 minutes.

Exercise even when sitting: Do some stretching and joint rotating exercises during computer use. Wear recommended computer glasses or any prescribed corrective lenses while at the computer.

Routine eye examination: Go for evaluation/examination every 2-4 years or more frequently if you have existing eye problems.

If symptoms becomes persistent or severe, consult your doctor for proper evaluation

References:

Arif, K.M. and Alam, M.J., 2016. Computer Vision Syndrome. *Faridpur Medical College Journal*, 10(1), pp.33-35.

Sen, A. and Richardson, S., 2007. A study of computer-related upper limb discomfort and computer vision syndrome. *Journal of human ergology*, 36(2), pp.45-50.

NIMC 101

Corporate Audit is a Unit under the Director General/CEO's office, responsible for the examination of all financial or operational procedures. The NIMC Corporate Audit always seeks to fulfill its roles in line with the International Public Sector Accounting Standard (IPSAS) and the provisions of the Financial Regulations.

The responsibilities of an Auditor include examining the accounts relating to public funds and property as to whether in his opinion:

- The accounts have been properly kept.
- All public monies have been fully accounted for and the rules and procedures applied are sufficient to secure an effective check on the assessment, collection and proper allocation of revenue.
- Monies have been expended for the

purpose for which they were appropriated and the expenditure has been made as authorized and also essential records are maintained and the rules and procedures applied are sufficient to safe guard and control public property and funds.

The **Core Functions** of the NIMC Corporate Audit Unit are: -

- Periodic Financial audit of the Commission's Management Accounts as prepared by the Head, Finance and Investment (1/2 yearly and end of year financial statements) in line with the provisions of International Public sector Accounting Standards (IPSAS).
- Appropriation Audit- to ensure that funds are expended as appropriated by the National Assembly.
- Financial Control Audit- to ensure that laid down procedures are being observed in tendering, contracts and storekeeping with a view to preventing waste, pilferage and extravagance.

(d) Value-for-money (performance) Audit- to ascertain the level of economy, efficiency and effectiveness derived from government projects and programmes.

These functions are grouped into sub-units as follows:

Investigation and Special Audit Unit
Risk Assessment and Compliance Unit
Internal Control Unit



Teacher: Wale, why are you doing your maths multiplication on the floor?
Wale: You told me to do it without using tables

Teacher: James, your composition on "My Dog" is exactly the same as your brother's...Did you copy his?
James: No sir, it is the same dog