

NIGERIAN PORTS AUTHORITY

REMARKS BY MR. MOHAMMED BELLO KOKO MANAGING DIRECTOR / CEO NIGERIAN PORTS AUTHORITY (NPA) AT THE 2022 GLOBAL CUSTOMER SERVICE WEEK KICK-OFF OCTOBER 2022.

Protocols

Let me begin by welcoming us all to the 2022 Customer Service Week. I will like to commend the wisdom behind the setting aside of a week to appreciate customers all over the world.

Customers are the lifeblood of any organization, without the customer we would all be out of jobs. So commemorations such as this that reminds us of the importance of the customer to our business continuity and indeed sustainability should be taken seriously.

For us as an Authority, this year's theme "**Celebrate Service**" is very poignant and a clarion call to intensify our drive towards delivering excellence to the customer at all times.

For the avoidance of doubt, let me reiterate that the Nigerian Ports Authority is a customer service Authority, because trade facilitation which is our core function, is essentially about satisfying customer needs.

Giving the increasing competition in the global industry that maritime is, we cannot afford to rest on our laurels as far as customer service is concerned, especially in the face of operationalization of the African Continental Free Trade Area (AfCFTA) Agreement which Nigeria is signatory to.

The need to deepen our efficiencies to win back transit cargo which we have lost to our peers and service the increasing demand of our landlocked neighbors has never been more pressing than now. I

therefore want to implore us to redouble our efforts and eschew all forms of attitude that impede quality service delivery.

As you are aware we are unwavering in our commitment to get the Port Community System (PCS) active under the guidance of the IMO, fix aging port infrastructure, get terminal operators to deploy state-of-the-art equipment in the right quality and quantity, deepen multi modalism amongst other efforts and initiatives geared towards making our ports competitive, but no matter what we do, rendering excellent customer service on a sustainable frequency still rests heavily on our positive attitude towards the customer. It is this positive attitude that I invite us all to adopt like never before not just for this customer week but indeed afterwards.

I thank you very much for your time and God bless.