



GOVERNMENT OF EBONYI STATE OF NIGERIA
OFFICE OF THE GOVERNOR
GOVERNMENT HOUSE, P.M.B 0020, ABAKALIKI

EXECUTIVE ORDER – FOR GRIEVANCE REDRESS MECHANISM

Executive Order on Establishment of Grievance Redress Mechanism in
Ebonyi State –

1/12/2023

Executive Order No. 002 2023

WHEREAS, it is the policy of the Ebonyi State Government to create an enabling environment for business and entrench measures and strategies aimed at improving the Trade process in the State NOW, THEREFORE, PURSUANT TO THE AUTHORITY VESTED IN ME BY THE CONSTITUTION OF THE FEDERAL REPUBLIC OF NIGERIA, 1999 (AS AMENDED) AND RELEVANT LAWS OF EBONYI STATE AS GOVERNOR OF EBONYI STATE, I, HEREBY ORDER AS FOLLOWS:

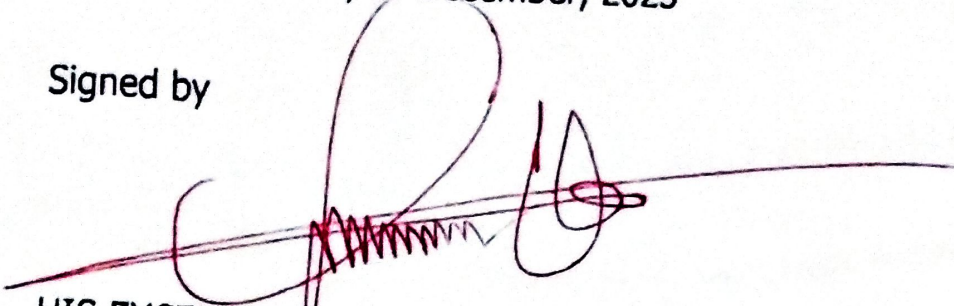
1. This Executive Order to establish a Grievance Redress Mechanism (GRM) system to ensure effective reporting and management of governance-related issues within Ebonyi State.

2. Reporting Mechanism: Complaints are to be addressed to the Honourable Commissioner of the relevant MDA.
3. Scope of Reporting: the scope of reports cuts across all services.
4. Confidentiality: all reports are to be treated as confidential
5. Investigation and Resolution: the relevant MDAs are to investigate and resolve all issues within a period of one month
6. Training and Awareness: all relevant MDAs are to conduct awareness to the members of the public on periodic basis.
7. Compliance with global best practices: all relevant MDAs must adhere strictly to global best practices.
8. Responsibilities and Reporting Structure: the Honourable Commissioner of the relevant MDA minutes all grievances to the Social Welfare department who must then investigate and bring up their report.
9. Monitoring and reporting: all heads of the relevant MDAs must work out a system to monitor and report the efficiency of the system.
10. Penalties and Enforcement: enforcement and penalties are achieved through the courts.
11. Amendment and review Effective date: Amendment and review is until further notice.

This Executive Order shall take effect two weeks from the date of issuance of this Order.

Dated this 1st day of December, 2023

Signed by

A handwritten signature in red ink, consisting of a large, stylized initial 'F' followed by a series of loops and a long horizontal stroke extending to the right.

HIS EXCELLENCY
RT. HON. BLDR. NWIFURU FRANCIS OGBONNA
FNIQB, GGCEHF.
GOVERNOR, EBONYI STATE.