



A TECHNICAL REPORT ON STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME (SIWES)

HELD AT

IBEDC CHALLENGE BUSSTOP, ILORIN KWARA STATE



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POLYTECHNIC, ILORIN**

**IN PARTIAL FULFILLMENT OF THE AWARD OF THE REQUIREMENT OF
THE AWARD OF NATIONAL DIPLOMA IN PUBLIC ADMINISTRATION**

AUGUST – NOVEMBER 2024

CERTIFICATION

The SIWES report is cordinal acknowledge and certified by the following dignitaries

SIWES Coordinator

DATE

Head of Department

DATE

DEDICATION

I dedicate this technical report to the Almighty God, the giver of knowledge, wisdom and who is rich in mercy.

ACKNOWLEDGEMENTS

My appreciation first goes to Allah, the creator of Heaven and Earth for granting me the grace and privilege to be able to complete this SIWES program successfully and on schedule. I am also grateful to my industrial based supervisors and my tutors for their thorough supervision and useful advice which helped and also contributed to the success of the SIWES program. May the Almighty God make their days on Earth longer to reap the fruit of their labour to the fullest by His Grace.

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CHAPTER ONE

1.0 INTRODUCTION

1.1 Background

The Industrial Training fund established by decree 43 was introduced in 1971, vis-à-vis the birth of the Students Industrial Work Experience Scheme (SIWES) the same year by the Federal Government of Nigeria (FGN). It is against this background that the industrial training fund (ITF) initiated, designed and introduced SIWES Scheme in 1973 to acquaint students with the skills of handling employers' equipment and machinery.

The Industrial Training Fund (ITF) solely funded the scheme during its formative years. However, due to financial constraints, the fund withdrew from the scheme in 1978. The Federal Government, noting the significance of the skills training, handed the management of the scheme to both the National Universities Commission (NUC), and the National Board for Technical Education (NBTE) in 1979. The management and implementation of the scheme was however, reverted to the ITF by the Federal Government in November, 1984 and the administration was effectively taken over by the industrial training fund in July 1985, with the funding solely boned by the Federal Government. It is an integral part of the requirements for the award of Certificates, Diplomas and Degrees in institutions of higher learning, e.g. Colleges of Education, Polytechnics, Universities, etc.

Student Industrial Work Experience Scheme (SIWES) exposes students to industry-based skills necessary for a smooth transition from the classroom to work environments. It accords students of tertiary institutions the opportunity of being familiarized, exposed, and prepare students of universities, polytechnics, college of technology, college of agricultures and college of education for the industrial work situation they are likely to meet after graduation and to the needed experience in handling machinery and equipment which are not found in such an educational institution.

1.2 Objectives of SIWES

- ✓ To provide students with relevant practical experience.
- ✓ To satisfy accreditation requirements set by the Nigerian Universities Commission (NUC).

- ✓ To familiarize students with typical environments in which they are likely to function professionally after graduation.
- ✓ To provide student an opportunity to see the real world of their discipline and consequently bridge the gap between the University work and actual practice.
- ✓ To change the orientation of students towards labour market when seeking for job.
- ✓ To help students access area of interest and suitability for their chosen profession.
- ✓ To enhance students, contact for future employment
- ✓ To provide access to equipment and other facilities that would not normally be available in the University workshop
- ✓ To enlist and enhance industry involvement in university education.
- ✓ Summarily the objective of the Student Industrial Work Experience Scheme.
- ✓ To solve, the problem of inadequate practical skills, preparatory for employment in industries by Nigerian graduates of tertiary institution.
- ✓ To promote and encourage the acquisition of skills in industry and commerce, with a view of generating a pool of indigenous trained manpower sufficient to meet the needs of the economy.

CHAPTER TWO

2.0 DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT

2.1 Company Profile

IBEDC formally came into existence on 1st November 2013 as part of the unbundling of the electricity sector. We cover the largest franchise area in Nigeria, made up of –Oyo, Ogun, Osun, Kwara and parts of Niger, Ekiti and Kogi states. To ensure effective and competent management of such a large network, we are organized into five regions, namely Oyo, Ibadan, Osun, Ogun & Kwara regions, the regions are made up of Business Hubs. Each region is manned by a Regional Head.

We are a focused and customer friendly institution, satisfying our customers is the fulcrum of our distribution, marketing and billing operations. We are determined to be the best distribution company in the country and this vision is entrenched in the values of the company.

