

JAMB *ulletin*

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TICKETING OFFICERS
ON ENHANCED
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SIM SWAP, EMAIL
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...Candidates Can Now Swap SIM
and Change Email Addresses

**JAMB TERMINATES
APPOINTMENT OF
ERRING STAFF**

**JAMB, NIMC
RESOLVE TO
MAKE SERVICES
SEAMLESS FOR
CANDIDATES**

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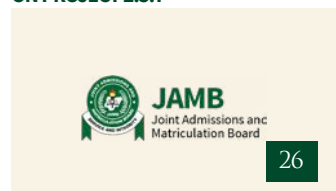
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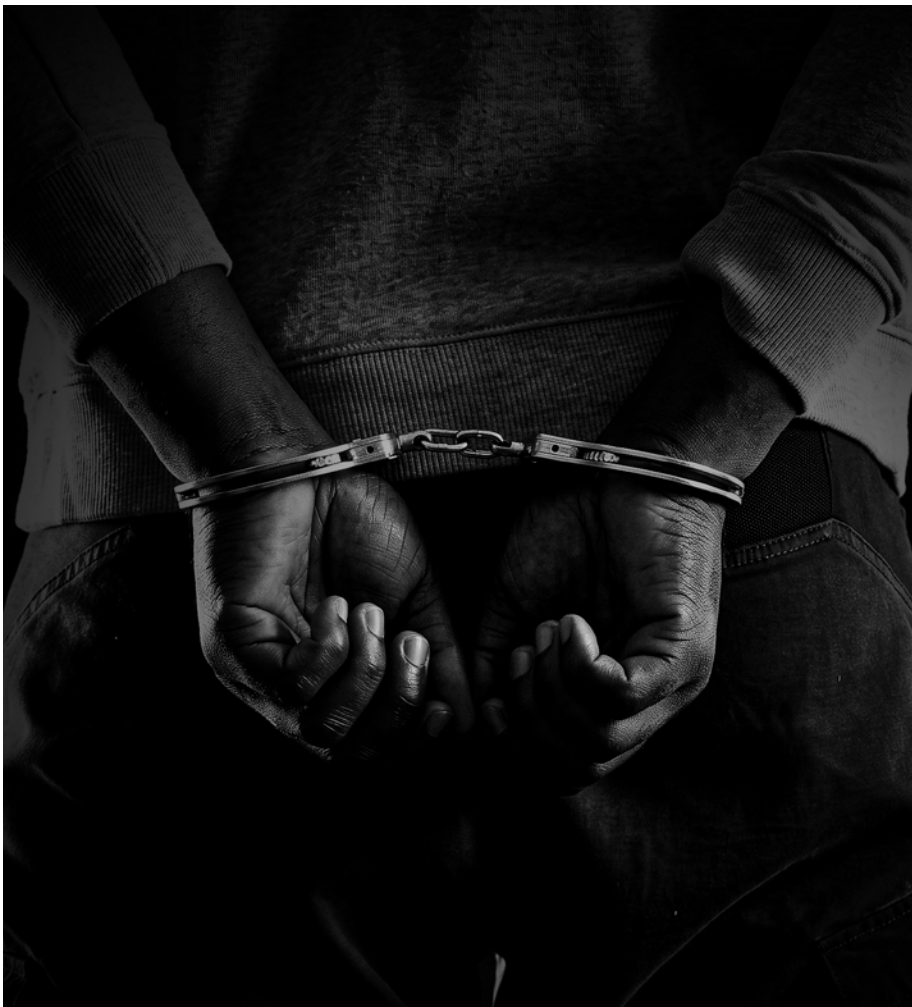


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FINANCIAL REPORT



JAMB TERMINATES APPOINTMENT OF ERRING STAFF



The Joint Admissions and Matriculation Board (JAMB) has terminated the appointment of one of its staff members for extorting unsuspecting candidates, in further demonstration of its renewed commitment to flushing out bad eggs from the system.

The Board stated that its resolve to sanitise the admission and examination processes is not targeted at external fraudsters alone, stressing that the same determination with which it has relentlessly pursued and dealt with fraudulent elements outside

the Board is being brought to bear on internal misconduct.

The Board noted that the action sends a clear and unequivocal message that its zero-tolerance policy on corruption and misconduct applies to everyone, irrespective of status or position.

JAMB stressed that having dealt decisively with external fraudsters who seek to exploit candidates and members of the public, it would not shield or spare any of its own staff members who cross the line or abuse the trust reposed in them.

Accordingly, the Board once again warned all members of staff to desist from all forms of unwholesome conduct, particularly acts capable of undermining the integrity of the Board or exploiting candidates and members of the public, as such actions would attract severe consequences in accordance with established rules.

The Board reaffirmed its commitment to maintaining a clean, accountable and professional workforce, stressing that the fight against fraud and misconduct must begin from within if the integrity of its operations is to be fully preserved.

JAMB To Redesign CAPS Marketplace For Improved Admission Process



The Registrar of JAMB, Prof Segun Aina with the Director, JAMB in a meeting with admissions' desk officers

The Registrar of the Joint Admissions and Matriculation Board (JAMB), Prof. Segun Aina, has said the Board would redesign and strengthen the Marketplace on its Central Admissions Processing System (CAPS) platform to make it more interactive, enabling institutions to source qualified candidates.

The Registrar gave this hint on Thursday, 17th September 2026, when he received a delegation from the Defence Industries Corporation of Nigeria (DICON) Institute of Technology, who paid him a courtesy visit in his office.

Responding to the institution's request on sourcing qualified candidates, the Registrar pointed out that the Marketplace would be strengthened through improved institutional compliance, automated candidate matching and expanded real-time data integration, among other features.

According to him, the enhanced Marketplace would provide institutions with a more effective platform for identifying and engaging eligible candidates while ensuring that the admission process remains transparent, orderly and compliant with established guidelines.

Prof. Aina reiterated the Board's commitment to continuously improving its systems and processes to make admissions more efficient, responsive and candidate-friendly.

He thanked the delegation for the visit and stated that his doors were always open for meaningful engagement, adding that the Board would continue to provide necessary support within the limits allowable by law.

Earlier, the Provost of DICON Institute of Technology, Air Commodore PP Okonkwo, told the Registrar that the delegation had visited to congratulate him on his well-deserved appointment and wished him a successful tenure.

JAMB REGISTRAR MEETS ADMISSIONS DEPARTMENT STAFF, PLEDGES IMPROVED WORKING CONDITIONS

The Registrar, Joint Admissions and Matriculation Board (JAMB), Prof. Segun Aina, has assured staff of the Admissions Department of his commitment to improving their welfare and providing a conducive working environment for the effective discharge of their responsibilities.



A cross section of Desk Officers during the Admissions' dept meeting with the Registrar

Prof. Aina gave the assurance during an interactive meeting with members of staff of the Admissions Department as part of his ongoing engagement with various departments of the Board.

The initiative, he explained, was aimed at familiarising himself with the staff, understanding the technicalities of their respective responsibilities and identifying areas requiring improvement.

The Registrar, however, cautioned the staff against high-handedness, corruption and other sharp practices in the discharge of their duties, warning that he would not hesitate to bring the full weight of his office to bear against anyone whose actions could bring the name of the Board into disrepute.

According to him, "As I am fighting for you, so I would fight any of you who does not take his or her job seriously. The Board would not tolerate any form of corruption or high-handedness in the discharge of your duties."

