



**A TECHNICAL REPORT ON
STUDENT INDUSTRIAL WORK EXPERIENCE
SCHEME {S.I.W.E.S}**

**HELD AT:
NIC POSTAL SERVICE GENERAL POST OFFICE**

**BY
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POLYTECHNIC, ILORIN**

**FROM
SEPTEMBER TO DECEMBER, 2024
IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE
AWARD OF ORDINARY NATIONAL DIPLOMA {O.N.D} IN
PUBLIC ADMINISTRATION, KWARA STATE POLYTECHNIC**

CERTIFICATION

This is to certify that **IGE BENJAMIN SOJI** matriculation number **ND/23/PAD/PT/0272** undergoes his industrial training at **BALOGUN NIC POSTAL SERVICE, GENERAL POST OFFICE** In partial fulfillment of the award of National Diploma (ND) in Public administration, Kwara State Polytechnic, Ilorin, undersigned by the following people:

.....
MUHAMMED RUFAI BAKO
Department Siwes Supervisor

.....
DATE

.....
MR SARIKI
Head of Department

.....
DATE

ACKNOWLEDGEMENTS

I express my sincere gratitude to NIC Portal Service, General Post Office, Ilorin for the opportunity to undergo my SIWES training. I appreciate the guidance and support of my supervisors and colleagues, who made my learning experience enriching and rewarding.

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CHAPTER 1

Introduction

Background of the Study:

The Student Industrial Work Experience Scheme (SIWES) is a program designed to bridge the gap between theoretical knowledge acquired in the classroom and practical experience in the industry. It provides students with the opportunity to apply their knowledge in a real-world setting, develop skills, and gain exposure to professional environments.

The Student Industrial Work Experience Scheme (SIWES) is a program designed to equip students with practical knowledge and experience in their respective fields. This report details my six-month industrial attachment at the Nigerian Postal Service (NIPOST) – General Post Office, where I was exposed to the day-to-day operations of the postal system, mail handling, and administrative tasks.

Objectives of the Siwes:

The objectives of the SIWES program include:

- Bridging the gap between theoretical knowledge and practical experience.
- Exposing students to industry standards and work ethics.
- Enhancing problem-solving skills in real-world scenarios.
- Improving technical and communication skills relevant to the industry.

Scope of the Study:

This report covers the history of NIPOST, my experiences at the General Post Office, and the tasks performed during my internship. It also includes challenges encountered, solutions proposed, and recommendations for improvement.

CHAPTER 2

ORGANIZATIONAL STRUCTURE AND OPERATIONS

History and Overview of NIC Postal Service, General Post Office

The Ilorin General Post Office, located in the heart of Ilorin, Kwara State, Nigeria, has been a pivotal institution in the city's communication infrastructure. Constructed in the 1960s during the Post and Telecommunications (P&T) era, the building has undergone occasional renovations, maintaining its unique architectural presence in the cityscape.

Functions of NIC Postal Service

- Mail collection, sorting, and delivery
- Parcel and courier services
- Stamp production and sales
- Post office box rentals
- Financial services (e.g., money orders, agency banking)

Structure of the General Post Office

The General Post Office serves as the central hub for postal activities. It consists of several departments:

1. Mail Processing Unit – Sorting and dispatching of mail.
2. Customer Service Unit – Handling inquiries and complaints.
3. Counter Services – Selling stamps and processing money orders.
4. Logistics & Delivery – Ensuring timely delivery of parcels and letters.
5. Administrative Unit – Managing records, staff, and finances.

CHAPTER 3

INDUSTRIAL TRAINING EXPERIENCE

Departments Worked In

During my internship, I worked in the following units:

- Mail Processing Unit: Sorting and dispatching local and international mail.
- Customer Service: Handling complaints, tracking parcels, and assisting customers.
- Counter Services: Assisting with sales of stamps and registering parcels.
- Delivery Unit: Accompanying dispatch officers on deliveries.

Tasks Performed

- Sorting of letters based on destination.
- Arranging parcels for delivery.
- Assisting customers with inquiries.
- Issuing stamps and registering mail.
- Documenting mail records.
- Learning about NIPOST's financial services.

Skills Acquired

- Effective communication and customer service skills.
- Mail sorting and tracking techniques.
- Time management and teamwork.
- Basic administrative and clerical skills.

CHAPTER 4

CHALLENGES AND SOLUTIONS

Challenges Encountered

- Delayed mail processing due to outdated equipment.
- Limited staff training on new technology.
- Customer complaints about lost or delayed mail.
- Power outages affecting electronic processing.

Solutions and Recommendations

- Upgrading sorting machines for efficiency.
- Regular training for staff on modern postal practices.
- Improving security measures for mail tracking.
- Providing alternative power sources (e.g., solar backup).

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

Conclusion

The SIWES program at NIC Postal – General Post Office was a valuable experience, providing practical knowledge about postal operations. I gained hands-on experience in mail sorting, customer service, and logistics. Despite some operational challenges, NIPOST remains a vital part of Nigeria's communication and logistics system.

Recommendations

- NIPOST should integrate more digital solutions for mail tracking.
- Staff should undergo frequent training on customer service.
- More awareness should be created about NIPOST's services.
- The postal system should collaborate with private logistics companies for better efficiency.