IBEDC has brought together a team of driven and professional individuals who are resilient and performance-driven. Our ethos promotes a culture of open communication and unity.

Our corporate head office is in Ibadan, the capital of Oyo State.



Our Mission

Distributing Power, Changing Lives

Our Vision

To be the best power distribution company in Nigeria

Board of Directors

Mr. Gbenga Alade - **Chairman**

Mr Ayodeji Ariyo Gbeleyi (Alternate Mr. Michael I. Magaji) - **Board Member**

Mr. Lucky Adaghe - **Board Member**

Mr. Aminu Mukhtar Dan' Amu - **Board Member**

Mr. Oluwaseyi Akinwale (INED) - **Board Member**

Engr. Francis Agoha - **Managing Director**

CHAPTER THREE

EXPERIENCE GAINED RELATED TO MY FIELD OF STUDY

3.0 TERMS OF SERVICE

IBADAN ELECTRICITY DISTRIBUTION COMPANY PLC TERMS AND CONDITIONS FOR THE SUPPLY OF ELECTRICITY

These terms and conditions form the contract between you and Ibadan Electricity Distribution Company PLC, Capital Building, 115 MKO Abiola Way (Ring Road) Ibadan, Oyo State (in these terms and conditions IBEDC is referred to as "we", "us" and "our", as appropriate). Full contact details for IBEDC are set out in section 11. These terms and conditions govern the supply of electricity to you for domestic purposes only.

3.1 DEFINITIONS

Please refer to this section for our definitions and explanations of terms used throughout this document:

"Vending System Controller" means the meter supplied and installed by us for the purposes of recording payments for electricity consumption and interrupting usage if payments are not made;

"Business Day" shall mean a week day in Nigeria, and excludes Saturdays and Sundays and any public holiday declared as a work free day by the Federal or State Government of Nigeria.

"Cancellation Form" means the cancellation form which may be completed and returned to the Company in accordance with clause 2.7.

"Charges" means the total charges payable by you which may be the Tariff on its own or a combination of the Tariff and any applicable fixed Charges;

"Code of Practice" means our following code of practice documents: Code of Customer Practice Overview, Code of Practice on pre-paid Metering, Code of Practice on Marketing and Customer Care Sign Up, Code of Practice on Complaint Handling, Code of Practice on Billing and Disconnection.

"Connection Agreement" shall have the meaning set out in clause 15;

"Contract" means these terms and conditions, together with the Schedule of Service Charges and any application form that you have completed in writing or verbally over the phone;

"Commencement Date" means the date you accept the terms of this Contract.

"Electricity Distributor" means IBEDC, the licensed operator of the distribution system through which electricity is supplied to you;

"Equipment" means the Equipment, meter, cable, poles transformer, breakers and any Other Equipment;

"Extended Term" means the period of time after the expiry of the Initial Term that this Contract is in force for

"Initial Term" means the initial period of this Contract being such period as shall be agreed by telephone between you and us, and any extensions or variations to this period as agreed between you and us (either by way of telephone or in writing) and further confirmed in writing (unless already so confirmed);

"KeyPad Unit" means the keypad unit provided by us in conjunction with the Budget Controller to assist in recording payments and viewing Usage;

"Meter" means the meter at the Premises which records the Units of electricity consumed and is supplied by the Electricity Distributor;

"MPRN" means meter point reference number, the unique 11 digit (MCC) number assigned to all electricity connections and Meters;

"Other Equipment" means your Meter, together with any other meters, electrical plant, electricity lines and all other apparatus at the Premises used to deliver measure and control electricity, but excluding any PPP Equipment;

"Occasional Works Fees" means any third-party costs, charges, tax, duty, levy, tariff or any government or Regulator, other than the Charges, approved imposed cost or charge relating to the supply and distribution of electricity to the Premises including, without limitation value added tax;

"PPP Equipment" means pre-paid metre, the Controller and KeyPad Unit;

"Premises" means the premises (including any part of any land or building or structure) (i) where we have installed PPP Equipment, or (ii) in respect of which we have become the registered supplier, or (iii) to which you have requested us to supply electricity under this Contract;

"Registration" means the recording by the Meter Registration System Operator (the "MRSO") of a person as being responsible for the provision of a supply of electricity to the Meter with effect from a particular date and the term "Registered" shall be interpreted accordingly;

"Regulator" means the Nigerian Electricity Regulatory Commission (NERC) (or any successor body or authority);

"Schedule of Fixed Charges" means the schedule of current Fixed Charges.