Prof. Aina further stressed the importance of putting candidates at the centre of the Board's admission processes, noting that every staff has a responsibility to make the admission journey less stressful for candidates.

"I am ready to support anyone who is willing to give his best to make the lives of candidates seeking admission into our tertiary institutions to be less stressful. I demand that your loyalty should be to our candidates as they are the reason why we are here," he said.

The Registrar thanked the staff for their years of dedication and service to the Board, urging them to remain committed to their responsibilities and not rest on their oars in ensuring that the admission process remains efficient, transparent and candidate-friendly.

Speaking on behalf of the staff, the Director of Admissions, Mr. Mohammed Ahmed Babaji, pledged the department's support

for the Registrar in achieving his vision for the Board. He assured him that staff of the Department would strive to emulate the Registrar's passion for reducing the trauma and challenges faced by candidates seeking admission into tertiary institutions across the country.

The meeting also examined possible strategies for improving service delivery to candidates, tertiary institutions and the Board alike in the admission process, with emphasis on making the process more seamless, responsive and user-friendly for all stakeholders.



A cross section of Desk Officers during the Admissions' dept meeting with the Registrar

2026 GLOBAL SERVICOM WEEK:

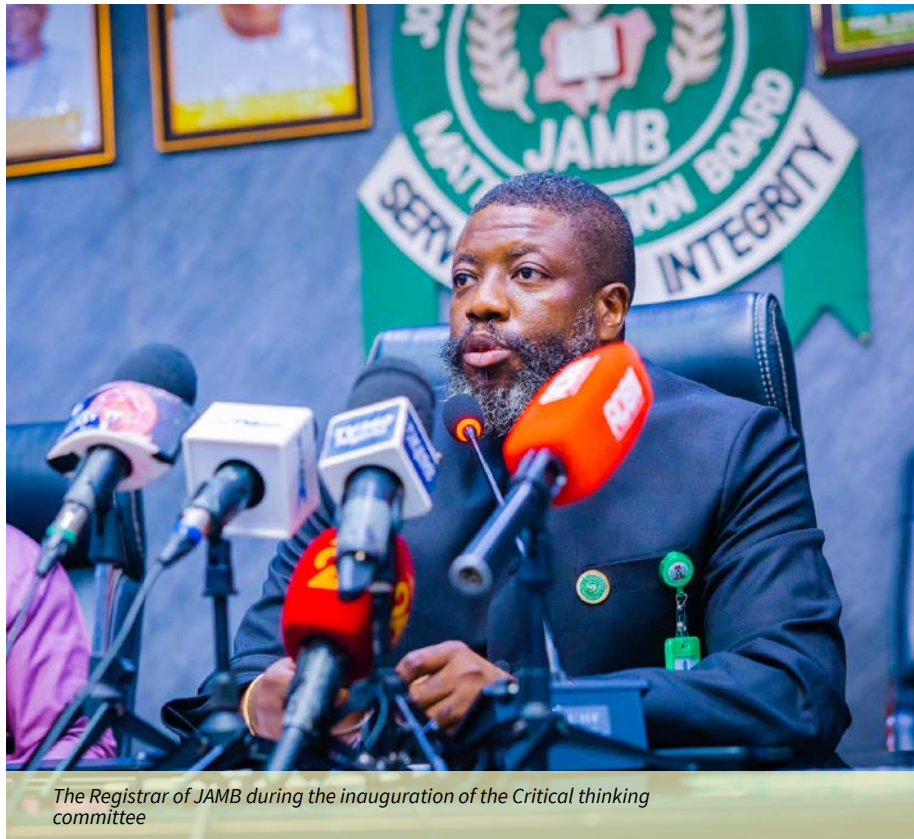
AINA URGES DIRECTORS, STATE COORDINATORS, HEADS OF PRCs, PTCs TO BE PROACTIVE

As part of his determination to provide real time solutions to emerging and lingering issues while ensuring improved service delivery to the numerous customers of the Board, the Registrar, Prof. Segun Aina, has enjoined his management team and other functionaries of the Board to play a more proactive role by manning their respective facility's SERVICOM Help Desk in the forthcoming global SERVICOM week.

The Global Customer Service Week is celebrated annually during the first full week in October of every year. For 2026, the Customer Service Week falls between 5th–9th October.

In furtherance of this passion for efficient service delivery, the Registrar mandated Directors at the National Headquarters, Zonal, State Coordinators, Heads of Professional Registration Centres (PRCs) and Professional Testing Centres (PTCs) to take charge of their respective Help Desks and participate actively in advocacy and counselling while also devoting quality time to addressing real time problems.

The Registrar gave this directive at the just-concluded Management and IT Retreat held at the prestigious Four Points by Sheraton in Ikot Ekpene, Akwa Ibom State.



The Registrar of JAMB during the inauguration of the Critical thinking committee

The Registrar reiterated his passion and commitment to quality and customer-friendly initiatives saying these cardinal principles are critical to project 257 and are, therefore, not negotiable.

He said, “I charge you to go out there and attend to candidates yourself. I urge you to take this global event seriously by seeing it as a further opportunity to serve our customers.”

The Customer Service Week acts as an internal monitoring mechanism designed to eliminate service failure and ensure candidates receive transparent, timely, and efficient service.

In JAMB, it acts as a structured framework where candidates, parents, and institutions alike can seek immediate redress for administrative bottlenecks towards swift resolution of complaints.

The week, therefore, provides customers with an avalanche of opportunities for candidates and the general public alike to tackle candidate-focused service failures on the spot.

JAMB AKWA IBOM HOSTS 2026 MANAGEMENT RETREAT



The 2026 retreat in picture

The Akwa Ibom State Office of the Joint Admissions and Matriculation Board (JAMB) has hosted the Board's 2026 Management and Information Technology Retreat, which brought together the Board's management team and other key stakeholders to deliberate on strategies for improving service delivery.

The Akwa Ibom State Office of the Joint Admissions and Matriculation Board (JAMB) has hosted the Board's 2026 Management and Information Technology Retreat, which brought together the Board's management team and other key stakeholders to deliberate on strategies for improving service delivery.

The retreat, held from 6th to 11th September 2026, at Four Points by Sheraton Hotel, Ikot Ekpene,

Akwa Ibom State, was attended by the Registrar, Prof. Segun Aina, Directors, State Coordinators, stakeholders, service providers and other officials of the Board.

The four-day retreat provided a platform for participants to critically examine the Board's existing processes and services, with a view to identifying areas



Dami Bamiro, ITC with Ashura Abdullahi, DD Operations at the retreat

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requiring overhauling, remodelling or technological enhancement.

The deliberations were centred on strengthening service delivery, building public trust and reducing trauma for candidates who encounter challenges in accessing the Board's services.

Participants also explored ways of leveraging technology to improve operational efficiency while maintaining the integrity, transparency and credibility for which the Board is known.

The retreat further provided an avenue for the Board to review its existing technological infrastructure and explore innovative approaches towards developing more robust and responsive systems capable of meeting the evolving needs of candidates and other stakeholders.

