



EXECUTIVE ORDER

NO. 3 OF 2023

BY THE GOVERNOR OF PLATEAU STATE

AN ORDER DIRECTING RELEVANT MINISTRIES, DEPARTMENTS, AND AGENCIES 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 MECHANISMS

By the Authority Vested in Me as the Executive Governor of Plateau 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, Caleb Mutfwang, Governor of Plateau State, in exercise of the powers conferred upon me by the Constitution of the Federal Republic of Nigeria and other relevant laws, do hereby issue this Executive Order:

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

1. The Plateau State Internal Revenue Service (PSIRS), Ministry for Lands, Survey and Town Planning, Ministry of Commerce and Industry, Ministry of Health, Ministry of Housing and Urban Development, One-Stop Investment Center, Plateau State Geographic Information System (PLAGIS) and Plateau State Information and Communication Development Agency (PICTDA) 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 Plateau State Ministry of Agriculture, Plateau State Internal Revenue Service, Ministry for Lands, Survey and Town Planning, and One-Stop Investment Promotion Agency must establish effective Grievance Redress Mechanisms. These mechanisms shall be designed to address and resolve concerns raised by businesses and individuals regarding the services the respective MDAs provide.
2. The Grievance Redress Mechanisms shall be clearly communicated to the public and made readily accessible through the official channels of the concerned MDAs.

Section 3: Advance Communication of Changes

1. The five key State-level MDAs, namely the Plateau State Internal Revenue Service, Ministry for Lands, Survey and Town Planning, Ministry of Commerce and Industry, Ministry of Health, and Ministry of Housing and Urban Development, 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 (2) 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 Plateau State to be affixed this ^{15th} day of ^{December}, in the year of our Lord 2023

This Executive Order shall take effect immediately.

DATED THIS ^{15th}.....DAY OF ^{December}.....2023


BARR. Caleb Mutfwang,
Governor of Plateau State