"Start Date" means the date your Usage begins and we are registered to supply electricity to you;

"Supply Point" means the point shown in the Connection Agreement, or in any application to supply at a specific point at the Premises, where energy may flow between the local electricity distribution system and your installation;

"Tariff" means the rate per kWh of electricity supplied to you, the daily standing charge for the supply of electricity to you, along with the application of appropriate levies and taxes, as published on our Website (*See 'Tariff Information' under 'Help & Support'*)

"Termination Notice" the notice referred to in clause 6.2 that you must provide us if you wish to terminate this Contract;

"Vending" means payments made by you at approved payment channels including retail payment intermediaries, through online at www.ibedc.com

"Unit" means a kilowatt hour;

"Website" means www.ibedc.com and any and all successor or replacement websites;

"Usage" means the Units recorded as consumed by the Meter;

"You" means you, the customer(s) and the designated account holder(s) with whom we have entered into this Contract, and "your" shall be interpreted accordingly.

YOUR RESPONSIBILITIES

- ✓ You confirm that you have the authority to enter into this Contract with us in respect of the supply of electricity to the Premises.
- ✓ You shall allow us, the Electricity Distributor, or any other person nominated by us, safe access to the Premises:
- ✓ At all reasonable times during the term of the Contract for any reason that relates to the supply of electricity to you or that relates to the Equipment, including in order to inspect, read, install, operate, test, calibrate, replace, maintain, repair, renew, remove and disconnect Equipment;
- ✓ At all reasonable times after this Contract terminates to remove the PPP Equipment;
- ✓ At any time in the case of an emergency.
- ✓ All PPP Equipment remains our property.
- ✓ You agree to provide us with all assistance and information required by us to enable us to become the registered supplier of electricity at the Premises.
- ✓ On request from us, you shall provide us with accurate readings in respect of the Equipment.
- ✓ On request from us, you shall confirm to us whether you are the owner or a tenant at the Premises.

- ✓ You hereby represent and warrant that you have obtained all necessary and appropriate consents, permissions and authorizations (including, but not limited to, your landlord's consent where relevant) in order to grant to us all rights required by us in order to supply electricity to the Premises, including, without limitation to inspect, read, install, operate, test, calibrate, replace, maintain, repair, renew, remove and disconnect the PPP Equipment at the Premises.
- ✓ If any PPP Equipment is returned to us other than in a clean and marketable condition, we may require you to pay the cost of fixing the PPP Equipment or otherwise restoring the PPP Equipment to a clean and marketable condition. You agree that we are to be reimbursed for any such costs and we may collect funds to cover these costs by charging you directly, or by us setting a prior charge on your meter to recoup the amount of any invoices outstanding on your account.
- ✓ You shall ensure that the Equipment is not damaged or interfered with. You shall immediately notify us where you have reason to believe there has been any such damage or interference. We reserve the right to charge you for all reasonable costs incurred by us (or our agent) in visiting the property and for any work that we or our agent may need to carry out in relation to PPP Equipment that has been damaged or interfered with in breach of this clause 3.9.
- ✓ For the avoidance of doubt, we are not responsible for any faults or other problems with any Other Equipment.
- ✓ When you use a prepaid meter, it is your responsibility to look after the plastic card or other device for payment, keeping it clean, safe and free from damage. Charges for replacement payment cards, replacement KeyPad Units and replacement Budget Controllers apply
- ✓ You accept responsibility for all pipes, equipment, wires and cables, and all other fittings used in connection with the supply of electricity at the point that electricity leaves your Meter after the Meter has measured it. You will make sure that they are kept in good working order and in a safe condition at all times.
- ✓

3.2 IT IS YOUR RESPONSIBILITY TO MAKE SURE THAT THERE IS ENOUGH VENDING IS TO MAINTAIN A CONSTANT SUPPLY OF ELECTRICITY TO THE ADDRESS. YOU MUST ENSURE AT ALL TIMES THAT YOU HAVE SUFFICIENT CREDIT TO MAINTAIN YOUR ELECTRICITY SUPPLY.

In the event that (I) Vending bought from an unlawful or unauthorized source, or using a form or method of payment that you or any individual providing such payment are not authorized to use; or (ii) there has been unauthorized use of electricity or theft of electricity or fraud at the Premises then we reserve the right (without limiting any other rights or remedies we may have available to us at law) to re-charge your account for the full amount of such vending and such other costs we may incur as a result of such fraudulent activity.