In addition, participants deliberated on the importance of strengthening partnerships with



Interactive Sessions at the retreat

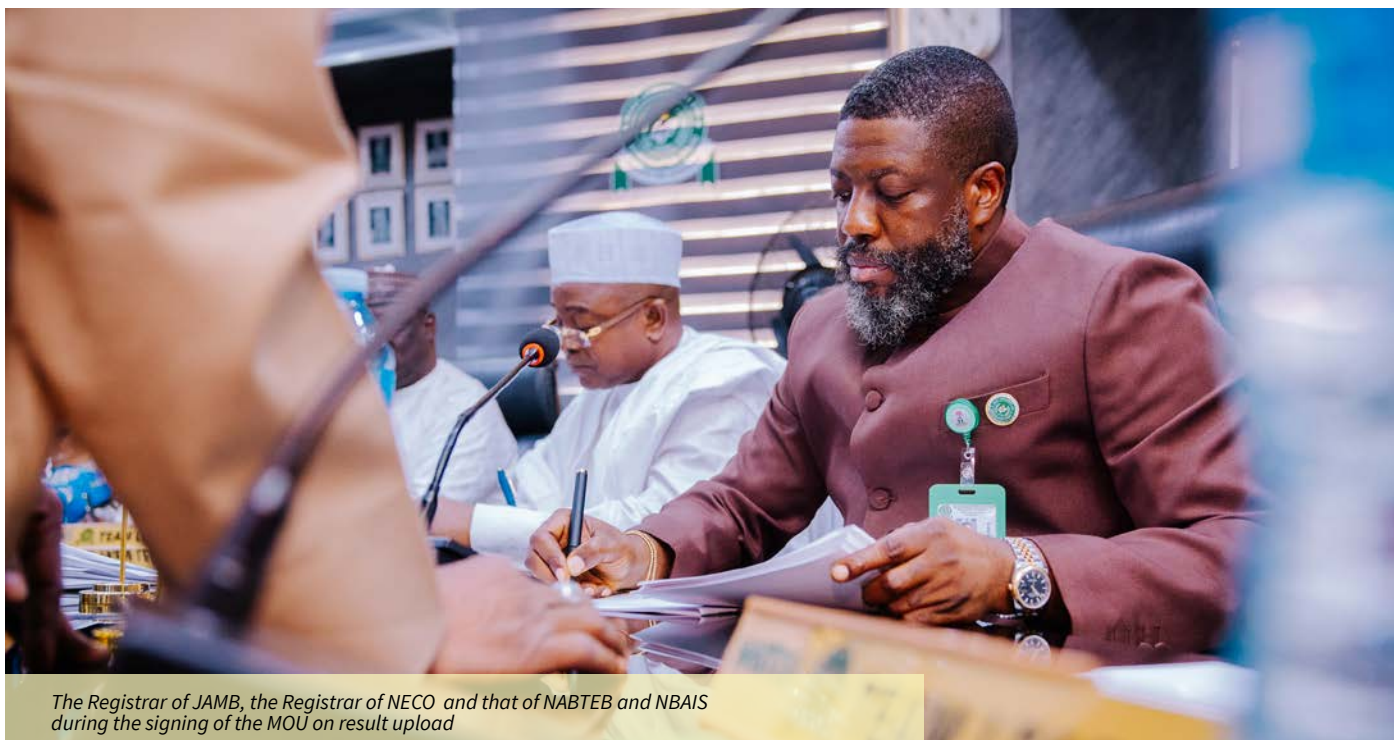
relevant stakeholders and service providers as a means of achieving the Board's strategic objectives and ensuring sustainable improvements in its operations.

The event commenced with a grand reception for the participants at the Victor Attah International Airport, Uyo, where the Registrar, Prof. Segun Aina, and his entourage were warmly received by members of staff of the Akwa Ibom State Office.

The retreat underscored the Board's commitment to continuous improvement, innovation and people-centred service delivery in line with its objective of building trust with Nigerians and reducing trauma of candidates in the course of navigating the Board's operational processes.



JAMB, NECO, NABTEB, NBAIS SIGN MOU ON O'LEVEL RESULT VERIFICATION



The Registrar of JAMB, the Registrar of NECO and that of NABTEB and NBAIS during the signing of the MOU on result upload

The Joint Admissions and Matriculation Board (JAMB) has signed a Memorandum of Understanding with the National Examinations Council (NECO), National Business and Technical Examinations Board (NABTEB) and the National Board for Arabic and Islamic Studies (NBAIS) towards strengthening the electronic verification and upload of candidates' O'Level results for admission purposes.

The MOU was signed on Friday, 18th September 2026, at the Boardroom of the Joint Admissions and Matriculation Board, Abuja, by the Heads of the four agencies in the presence of their respective legal officers.

In his address, the Registrar, Prof. Segun Aina, said the initiative was part of his administration's commitment to reducing the difficulties and trauma encountered by candidates in their quest for tertiary education.

According to him, the initiative, although seemingly small, represents an important step towards achieving the Federal Government's objective of ensuring greater access to education for the Nigerian child.

"What we are trying to do here today is a small but major step towards

achieving the mandate of President Bola Ahmed Tinubu in ensuring access to quality education by all Nigerians," he said.

Prof. Aina, therefore, urged the three sister agencies to remain alive to their responsibilities and continue to support efforts aimed at reducing the number of candidates who are unable to gain access to tertiary education.

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Prof Dantani Ibrahim Wushishi, Registrar, NECO signing the MOU

He stressed that while access to education remained important, it must be accompanied by proper verification of the qualifications presented by candidates seeking admission into tertiary institutions.

The Registrar explained that the agreement would facilitate a more seamless verification process and help ensure that only candidates with genuine and verifiable qualifications gain admission into the nation's tertiary institutions.

He noted that the initiative followed the Board's earlier collaboration with the West African Examinations Council (WAEC), which had now been extended to NECO, NABTEB and NBAIS.

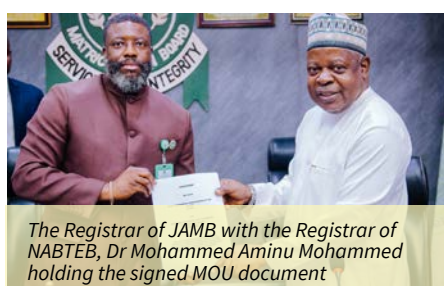
Prof. Aina also stated that the objective of the gesture is to build a more efficient and transparent system that would make it easier for genuine candidates to access tertiary education while strengthening the integrity of the admission process.

Prof. Aina commended the Heads of the three examination bodies in the persons of: Prof. Ibrahim Dantani Wushishi (NECO); Dr. Mohammed Aminu Mohammed (NABTEB) and Prof. Yahuza Sulaiman Iman (NBAIS) for their prompt response to the Board's call for collaboration and expressed optimism that the partnership would grow from strength to strength.

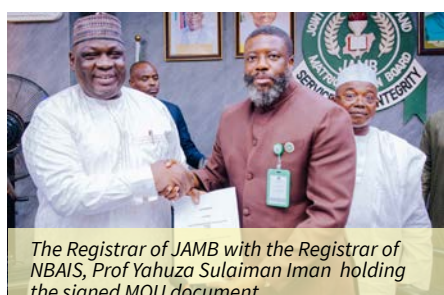


Abbas Nuhu Bello, Head of, Legal signing the MOU on behalf JAMB

The signing of the MOU marks another step in the Board's ongoing efforts to leverage technology and inter-agency collaboration to simplify the admission process, eliminate unnecessary bottlenecks and improve service delivery to candidates.



