



IMO STATE GOVERNMENT

IMO STATE MINISTRY OF TRANSPORT

State Secretariat, Port Harcourt Rd, New Owerri, Imo State, Nigeria

MANDATORY ADVANCE COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES

IN LINE WITH

EXECUTIVE ORDER ON THE PROMOTION OF TRANSPARENCY AND EFFICIENCY IN
THE BUSINESS ENVIRONMENT PASSED IN DECEMBER, 2023

ETHICAL CODES THAT GUIDE OUR SERVICE FEE CHANGES

- 1 Stakeholders' engagement. We prioritize Stakeholders satisfaction in our dealings with them. Changes in our service fees will take into consideration the concerns of users of our services.
- 2 Transparency and Honesty. The processes leading to any upward change in our fees will be communicated timely. We will adopt open dialogue, full disclosure of every relevant information.
- 3 Value Proposition. Value addition will drive any changes in fees. Alternatives options may be provided where necessary

STATEMENT OF COMMITMENT TO MANDATORY COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES.

Our commitment to mandatory advance communication of changes in fees shall form part of the Service Level Agreement with our Clients. We are committed to keeping our agreement with Clients.

In compliance to the Executive Order on the Promotion of transparency and Efficiency in the business environment, the Ministry of Transport is mandated to issue a two weeks' advance communication roles of up-coming changes in fees, levies etc to our customers. We shall keep to this provision of the Executive Order to promote efficiency and transparency of official fees, levies for all users of Permit for unpainted taxi companies/services in Imo state, including users of Drivers License.

For more information, Please, contact:

The Permanent Secretary, Ministry of Transport, State Secretariat, Port Harcourt road, owerri, Imo State