



GOVERNMENT OF EBONYI STATE OF NIGERIA

OFFICE OF THE GOVERNOR

GOVERNMENT HOUSE, P.M.B 0020, ABAKALIKI

13th November, 2023

EXECUTIVE ORDER 2023

EXECUTIVE ORDER ON GRIEVANCE REDRESS MECHANISM (GRM) TO ADDRESS COMPLAINTS FROM TRADER ON ISSUES SUCH AS HARASSMENT, UNAUTHORIZED PAYMENTS, AND OTHER IN – KIND REQUESTS

By the authority vested in me as the Governor of Ebonyi State, I hereby issue this Executive Order to establish a framework for the redress of trade grievance to promote fair and equitable trade relations, both local and international.

WHEREAS, it is the policy of Ebonyi State to ensure that trade relationships in the State are based on principles of fairness, reciprocity, and the protection of Ebonyi State Citizen's interests;

WHEREAS, trade disputes and grievances may arise in the course of both local and international trade, and it is essential to have a clear and effective mechanism for addressing and resolving such grievances;

NOW, THEREFORE, I, Rt. Hon. Bldr. Nwifuru Francis Ogbonna, the Executive Governor of Ebonyi State, do hereby order as follows:

Section 1: Establishment Grievance Redress Mechanism for Traders

- 1.1. The Ebonyi State Internal Revenue Service shall establish and maintain a Trade Grievance Redress Mechanism responsible for addressing and resolving trade grievances submitted by the Citizen's businesses, industries, or individuals.

- 1.2. The Grievances Redress Mechanism shall be in line with global best practice and shall cover issues such as harassment, unauthorized payments and other in-kind request.
- 1.3. The Trade Grievance Redress Mechanism Shall addresses Complaints by truckers/transporters and traders for inter-state movement of goods.
- 1.4. The Trade Grievance Redress Mechanism shall consist of a Grievance Redress Panel of experts and officials with expertise in trade matters including representatives from relevant government agencies, industry, associations, and legal experts;
- 1.5. The Panel Shall Consists of:
 - 1.5.1. An Accredited Representative of the Ministry of Trade and Investment;
 - 1.5.2. An Accredited Representative of Ebonyi State Internal Revenue Service;
 - 1.5.3. The Legal Adviser representing Ebonyi State Ministry of Justice;
 - 1.5.4. An Accredited Representative of the Private Sector;
 - 1.5.5. Desk Officer from Ebonyi State Internal Revenue Service; (Grievance Redress Desk Officer)
 - 1.5.6. Desk Officer from Ebonyi State Small and Medium Enterprises Development Agency;
- 1.6. The Function of the Panel shall be to:
 - 1.6.1. Create and publish SMS/hotlines/email channels to lodge or make complaints /grievances;
 - 1.6.2. Establish a Grievance Redress Desk at the Ebonyi State Internal Revenue Service;
 - 1.6.3. Receive complaints from/through any of the created channels;
 - 1.6.4. Review and assess the grievances;
 - 1.6.5. Conduct investigations when necessary;
 - 1.6.6. Resolve all complaints within thirty (30) days from the date of receipts of such complaints/grievances; and
 - 1.6.7. Recommend appropriate actions or remedies to resolves disputes in accordance with applicable laws and international agreements.

Section 2: Submission of Trade Grievances

- 2.1. Any Business, Industry, or Individual (traders, truckers/transporters) may submit to the Trade Grievances Mechanism Panel, a trade grievances relating to an act/omission in respect of collection and payment of the trade related fees and levies on inter-state movements of goods.
- 2.2. The Grievances may be made by making a verbal complaint through a designated and functional telephone line (hotline) or providing a written complaint(s) through SMS, email or Grievance Redress Form.
- 2.3. The verbal or written complaints shall detail the complainant name and contact, date of complaints, type of complaints, the description/nature of the grievance, relevant supporting evidence, and the desired resolution.
- 2.4. The trade Grievance Redress Mechanism Panel shall establish procedures for the submission and review of trade grievances, which shall be made available to the public.

Section 3: Resolution of Trade Grievances

- 3.1. The Trade Grievance Redress Mechanism panel shall conduct a thorough review of each trade grievances, including consultation with relevant stakeholders and experts.
- 3.2. Based on its review, the Trade Grievance Redress Mechanism Panel shall make recommendations for the resolution of the trade grievances, which may include negotiations with foreign governments, the initiation of dispute settlement proceedings, or other appropriate actions.
- 3.3. The Trade Grievances Redress Mechanism Panel shall provide periodic updates to the submitter of the trade grievance regarding the status of the review and any proposed actions.

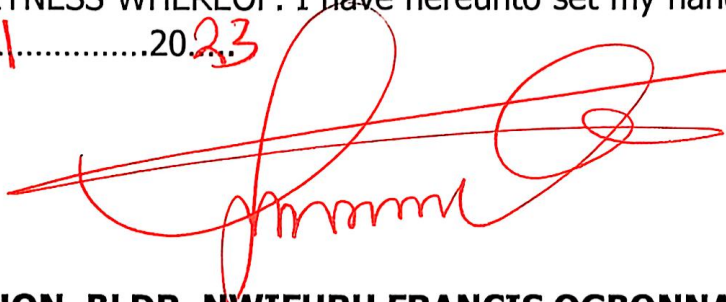
Section 4: Implementation

- 4.1. All complaints shall be resolved within (30) days from the date of receipt of such complaints/grievances.
- 4.2. The Trade Grievances Redress Mechanism panel shall recommend appropriate actions or remedies to resolve disputes in accordance with applicable laws and international agreements.
- 4.3. Relevant government agencies shall cooperate with the Trade Grievances Redress Mechanism panel in implementing its recommendations and taking necessary actions to resolve trade grievances.
- 4.4. The Ministry of Trade and Investment shall ensure that the report of the activities and the status of trade grievance resolutions are published regularly on the State Official Website(s) online.

Section 5: Effective Date

This Executive Order shall take effect immediately upon issuance.

IN WITNESS WHEREOF, I have hereunto set my hand this 15 day of 11 2023.



RT. HON. BLDR. NWIFURU FRANCIS OGBONNA, *FNIOB, FCAI, GGCEHF*
GOVERNOR, EBONYI STATE