The Registrar of JAMB with the Registrar of NABTEB, Dr Mohammed Aminu Mohammed holding the signed MOU document



The Registrar of JAMB with the Registrar of NBAIS, Prof Yahuza Sulaiman Iman holding the signed MOU document



WHEN THE RETREAT ENDS, THE REAL WORK BEGINS

Reflections from the 2026 Management & IT Retreat



A NEW MILESTONE. A NEW FRONTIER.

“ The future of JAMB will not be determined by what was said at the Retreat, but by what we do.

With this edition, **HRM IN FOCUS** crosses the 50-edition milestone and begins its 51st chapter. It is a moment worth pausing to acknowledge.

Over its first 50 editions, **HRM IN FOCUS** has sought to stimulate thought, share useful perspectives and draw attention to issues that shape our professional lives and collective responsibility as officers of the Joint Admissions and Matriculation Board. We have reflected on professionalism, emotional intelligence, accountability, leadership, workplace conduct, service, innovation, change, institutional values and other subjects

that speak to the quality of the officer and, ultimately, the quality of the institution.

However, reaching the 50th Edition should not be seen merely as an achievement. It should also be regarded as an invitation to do more. From this 51st Edition, the aim is to push the frontiers further, not simply by producing more editions, but by making each one increasingly thought-provoking, relevant and reflective.

This may mean examining familiar workplace issues from unfamiliar

perspectives, asking questions rather than simply providing answers, drawing lessons from events within the Board and, above all, encouraging every officer to consider the connection between what we do and what JAMB ultimately delivers.

The question, therefore, is no longer only, “What should an officer know?” It is increasingly, *“What should an officer notice, question, improve and do differently?”*

The intention is to make **HRM IN FOCUS** not merely a publication that informs, but one that provokes

thought, encourages conversation and inspires action. This 51st Edition is therefore drawn from an event that brought the Board together to do precisely that: pause, examine, question and look ahead.

THE 2026 MANAGEMENT & IT RETREAT

For four days, Management and participants engaged with issues spanning technology, accreditation, registration, examination, admissions, infrastructure, customer-centred service, partnerships, leadership, governance, performance and institutional sustainability.

At one level, these were different subjects. At another, they all addressed the same fundamental question: *“What kind of JAMB are we building, and what must we do to sustain it?”*

The Retreat was therefore not simply about Information Technology; it was about institutional performance. It was about how systems affect people, how people operate systems, how candidates experience the Board and how leadership sustains transformation. Ultimately, it was about trust.

THE JOURNEY WE HAVE TAKEN

DAY ONE: WE LOOKED AT THE SYSTEMS

We examined the machinery behind JAMB's operations, including accreditation, registration, examination, admissions, network infrastructure, assets and technology-enabled processes.

The discussions demonstrated that transformation is not a destination. Systems must continually be

examined, tested and improved. The accreditation discussion, for instance, showed how the Board has moved from a paper-based process to an automated Centre Management System, while also identifying gaps relating to timely recommendations, network testing, centre capacity and compliance.

The lesson is important:

“Automation does not eliminate the need for vigilance; it makes disciplined human intervention even more important.”

DAY TWO: WE LOOKED AT THE EXPERIENCE

Having examined the systems, the focus naturally shifted to the people who interact with them.

The customer-centred service discussion reminded us that service excellence is fundamentally about end-user thinking, starting with the expectations and needs of the client and making these a basis for improvement.

For JAMB, this means looking at the candidate journey through the eyes of the candidate: registration, examination, results, admission and placement, support and escalation. At every stage, trust can be strengthened or weakened.

This is why four principles from the Retreat deserve particular attention:

- See It Like a First-Time User.
- Close the Loop, Every Time.
- One Standard, Every Channel.
- Fix Upstream, Not Just Downstream.

These are not merely customer-service principles; they are principles

of effective public administration.

DAY THREE: WE LOOKED AT LEADERSHIP AND THE INSTITUTION

The conversation then moved from systems and service to the people who must make transformation sustainable.

Leadership, adaptability, governance, accountability, performance and institutional capacity became central considerations. One important lesson from adaptive leadership is that leadership does not always mean having every answer. It means creating an environment in which people can think, contribute, challenge assumptions, innovate and take ownership of solutions.

An institution cannot remain excellent simply because it once transformed itself. It must develop the capacity to continue transforming. That requires people who are willing to learn, adapt and take responsibility.

DAY FOUR: WE CAME TO ACTION

The final stage of the journey brings us to the most important question: *“What happens after the Retreat?”*

A Retreat can generate ideas, expose weaknesses, produce recommendations and inspire people. But none of these, by themselves, constitutes institutional improvement. The real test begins when everyone returns to their respective responsibilities. That is when ideas must become decisions; decisions must become actions; actions must produce results; and successful results must become institutional practice.

That is where the Retreat becomes meaningful.

THE THREAD THAT CONNECTED THE FOUR DAYS

Across the various presentations and discussions, one message continued to emerge:

BUILD TRUST. REDUCE TRAUMA.

These are not merely attractive expressions. Trust must be designed into our systems, while trauma must be reduced through better processes. Service must be experienced, not merely promised. Leadership must sustain transformation, while good practices must be institutionalised.

Integrity should build credibility. Service should shape experience. Governance should provide accountability. Technology should enable efficient and integrated processes. Partnerships should strengthen the ecosystem within which JAMB operates.

Together, these elements provide a framework for an institution that seeks not merely to perform, but to be trusted.

And trust is not created by declarations; it is created by consistent experience.

WHAT THE RETREAT TAUGHT US ABOUT TECHNOLOGY

Perhaps one of the strongest lessons is that technology is not the destination; it is the enabler. JAMB has already demonstrated the power of technology in transforming its operations, from paper-based processes to automated systems and increasingly integrated digital platforms.

However, the Retreat also showed that technology alone cannot guarantee excellence. An automated process can still be delayed. A digital platform can still be poorly used. A system can still produce the wrong outcome when incorrect data is entered. A candidate can still experience frustration when different parts of the organisation fail to communicate effectively.

For example, the examination-rescheduling process has moved from a manual system to automation, yet the Retreat identified issues involving late reporting, incorrect rescheduling, inadequate communication and delayed notifications to candidates. The message is clear: "The smarter the system becomes, the more responsible its users must become." Technology can automate a process; it cannot automate responsibility.

THE CANDIDATE IS THE COMPASS

One of the most useful ways of interpreting the Retreat is to place the candidate at the centre of everything we do.

Behind every registration is a young person with expectations. Behind every examination is a family that has invested time, money and hope. Behind every result is a future that may depend on its accuracy. Behind every complaint is a person seeking an answer.

This is why service excellence requires more than politeness. It requires us to ask: Is the process easy to understand? Is the information consistent? Is the problem resolved promptly? Does the candidate know what happens next? Are we addressing the root cause or merely managing the complaint?

These questions offer a powerful

lesson for every officer.

FIVE LESSONS EVERY JAMB OFFICER SHOULD TAKE AWAY

1. THE CANDIDATE IS THE COMPASS

Whether we are designing a system, processing a request, responding to a complaint, conducting an examination or implementing a policy, we should increasingly ask: "If I were the candidate, what would this process feel like?"

That simple question can change the way we work.

