



## **OFFICE OF THE GOVERNOR**

### **GOVERNOR EXECUTIVE ORDER NO 6 OF 2023**

**NO 3 OF 2023**

**AN ORDER DIRECTING RELEVANT MINISTRIES, DEPARTMENTS, AND AGENCY OF GOVERNMENT WORKING ON STATE ACTIONS ON BUSINESS ENABLING REFORMS PROGRAM TO PUBLISH ON THE STATE OFFICIAL WEBSITE (S) THEIR FEES, PROCEDURES AND COMMITMENT TO SERVICE LEVEL AGREEMENTS RELATED TO ALL GOVERNMENT BUSINESS SERVICES AND TO ESTABLISH GRIEVANCE REDRESS MECHANISM**

By the Authority Vested in Me as the Governor of Imo State.

**WHEREAS** it is imperative to enhance transparency, efficiency, and accountability in government-to-business services provided by various state Ministries, Departments, and Agencies (MDAs).

**NOW, THEREFORE,** I, Senator Hope Uzodimma, Governor of Imo State, in exercise of the powers conferred upon me by the Constitution and other relevant laws, do hereby issue this Executive Order:

#### **Section 1: Publication of Information on State Website(s)**

1. The Imo State Internal Revenue Service, Ministry for Lands, Survey and Town Planning, Ministry of Commerce, Ministry of Industry, Ministry of Health, Ministry of Housing and Urban Development, Imo State Investment Promotion Agency, Imo State Geographic Information Service (IMOIGIS), Imo State Internal Revenue Services (IRIS) and Owerri Capital Development Authority (OCDA), Imo State Signage and Advertisement Agency are mandated to publish on the state's official website(s) all relevant information about their fees, procedures, and commitment to service level agreements related to government-to-business services.
2. The publication shall be comprehensive, easily accessible, and regularly updated to reflect changes in fees, procedures, or service level agreements.

#### **Section 2: Grievance Redress Mechanism**

1. The Imo State Ministry of Agriculture, Imo State Internal Revenue Service, Ministry for Lands, Survey and Town Planning, Imo State Investment Promotion Agency must establish effective grievance redress mechanisms. These mechanisms shall address and resolve.



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2. businesses and individuals raise concerns regarding the services the respective MDAs provide.
3. The grievance redress mechanisms shall be communicated to the public and made readily accessible through the official channels of the concerned MDAs.

### Section 3: Advance Communication of Changes

1. These key State-level MDAs, namely the Imo State Internal Revenue Service, Ministry for Lands, Survey and Town Planning, Ministry of Commerce, Ministry of Industry, Ministry of Health, and Ministry of Environment, are mandated to provide advance communication of upcoming changes to fees, procedures, and service level agreements for government-to-business services.
2. Such communication shall be issued at least two weeks before the effective date of the proposed changes. It shall be disseminated through official channels, including the state's official website(s) and other appropriate means.

### Section 4: Implementation and Compliance

1. The Head of each concerned MDA shall be responsible for the effective implementation of the provisions of this Executive Order within their respective departments.
2. The Secretary to the State Government and the Head of the Civil Service shall oversee, coordinate, and monitor compliance with this Executive Order across all relevant MDAs.

This Executive Order shall take effect immediately upon issuance.

**IN WITNESS WHEREOF, I have hereunto set my hand and caused the seal of Imo State to be affixed this 20<sup>th</sup> day of December in the year 2022**

  
Senator Hope Uzodimma CON  
Governor of Imo State



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