

TRANSFORMATION THROUGH SERVICE DELIVERY – THE PEF(M)B INITIATIVE

The PEF(M)B remains a force to be reckoned with when it comes to implementing and utilizing technology driven initiatives. The Board was the first to implement the e-payment solution in the public sector, the business operations are fully automated, enabling an environment that seeks to deliver efficient and effective service to its customers and stakeholders.

Such bold innovative strides can only be taken by a leader willing to re-think past assumptions, open to examining situations from multiple perspectives and taking critical decisions. Mrs. Adefunke Sharon Kasali, the Executive Secretary of the PEF(M)B, the brain behind the various initiatives can be described as an agile leader. A leader, who is able to lead in the face of constant change, has an intentional pro-active approach to anticipate emerging threats as well as seek out opportunities. As the Executive Secretary of the PEF(M)B, she has been driven by the vision of the Board, to become an efficient, technology driven, stakeholder-oriented and pro-active partner in facilitating the transportation and distribution of petroleum products nationwide. With the President Goodluck Jonathan's governments transformation agenda at the forefront of decision making the Project Aquila was launched on the 18th of July 2011. Thus begins the transformation of the downstream sector through service delivery.

The objective is to ensure petroleum products availability throughout the country at government approved price by efficient reimbursement of marketer's transportation cost. In the yester years of the PEF(M)B manual processing of claims meant that a backlog was inevitable with the tedious process of signing

cheques, physical file movement, travelling to deliver or pick up cheques etc. These further highlighted additional considerations for the health and safety of staffs.

Project Aquila is an electronic transaction processing and monitoring system aimed at ensuring the distribution of petroleum products across the country. Aquila employs the use of the Radio Frequency Identification Technology to monitor the loading and delivery of petroleum products nationwide. RFID tags are affixed on tankers to enable the electronic loading, dispatch and reading of transaction information. Products loaded are electronically recorded in the loading depot and information on such transaction transmitted to the receiving depot in expectation of product delivery. This reduces fraudulent practices by marketers and the claims of staff colluding with such miscreants. The necessary documentation concerning such transactions are also loaded electronically ensuring faster processing of claims. The process from loading & delivery to final payment into the marketers account is electronic, removing the possibility of manipulation. As long as required documentations are submitted by marketers, processing of claims is efficient delivering satisfaction to our customers. Marketers' complaints of late payments and interest mounting on monies borrowed to

complete business transactions are reduced.

The PEF(M)B office at the pioneer partners depot, Conoil PLC (selected for its vast retail network across the country) has already recorded over 350 transactions. The C & I Leasing Ltd, the asset trust company engaged to conduct the registration and tagging of trucks exercise has successfully recorded the tagging of over 7,000 trucks nationwide. Batch payments of claims to marketers have been successfully made through the Aquila process.

Project Aquila means fuel scarcity, fraudulent claims, system manipulations, claims of staff colluding with marketers, late payments, diversion of products amongst others become stories of the past. Aquila makes data available to enable planning and transparency is ensued. It is evident that faster, efficient and effective payments results in satisfied customers and in turn availability of petroleum products nationwide. Transformation through service delivery has only just begun as the process will be enhanced from time to time employing available technology.

We can confidently say, fuel wahala don dey go o...

Aquila e don come ooo! ■