2. MOVE FROM REACTION TO PREVENTION

A recurring problem should not become a permanent feature of an institution. Complaints should provide intelligence. Incidents should generate learning. Failures should trigger analysis, and solutions should address causes rather than symptoms. "Do not just solve the complaint. Find out why the complaint happened."

3. INSTITUTIONALISE OUR GAINS

One of the most important lessons from an institution that has undergone significant transformation is that its gains must be preserved.

Knowledge should not reside only in individuals. Good practices should not disappear when officers move. Recommendations should not remain buried in reports. Decisions should be implemented, processes documented and institutional knowledge deliberately transferred from one generation of officers to another.

Institutional memory is one of the strongest safeguards against institutional regression.

4. PEOPLE REMAIN THE CENTRE OF TRANSFORMATION

It is easy to think of transformation as a technology project. It is not. Transformation is ultimately a people project.

Systems require competent users. Policies require committed implementers. Technology requires responsible operators. Service requires people who care about outcomes. Leadership requires people willing to take ownership.

Technology can transform systems; people transform institutions.

5. THE VALUE OF A RETREAT IS MEASURED AFTER THE RETREAT

This may be the most important lesson of all. The success of the 2026 Management & IT Retreat should not ultimately be measured by the quality of its presentations, but by what happens afterwards.

Every significant recommendation should eventually answer one question: How will we know it worked? That is how a Retreat becomes a performance instrument rather than merely an annual event.

THE JAMB WE ARE BUILDING

The conversations across the four days point towards a JAMB that is:

- Candidate-centred
- Technology-enabled
- Data-driven
- Service-oriented

- Integrity-led
- Governance-conscious
- Partnership-driven
- Performance-conscious
- Institutionally resilient
- Capable of continuous improvement
- Worthy of public trust

The broader aspiration is a JAMB that is easier to access, easier to understand, difficult to compromise and worthy of greater public trust.

That aspiration cannot belong to Management alone. It belongs to every officer.

FROM RETREAT TO ROADMAP

Now that the Retreat is over, perhaps every Department, Unit and individual officer should ask five simple questions:

WHAT SHOULD WE STOP?

Practices that no longer add value should not survive simply because they have become familiar.

WHAT SHOULD WE START?

Innovation requires the courage to introduce better ways of working.

WHAT SHOULD WE STRENGTHEN?

Not everything needs to be replaced. Some practices simply need to be improved, integrated or consistently applied.

WHAT SHOULD WE INSTITUTIONALISE?

Practices that produce positive results should become part of the organisation's permanent operating culture.

WHAT WILL THE CANDIDATE NOTICE HAS CHANGED?

This may be the most honest test of all. If the candidate does not eventually feel the difference, we must ask ourselves whether we have truly transformed the institution, or merely discussed transformation.

A MESSAGE TO EVERY OFFICER

The Retreat may have been attended by selected officers, but its implications are much wider.

The officer who answers a telephone call contributes to the candidate's experience. The officer who processes a document contributes to institutional efficiency. The technical officer who performs a critical task contributes to examination integrity. The administrator who maintains accurate records contributes to institutional memory. The supervisor who listens to a junior officer contributes to adaptive leadership. The officer who identifies a recurring problem and seeks a better solution contributes to innovation.

No role is too small to influence institutional excellence.

We should therefore not wait for a new policy, a new system or another Retreat before taking responsibility.

Sometimes, transformation begins with something as simple as answering correctly, responding promptly, checking twice, communicating clearly, owning a problem, helping a colleague, challenging an inefficient process or asking one important question:

"Can we do this better?"

FINAL WORD

The 2026 Management & IT Retreat has given us an opportunity to pause and look at JAMB from different perspectives. We began with purpose. We examined our systems. We considered the candidate experience. We reflected on leadership and institutional performance. And we arrived at the threshold of action. The Retreat has given us a compass:

BUILD TRUST. REDUCE TRAUMA.

It has also reinforced the architecture of institutional excellence: **INTEGRITY. SERVICE. GOVERNANCE. TECHNOLOGY. PARTNERSHIP.**

But the responsibility for turning these ideas into reality belongs to all of us.

The Retreat is now behind us. The presentations are over. The discussions have ended. The participants have returned to their offices.

And that is where the real Retreat

begins.

The true outcome will not be determined by what we said in the Retreat hall. It will be determined by what changes in our offices, our processes, our systems, our interactions and, ultimately, in the experience of the Nigerian candidate.

Therefore:

- Ideas must become decisions.
- Decisions must become actions.
- Actions must become results.
- Results must become institutional practice.
- And institutional practice must ultimately become public trust.

TIP FOR THE WEEK

“Do not wait for the next Retreat to implement the lesson you learned at this one.”

HRM REFLECTION

“The best evidence that a Retreat succeeded is not that we remember what was said, but that someone

notices what has changed.”

YOUR VOICE MATTERS

HRM IN FOCUS is a conversation, not a monologue.

As HRM IN FOCUS enters its next phase, we would like to hear from you, the reader.

What topics would you like us to explore? Which editions have challenged your thinking? What workplace issues deserve greater attention? What practical experiences, lessons or ideas can help make JAMB an even better place to work and serve?

Scan the QR code below to share your feedback, suggest future topics, ask a question or recommend an improvement.



SCAN • SHARE • SHAPE THE CONVERSATION

Your voice can help shape future editions of HRM IN FOCUS.

JAMB EASES RESTRICTION ON SIM SWAP, EMAIL CHANGE

...Candidates Can Now Swap SIM and Change Email Addresses

The Joint Admissions and Matriculation Board (JAMB) has reviewed its policy on the swapping of candidates' registered GSM numbers and changing of registered email addresses, approving a controlled process to assist candidates who have genuinely lost access to their SIM cards or email accounts.

The Board had previously barred SIM swapping and email changes as a security measure in response to the vulnerabilities associated with such changes at the time. However, following the introduction of enhanced security measures, particularly stronger identity and biometric verification processes, the Board has reviewed the policy.

The new arrangement, which commences on Monday, 21 September 2026, will enable candidates who have lost their registered SIM numbers, particularly those unable to use such numbers for registration for subsequent UTME exercises, as well as candidates whose registered email accounts can no longer be recovered, to update their details through a secure and controlled process.

The initiative is aimed at reducing the hardship and trauma associated with the loss of access to candidates' registered credentials and making the processes leading to tertiary education admission more seamless.

The Board, however, stressed that the concession is subject to strict authentication procedures designed

to prevent impersonation, fraud and unauthorised alteration of candidates' records. The SIM swap and/or email change service shall be available only ONCE.

Availability and Requirements

The service is available only at JAMB CBT (PTC/PRC) Centres, including State Offices where applicable.

Candidates seeking the service are required to present:

The new GSM number and/or email address, as applicable; and
A duly executed Court Affidavit, scanned and ready for upload.

The step-by-step procedure

Candidates are required to:

- 1)** Log into the e-Facility profile using existing credentials, including the email address, Registration Number or Profile Code.
- 2)** Select "SIM Swap/eMail Change Payment" from the menu and pay the prescribed fee.
- 3)** Proceed to the JAMB CBT (PTC/

PRC) Centre and access the SIM Swap/eMail Change Quicklink.

Enter the candidate's Profile Code or existing GSM number and click "Fetch Details."

4) Undergo biometric verification. Select the required service: GSM Number only, Email Address only, or Both GSM Number and Email Address.

5) Enter the new GSM number and/or email address and upload the scanned Court Affidavit.