For the avoidance of doubt, this clause 3.15 applies not only to theft of electricity or fraud while we are your registered supplier, but also prior to the date on which we became your registered supplier of electricity. Where in our reasonable belief vending or consumption of energy have been used or purchased with a credit card with which you are not the authorized owner we reserve the right to recharge your account for such unauthorized use.

Where there has been a divergence of electricity consumption measured for whatever reason on our Supply Network Meter and the eventual bill presented to you, we will calculate your charges based on the confirmed readings from the our Network Meter. We will refund or charge you the difference between the payments you have made and the correct Meter reading, taking into account the credit on your meter.

3.3 ENFORCEMENT OF RIGHTS

We can enforce any rights and obligations under this Contract even if there is a delay in doing so.

If this Contract is found to be unenforceable in whole or in part by any court of law or other regulatory or competent body, this will not affect any other part of this Contract.

3.4 NOTICES & CONTACT DETAILS

✓ How We May Contact You

Notices required under this Contract or other forms of communication that we need to send to you, will be in writing and may be delivered by hand, sent by post, sent by e-mail, published on our website and by a notice in a daily national newspaper.

- ✓ Any notices that we send to you by hand or by post will be sent to the most recent billing address (or alternative address if relevant) provided by you to us. We will assume that you have received hand delivered notices within 24 hours of delivery and posted notices within 5 working days after posting unless we receive evidence to the contrary.

- ✓ Any notices that we send to you by email will be sent to the most recent email address provided by you to us. We shall assume that you have received emails on the same working day unless we receive evidence to the contrary.

✓ How You May Contact us

- ✓ If you need to contact us you can do so:

- ✓ Via the postal address Ibadan Electricity Distribution Company PLC, Capital Building, 115 MKO Abiola Way (Ring Road) Ibadan, Oyo State or
- ✓ At the following telephone number (MCC);
- ✓ By sending an email to the following email address info@ibedc.com.

3.5 USE OF PERSONAL INFORMATION

- ✓ 12.1 All the information that you provide to us must be accurate and up-to-date. You must tell us about any changes to the information as soon as possible. You must provide us with your contact details, including your current email address and your current address and we are allowed to use these details to contact you in relation to your Contract with us. You must also provide us with your MPRN. If, pursuant to clause 2.1., you are deemed to have agreed to these terms and conditions, it is particularly important that you provide us with up-to-date and accurate contact details as soon as possible, and keep us informed of any changes to your contact details.
- ✓ 12.2 Information you provide to us or that we hold about you may be used by us, our employees and/or our agents, including companies within our group for the purposes specified, including:
 - ✓ 12.2.1 To provide you with the services you have asked us for;
 - ✓ 12.2.2 To identify you when you call;
 - ✓ 12.2.3 To help detect and prevent crime, fraud or loss and to assist in debt recovery;
 - ✓ 12.2.4 To help with the administration of your account, services and products;
 - ✓ 12.2.5 As part of the process of selling all or part of our business; and/or
 - ✓ 12.2.6 with your consent, to contact you by post, phone (including by automated calling units), fax, e- mail and SMS with information about other services and products offered by us and/or our carefully selected partners.
- ✓ We may also share your personal information with certain third parties who provide services in relation to this Contract in order to fulfil our obligations to you (including your Electricity Distributor for the purpose of maintaining and operating the supply to the Premises), or if we are requested to do so for legal or regulatory purposes. For example, we may be required to transfer your personal information to a supplier of last resort in the event of a direction from the Regulator to do so.
- ✓ We may carry out credit and fraud prevention check with licensed credit reference and fraud prevention agencies and they will retain a copy of the search. Information from your application and payment details on your account may be recorded by these agencies and may be shared with other organizations to help make credit and insurance decisions about you and members of your household and for debt collection and fraud prevention purposes.
- ✓ We may also monitor or record telephone calls, to help improve our customer service, for security purposes, to administer your account and for debt recovery purposes.
- ✓ Some other people or organizations that we share your information with may be based outside Nigeria, so your information may be transferred to countries that do not have the same standards or protection for personal information as Nigeria. However, how we collect, store and use your personal information will continue to be governed by this clause 12, and in sharing your information with third parties based outside of Nigeria, we will comply with our obligations under data protection law.

