



GOVERNOR EXECUTIVE ORDER NO 5 OF 2023

AN ORDER DIRECTING RELEVANT MINISTRIES, DEPARTMENTS, AND AGENCY 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 MECHANISM

By the Authority Vested in Me as the Governor of Kwara 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, ABDULRAHMAN, ABDULRAZAQ, Governor of Kwara State, in the exercise of the powers conferred upon me by the Constitution and other relevant laws, do hereby issue this Executive Order:

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

1. The Ministry of Business, Innovation, and Technology, Ministry of Environment, Ministry of Agriculture, Ministry of Health, Ministry of Housing and Urban Development, Ministry of Works and Transport, Kwara State Investment Promotion Agency, Kwara State Geographic Information Service, Kwara State Internal Revenue Services and, Kwara State Signage and Advertisement Agency 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 Kwara State Ministry of Business, Innovation, and Technology, Ministry of Environment, Ministry of Agriculture, Ministry of Health, Ministry of Housing and Urban Development, Ministry of Works and Transport, Kwara State Investment Promotion Agency,

Kwara State Geographic Information Service, Kwara State Internal Revenue Services and, Kwara State Signage and Advertisement Agency must establish effective grievance redress mechanisms. These mechanisms shall address and resolve.

2. Businesses and individuals raise concerns regarding the services the respective MDAs provide.
3. The grievance redress mechanisms shall be communicated to the public and made readily accessible through the official channels of the concerned MDAs.

Section 3: Advance Communication of Changes

1. These key State-level MDAs, namely, the Kwara State Ministry of Business, Innovation, and Technology, Ministry of Environment, Ministry of Agriculture, Ministry of Health, Ministry of Housing and Urban Development, Ministry of Works and Transport, Kwara State Investment Promotion Agency, Kwara State Geographic Information Service, Kwara State Internal Revenue Services and, Kwara State Signage and Advertisement Agency 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 weeks before the proposed changes' effective date and 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 effectively implementing this Executive Order's provisions 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 Kwara State to be affixed this 10th day of December in the year 2022.


ABDULRAHMAN, ABDULRAZAQ,
EXECUTIVE GOVERNOR OF KWARA