



IMO STATE GOVERNMENT

IMO STATE MINISTRY OF TRADE AND INVESTMENT

Imo State Secretariat Complex, Port Harcourt Road, Owerri.

MANDATORY ADVANCE COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES FOR LOADING AND OFF-LOADING

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' Satisfaction: 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 Integrity: 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 Addition: Value addition will drive any changes in fees. Alternative 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.

- a) In compliance to the Executive Order on the Promotion of transparency and Efficiency in the business environment, Imo State Ministry of Trade and Investment is mandated to issue a two weeks' advance communication of up-coming changes in fees, levies etc to our customers for services involving Loading and Off- loading. We shall keep to this provision of the Executive Order to promote efficiency and transparency of official fees, levies.

Signed

The Hon Commissioner