- ✓ If someone has committed fraud or stolen electricity by tampering with the Meter or diverting the electricity supply, we will record these details on your account record and may share this information with third parties who are interested (such as regulatory bodies, other energy suppliers, landlords and housing associations). We may use this information to make decisions about you, your character, how likely we think you are able to pay for your electricity. This may include recording sensitive personal information such as criminal offences you have been convicted of.
- ✓ You agree that we can ask your previous supplier for information that will allow us to take over your supply, any such information requests about Meter readings and Equipment or charges you owe your previous supplier will be in line with industry procedures. You agree that we can provide information we hold about you (such as information about meter readings, Equipment or money you owe us) to your new supplier so they can begin supplying your electricity.
- ✓ If you inform us that you (or a member of your household) need extra care (for example, because of your age, health, disability or financial circumstances), we may record this in the information we hold about you. We may share your information with:
 - ✓ The Electricity Distributor, social services, charities, health-care and other support organizations, if we believe at any time that they may be able to help you, or the other members of your household, by making sure there is an electricity supply to the Address;
 - ✓ Other energy suppliers if we believe you are considering changing supplier; and
 - ✓ The relevant metering agents or Electricity Distributor.
- ✓ We will require direct permission from any individual (including yourself) to use their personal information as set out in this clause 12 and this Contract. This includes, in particular, sensitive information about yourself or other people in your household who will be regularly utilizing energy under this Contract (such as health details for recording of vulnerable customer details). Individuals who have provided such direct permission agree that we can use this information in the way set out in this Contract.
- ✓ You acknowledge that historical data relating to your consumption and use of electricity at the Premises is stored on the PPP Equipment and may be viewed by a third party that has access to the PPP Equipment.
- ✓ You are entitled to have a copy of the information we hold on you, and to have any inaccurate information corrected. We may charge you a small fee for providing a copy of any information we hold about you. Please contact us at DataAccess@prepaypower.ie for further information on your right of access to your personal information.

3.6 GOVERNING LAW

This Agreement shall be construed in the English language and governed in all respects by the laws of the Federal Republic of Nigeria and shall be subject to the exclusive jurisdiction of Nigerian courts.

Billing and Disconnection

Our billings are accurate and in compliance with NERC rules, if you are unhappy with any part of your billing please do not hesitate to contact Marketing and Customer Care would be happy help resolve problems. Our sole aim is ensure your electricity supply all the time , unfortunately sometimes we may have to disconnect, but when we do, we so within circumstances permitted by NERC rules.

We Will Resolve Your Complaint as Quickly as Possible

Our agents are on hand to help and will generally be able to answer your query on the 1st call. If not, we will tell you what we need to do and arrange a time to call you back with a solution. We aim to resolve your issue as soon as possible.

Please note: We at IBEDC will always aim to do our best to meet the above commitments, but there may be rare occasions where we are unable to do so for reasons outside of our control (for example, where network operators or other suppliers are involved). In these instances, there may be times where our ability to deliver on this commitment is compromised.

CHAPTER FOUR

4.1 Conclusion

The Student Industrial Work Experience Scheme (SIWES) plays a significant role in human resource development, it helps students develop new skills and enlightens them of what the present society holds for them after graduation and helps them adapt accordingly. As a result of the programme, I am now more confident to build my future because My four (4) months industrial attachment with IBEDC challenge Ilorin Kwara State. I been one of the most interesting, productive and instructive experience in my life. Through this training, I have gained new insight and more comprehensive understanding about the real industrial working condition and practice; it has also improved my soft and functional skills. All these valuable experience and knowledge that I have gained were not only acquired through the direct involvement in task but also through other aspect of training such as work observation, interaction with colleges, superior and other people related to the field. It also exposed me on certain things about the medical field/environment.

4.2 Recommendation

- ✓ Tertiary institutions need to comply with the standards set for proper implementations of SIWES to enable students derive the greatest benefits from participation in the scheme.
- ✓ Tertiary institutions need to provide adequate logistics (mobility, internet service etc.) and adequate funding to make their SIWES units functional.
- ✓ Students should be well prepared through meaningful orientation programmes by institutions before embarking on SIWES. A book, such as the “Guide to successful participation in SIWES” would be useful in achieving the purpose if read before, during and after SIWES by participants.
- ✓ Quality assurance of SIWES, through adequate supervision of participants by the relevant stakeholders (institutions, employers and ITF) would ensure that the scheme meets its objectives vis-à-vis the principles of cooperative education or work-integrated learning.