6) Click "Update" to complete the process. 7) A confirmation message will be displayed upon successful completion.

Candidates are advised to use the service strictly for genuine cases and to patronise only designated JAMB CBT (PTC/PRC) Centres.

The reviewed policy reflects the Board's commitment to combining strong data security with candidate-friendly service delivery, ensuring that genuine candidates are not unnecessarily disadvantaged by circumstances beyond their control.

EDUCATION IN THE MEDIA



LEADERSHIP

TUESDAY, SEPTEMBER 15, 2026:

JAMB Shifts 2027 UTME Arrival Time to 7:30 am:

The Joint Admissions and Matriculation Board (JAMB) has adjusted the arrival time for candidates sitting the first session of the 2027 Unified Tertiary Matriculation Examination (UTME), moving it from 6:30 am to 7:30 am.

JAMB said candidates for the first examination session are expected to arrive at their designated Computer-Based Test (CBT) centres by 7:30 am, while the examination will commence at 8:30 am and end at 10:30 am.

The adjustment, according to JAMB, is aimed at addressing safety and logistical concerns associated with very early-morning movements by candidates, particularly those travelling considerable distances to their examination centres.

The disclosure was contained in a statement issued by JAMB spokesperson and Acting Director, Public Affairs and Protocols, Dr. Fabian Benjamin.

NATION

THURSDAY, SEPTEMBER 17, 2026:

FG Plans to Take Universities Off National Grid With Solar Power:

The Federal Government has commissioned a 3MW captive solar hybrid power project at Yakubu Gowon University, Abuja, formerly the University of Abuja, as part of plans to provide universities with 24-hour electricity.

The Minister of Power, Mr. Joseph Tegbe, said this at the project's inauguration in Abuja, stating that the government plans to power all federal universities with solar energy and take them off the national grid... "We are going to phase four, and until we cover all the regions and take the universities off-grid and make sure they have a 24/7 power supply," Mr. Tegbe said.

PUNCH **THURSDAY, SEPTEMBER 17,** **2026:**

FG Moves to Strengthen Teacher Education in N'East:

The Federal Government has commenced consultations with provosts and other stakeholders in the North-East to address challenges that may hinder the implementation of the Dual Mandate Policy for Colleges of Education.

The Executive Secretary of the National Commission for Colleges of Education, Dr. Angela Ajala, disclosed this during a stakeholder engagement in Gombe.

Dr. Ajala said the consultation was part of the commission's efforts to engage institutions across the country, identify specific challenges, and develop practical solutions ahead of the policy's full implementation...

NATION **FRIDAY, SEPTEMBER 18, 2026:**

GUU VC hails NUC's Accreditation:

The Vice Chancellor (VC), Gregory University, Uturu (GUU), Abia State, Prof. Cele Njoku, has hailed the accreditation granted by the National Universities Commission (NUC) to the university's programmes assessed during the academic session, including the Doctor of Pharmacy (Pharm.D) programme.

In a statement, a public affairs analyst, Sleet Ogbo-Ogwo, said, "This confirms GUU is now a complete destination for professional education. We are

producing doctors, pharmacists, nurses, optometrists, engineers, lawyers and business leaders, who will compete globally."

The Chancellor, Sir Gregory Iyke Ibe Jnr, reaffirmed the institution's commitment to developing world-class facilities to support teaching, research and professional training.

LEADERSHIP **FRIDAY, SEPTEMBER 18, 2026:**

JAMB Clarifies Meaning of 'Not Admitted', 'Admission In Progress':

The Joint Admissions and Matriculation Board (JAMB) has explained the meanings of the "Not Admitted," "Admission in Progress" and "Admitted" statuses displayed on candidates' Central Admissions Processing System (CAPS).

The Board gave the clarification in an explainer video shared recently, urging candidates to continue checking their CAPS profiles regularly as the admission process progresses...

"Remember, your CAPS status will keep changing as the admission process continues until the final stage where you print your admission letter," the Board said.

LEADERSHIP **FRIDAY, SEPTEMBER 18, 2026:**

Federal Govt Equips 32,000 Nigerians for Global Jobs:

The Federal Government has launched the Digital Training Academy (DTA), a six-month intervention of the Federal Ministry of Education designed to equip 32,000 Nigerians with globally

relevant digital skills, professional certifications and pathways to employment, entrepreneurship and participation in the global digital economy.

Implemented under the Nigeria Education Sector Renewal Initiative (NESRI) through the Nigeria Education Digital Infrastructure (NEDI) programme, the Academy aligns with President Bola Ahmed Tinubu's Renewed Hope Agenda and seeks to bridge Nigeria's digital skills gap.

Speaking at the launch in Abuja, the Minister of Education, Dr. Maruf Tunji Alausa, CON, disclosed that 72,850 applications were received from the 36 states and FCT, with 19,699 meeting the entry requirements and 16,000 selected for the inaugural cohort...

VOICE OF NIGERIA **FRIDAY, SEPTEMBER 18, 2026:**

Council Backs Professional Training for 250,000 Teachers:

The Teachers Registration Council of Nigeria (TRCN) has supported the Nigerian Government's Accelerated Teacher Professionalisation Pathway (ATPP), through which about 250,000 serving teachers without professional qualifications are expected to pursue training and professional licensing.

Head of Media, TRCN, Mrs. Esther Chiwar, said in a statement that the ATPP would be conducted in cohorts to provide untrained teachers in public and private schools with professional training and a pathway to certification and licensing.

"Candidates who passed the

prescribed ATPP examination will be eligible to sit for the Professional Qualifying Examination (PQE) organised by TRCN before they are registered as qualified Teachers and issued licences,” she said... Also in News Agency of Nigeria, Friday, September 18, 2026; Leadership, Friday, September 18, 2026

VOICE OF NIGERIA

FRIDAY, SEPTEMBER 18, 2026:

Digital Education Reforms Will Tackle Certificate Racketeering:

The Minister of Education, Dr. Tunji Alausa, has disclosed that the digital transformation of Nigeria's education system is strengthening the integrity of academic qualifications and tackling certificate racketeering.

Dr. Alausa, stated this during a meeting with the Director-General of the National Youth Service Corps (NYSC), Brig.-Gen. Olakunle Nafiu,

who led a delegation of the Corps to the ministry. He said that the reforms would also ensure that genuine students and graduates were not disadvantaged in accessing national service and employment opportunities.

According to him, “We are building systems that will protect the integrity of Nigeria's education system and ensure that genuine students and graduates are not disadvantaged,” he said.

PUNCH

FRIDAY, SEPTEMBER 18, 2026:

PAP Sends Another Batch Of 31 Scholars to UK for Studies:

Another batch of 31 offshore postgraduate scholarship beneficiaries of the Presidential Amnesty Programme on Friday departed Nigeria for the United Kingdom to begin studies at various

universities.

The scholars, who departed from Abuja and arrived in London, were among the 150 beneficiaries who participated in a pre-departure briefing organised in August following their deployment by the Administrator of the Presidential Amnesty Programme, Dr Dennis Brutu Oturo.

They were preceded by a batch of 54 beneficiaries who left the country last week.

The beneficiaries will pursue postgraduate programmes in forensic audit, construction engineering management, data science analytics, law, software engineering, oil and gas engineering, cybersecurity, global public health and fintech analytics, among others.





JAMB, NIMC RESOLVE TO MAKE SERVICES SEAMLESS FOR CANDIDATES



The Registrar and DG NIMC

The Joint Admissions and Matriculation Board (JAMB) and the National Identity Management Commission (NIMC) have resolved to strengthen their collaboration to make processes leading to the registration and conduct of the Unified Tertiary Matriculation Examination (UTME) more seamless and less stressful for candidates.

The resolution was reached when the Registrar of JAMB, Prof. Segun Aina, paid a courtesy visit to the Director-General of NIMC, Engr. Abisoye Coker-Odusote, at her office.

Prof. Aina said the visit was, first, to appreciate NIMC for its support and collaboration with JAMB over the years and, secondly, to explore areas of deeper cooperation that would eliminate unnecessary bottlenecks confronting candidates.

He disclosed that JAMB was also seeking NIMC's collaboration in addressing the challenges faced by some candidates whose identity records contain discrepancies, particularly those who, after completing their tertiary education, encounter difficulties proceeding with the mandatory one-year National Youth Service Corps (NYSC) programme.

According to him, JAMB is interested in providing a pathway for such candidates to regularise genuine identity discrepancies so that they can proceed with their legitimate academic and post-graduation pursuits without unnecessary hardship.

He stressed that, as the agency responsible for national identity management, NIMC remains a critical partner in resolving identity-related challenges affecting candidates, adding that both organisations must continue to work together to reduce the trauma



Cont'd on Pg 23

associated with such processes.

The Registrar further disclosed that JAMB was exploring ways of leveraging technology to make the 2027 UTME registration process more convenient, with candidates expected to commence significant portions of the registration process from the comfort of their homes and visit JAMB-approved centres only for essential biometric and image capture.

Prof. Aina said the objective was to make the registration process more candidate-friendly while maintaining the integrity and security required for the examination.

Responding, the Director-General of NIMC, Engr. Abisoye Coker-Odusote,

congratulated Prof. Aina on his appointment as JAMB Registrar and commended his determination to reduce the difficulties encountered by candidates seeking access to tertiary education.

She expressed optimism that the partnership between the two agencies would help eliminate bottlenecks in the admission process and further improve access to tertiary education.

The NIMC DG also highlighted some of the Commission's innovations, particularly the NIMAuth platform, which she explained could provide an effective mechanism for authenticating identities and supporting JAMB's efforts to ensure

that candidates' identity records are accurate and verifiable.

Both chief executives agreed on the need for immediate action to operationalise the areas of collaboration discussed, with a view to ensuring that the relevant services are fully functional and deliver the intended benefits to candidates.



Abuja Zonal Director Tasks Staff On Project 2:5:7

Following the 2026 Management and IT Retreat held from 6th to 11th September 2026, in Akwa Ibom State, the Director, Abuja Zonal Office, Mrs Doom I. Mbachiantim has met with the staff of the facility on the need to work in line with the Board's commitment to organisational growth, innovation and improved service delivery, saying they are key priorities for the Board.



During the meeting, the Director restated the commitment of the Registrar to building trust, reducing trauma and delivering improved services to its various strata of clients.

She also stressed that the successful implementation of the

project requires the commitment, cooperation and active participation of every member of staff. She equally noted that achieving the desired outcomes will require staff to demonstrate a shared sense of responsibility and willingness to support the new initiative designed to improve the Board's performance

through fostering the spirit of teamwork and collective ownership.

She, therefore, encouraged staff to familiarise themselves with the objectives of the project so as to provide the necessary support needed to ensure its success.

SERVICOM TRAINS TICKETING OFFICERS ON ENHANCED SERVICE DELIVERY



Staff during the SERVICOM training

As part of efforts to build trust and reduce trauma among “the people we serve”, the SERVICOM Division of the Joint Admissions and Matriculation Board (JAMB), on 16th September 2026, organised a one-day training programme for its Ticketing Officers to enhance the efficiency and effectiveness of the Board’s ticketing system.

The training, held at the Board’s National Headquarters, Bwari, Abuja, focused on capacity building for improved service delivery, with particular emphasis on the prompt handling, tracking and resolution of candidates’ complaints.

The JAMB Ticketing System is a key service-delivery platform through which candidates submit complaints and seek assistance on issues relating to the Board’s processes and services. The platform provides a structured channel for receiving, processing and resolving candidates’ concerns without the need for unnecessary physical visits to JAMB offices.

However, the increasing volume of unresolved and dormant tickets had, for some time, placed considerable pressure on the system and affected the timely resolution of some candidates’ complaints. This situation received renewed

attention following the assumption of office by the Registrar, Prof. Segun Aina, who, within his first week in office, oversaw the resolution of more than 5,000 dormant cases.

Since then, the Registrar has continued to emphasise the need for a responsive and candidate-centred service delivery system, with particular attention to reducing the trauma often associated with seeking assistance and resolving issues by candidates.

In his speech during the opening ceremony, the Head of JAMB SERVICOM, Mr. Kamaldeen Abiola Bello, charged the participants to

Cont’d on Pg 25



Head of SERVICOM with some members of SERVICOM team during the SERVICOM training

pay close attention to the training and ensure that the knowledge acquired was translated into improved performance.

Bello stressed that the effectiveness of the ticketing system depended not only on its technological features but also on the commitment, professionalism and responsiveness of the officers responsible for handling candidates' complaints.

He noted that the new administration was committed to ensuring seamless candidate assistance, transparent ticket management and the speedy resolution of complaints, urging the officers to make these principles cardinal to their daily responsibilities.

According to him, the training was designed to equip participants with the requisite knowledge and skills to manage tickets more effectively, identify outstanding cases, follow

up on unresolved complaints and ensure that candidates receive appropriate responses within reasonable timelines.

The redesigned JAMB Support/Ticketing System incorporates enhanced features aimed at improving the management and resolution of candidate-related

complaints. The system is expected to strengthen ticket tracking, facilitate better monitoring of outstanding cases and support faster responses to candidates' concerns.

The training, therefore, represents another step in the Board's continuing efforts to improve its service-delivery mechanisms and make its processes more responsive to the needs of candidates and other stakeholders.

With the emphasis on prompt resolution, accountability and effective communication, the SERVICOM Division is expected to continue strengthening the capacity of ticketing officers while monitoring compliance with established service standards.

The initiative is in line with the Board's broader commitment to building trust, reducing trauma and ensuring that candidates have access to efficient, transparent and dependable channels for seeking assistance.



At the SERVICOM training



JOINT ADMISSIONS AND MATRICULATION BOARD

WEEKLY FINANCIAL INFLOW & OUTFLOW REPORT | SEPTEMBER 12 – 18, 2026

TOTAL WEEKLY INFLOW

₦249,433,900.00

TOTAL WEEKLY OUTFLOW

₦152,519,777.54

OAGF CRF REMITTANCE

₦62,358,475.00

1. INFLOW ANALYSIS

s/no	DESCRIPTION	AMOUNT (=N=)
1	E-Facility/Sales	246,604,800.00
2	PRC Service Charges	2,829,100.00
TOTAL INFLOW		=N= 249,433,900.00

STATUTORY REMITTANCE NOTE (OAGF / CRF)

- The sum of =N= 62,358,475.00 was auto-deducted by the Office of the Accountant-General of the Federation (OAGF) for Operating Surplus remittance to the Consolidated Revenue Fund (CRF).

2. OUTFLOW ANALYSIS

s/no	BENEFICIARY / DESCRIPTION	PURPOSE / DETAILS	AMOUNT (=N=)
1	Staff Claims	Various	15,081,719.54
2	AJ KAZ Enterprises Nigeria Limited	Supply of Stationary	20,520,000.00
3	Consultancy Services	Legal Consulting	5,213,953.49
4	Sensitive	Item Moderation & Item Banking	21,120,000.00
5	Expedient Travels And Tours Ltd	Local Travels And Transport	13,056,200.00
6	Kojo Auto Service Centre Ltd	Maintenance Of Motor Vehicle	229,900.00
7	Sensitive	2026 IT and Management Retreat	9,776,069.93
8	Kaura Motors Limited	Supply of Staff Bus	49,488,372.08
9	Sensitive	Sensitive Item	9,550,000.00
10	Assorted Buka	Staff Meals	1,136,200.00
11	Maima Food And Processing Ltd	Staff Meals	665,000.00
12	Salaudeen Afusat Adun	Staff Meals	1,843,000.00
13	Ummah Food Concepts	Staff Meals	4,706,300.00
14	JAMB Multi Purpose Coop Soc Bwari	Staff Welfare	125,000.00
15	Remita	Financial Charges	8,062.50
TOTAL OUTFLOW			=N= 152,519,777.54

SEPTEMBER BIRTHDAY HONOURS

SEPTEMBER 20TH

- Goldlyn Ngozi Aliagha
- Anthonia Ngozi Onah
- Monday Ezekiel Jagaba
- Mustapha Umar
- Kolawole Abosede Opeyemi
- Eziaku Happiness Alozie

SEPTEMBER 21ST

- Babatunde Raphael Adeyale
- Abdulrasheed Basheer Sagagi

SEPTEMBER 22ND

- Titus Omini Ewara
- Umar Dahiru
- Yusrah Olohungbebe

SEPTEMBER 23RD

- Monsurat Dunni Raimi
- Kosy Emmanuela Olisaemeka
- Rukaiya Hassan
- Faruk Temilola Muhammed
- Samir Lamara

SEPTEMBER 24TH

- Mustapha Alka
- Qudrat Saidu

SEPTEMBER 25TH

- Hauwa Nana Obansa
- Maryam Sani Ibrahim
- Talatu Bindul Nostra-Kumdong
- Asma'u Bello
- Muhammad Ibrahim
- Anthony Chekwube Ofuonye
- Aminu Nuhu Koko

SEPTEMBER 26TH

- Omowumi Hanifat Bukola
- Ibrahim Opa Abdulraheem

Happy Birthday

JAMB NIGER STATE COORDINATOR PAYS COURTESY VISIT TO FUTMINNA

The Joint Admissions and Matriculation Board (JAMB), Niger State Coordinator, Mr. Salman A. Abdulmumin, accompanied by the State Technical Adviser, Dr. Ibrahim Abdullah, and other officials of the State Office, paid a courtesy visit to the Vice-Chancellor of the Federal University of Technology, Minna (FUTMinna), Prof. Faruq Adamu Kuta, on Monday, 14th September 2026.

In his opening address, the State Coordinator emphasised the importance of strengthening the cordial relationship between the Board and tertiary institutions in the State, as well as improving collaboration with CBT centres to enhance service delivery.

The Vice-Chancellor in his welcome address, warmly received the delegation and reaffirmed the institution's commitment to continued collaboration with JAMB. He also called for the establishment of more CBT centres in rural areas to bring examinations closer to candidates and improve accessibility.

Prof. Kuta further advocated increased sensitisation across the State to ensure that candidates and stakeholders are adequately informed about the Board's activities and services.

The visit concluded with prayers for the newly-appointed Registrar, Prof. Segun Aina, and the continued success of the Board.

Abia State Coordinator Charges CBT Centres On Strict Adherence To Guidelines Ahead Of 2027 UTME



In a decisive move to ensure a seamless and credible 2027 Unified Tertiary Matriculation Examination (UTME), the Abia State Coordinator, Dr. Celestine Agoziem, has charged all Computer-Based Test (CBT) Centre Proprietors in the State to strictly comply with the Board's directives on centre establishment, registration, and conduct of examinations.

Dr. Agoziem gave the charge during his maiden meeting with CBT Centre Proprietors, held recently at the Board's State Office in Umuahia.

In his opening remarks, the Coordinator expressed appreciation to the Proprietors for their prompt response and attendance at the meeting. He noted that the engagement was necessary to critically review the conduct of the 2026 UTME, assess the strengths and weaknesses observed, and chart a path for improved performance in subsequent examinations.

He emphasised the non-

negotiable nature of the Board's laid-down procedures for the establishment and operation of CBT centres stressing that the State Office would commence unannounced inspection visits to all accredited centres across the State. He warned that any centre found culpable of infractions would be delisted without further notice.

The Coordinator further reiterated the Board's zero-tolerance policy on examination malpractice and all acts capable of tarnishing the image of the Board. He urged the centre owners to adequately sensitise their staff on the proper procedures for UTME registration and examination, and to ensure strict compliance with all advisories issued by the Board.

Responding on behalf of other Proprietors, Mr. Sixtus Okike, Proprietor of Harvard Wilson CBT Centre, thanked the Coordinator for the timely engagement. He assured the Board of the Proprietors' commitment to upholding best practices, adding that they would not associate themselves with any activity inimical to the integrity of the Board.

MAKINDE ASSUMES NEW ASSIGNMENT, HANDS OVER TO HARAZIMI



Hajiya Safiya Wali Harazimi presenting a gift to the outgoing State Coordinator Mr Adekunle Makinde

The erstwhile State Coordinator of the Jigawa State Office of the Joint Admissions and Matriculation Board (JAMB), Mr Adekunle Makinde, has handed over the leadership of the facility to Hajiya Safiya Wali Harazimi, following his redeployment to the National Headquarters Annex, Ilorin, as Acting Director.

The handover ceremony, which took place on Tuesday, 15th September 2026, saw members of staff commend Mr Makinde for his contributions to the development of the Jigawa State Office and welcomed Hajiya Harazimi to her new assignment as Acting State Coordinator.

Speaking at the occasion, Mr Makinde expressed appreciation to members of staff for their cooperation and support

throughout his tenure as State Coordinator. He commended them for their dedication and teamwork, noting that the achievements recorded by the State Office during his tenure were made possible through their collective efforts.

He urged the staff to sustain the culture of professionalism, dedication and service for which the Board is known, while wishing the State Office continued success in the discharge of its mandate.

In her remarks, the new Acting State Coordinator, Hajiya Safiya Wali Harazimi, solicited the continued cooperation, support and collaboration of all members of staff. She stressed the importance of teamwork, mutual respect and dedication to duty in achieving the goals and objectives of the Board.

Hajiya Harazimi assured the staff of her commitment to working collaboratively with all Units of the State Office to ensure efficient service delivery and the effective implementation of the Board's programmes and policies in the state.

Speaking on behalf of the staff, Mr Umar Labaran expressed appreciation to the outgoing State Coordinator for his leadership and contributions to the office. He also offered prayers for the success of both the outgoing and new Coordinators in their respective assignments and for the continued progress of the Board.

PHOTO SPEAKS





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Joint Admissions and Matriculation Board
National Headquarters, Bwari, Abuja, Federal
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