



ABIA STATE BUSINESS ENABLING REFORMS ACTION PLANS (BERAP) REPORT FROM JAN 1 TO DEC 31 2023

ABIA STATE EASE OF DOING BUSINESS COUNCIL
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SSA - EASE OF DOING BUSINESS

Brief Background



- The State Action Business Enabling Reforms (SABER) Program is a \$ 750 million 3-year (2023-2025) performance-based intervention jointly implemented by the Federal Ministry of Finance, Budget and National Planning, the Secretariat of the Presidential Enabling Environment Council (PEBEC), Debt Management Office (DMO) and the Nigeria Governors' Forum (NGF) secretariat, the Project is funded by the World Bank.
- SABER seeks to incentivize and strengthen the implementation of business enabling reforms covering Land Administration, Regulatory Framework for Private Investment on Fibre Optic Infrastructure, Public Private Partnership and Investment Promotion Framework, Tax Administration and the Business Regulatory Environment.
- In the following sections, we present the 2023 Report on Action Plans

2023 Report on Action Plans by Reform Areas



STATE ACTION ON BUSINESS ENABLING REFORMS (SABER) 2023 PROGRESS REPORT

Original action plan as published											Progress Update	
S/N	Business Enabling Reform Areas	Reform Objectives	Action Steps	Description and Key Targets	Responsible MDA	Contributing MDAs	Budget	Planned Start Date	Planned End Date	Status	Description of Status	Next Steps
1	Transparency of official fees and procedures	This reform area will increase transparency of official fees and procedures focusing on key business environment enabling MDAs		Develop a centralized platform containing information on official fees and procedures for all business activities within the state and ensure 90% of businesses and investors are aware of the availability of the platform six months of its launch.								
			1) Conduct a comprehensive review of current fees and procedures. 2) Engage with stakeholders including government agencies, businesses, and the public to understand their concerns and suggestions. 3) Draft clear and concise policies that mandate the disclosure of fees and procedures.	This initiative will ensure that citizens and businesses have clear and accurate information on the costs and processes associated with government services, promoting trust and efficiency in public administration	Abia State Internal Revenue Service	Ministry of Trade and Investment, Ministry of Lands, Survey & Urban Planning, Ministry of Transport, Fire service, LGA, etc.	5,000,000	1Jan23	31Dec23	On-Going The impact is that it is fostering trust between citizens and the government as it demonstrates accountability and openness.	The mapping of existing processes for carrying out impact evaluation has been successfully completed. This involved identifying current procedures, documenting them, and creating a framework for evaluating the impact of various reforms. The mapping process benefited from strong stakeholder collaboration and clear guidelines from PEBC. The impact is that it has fostered trust between citizens and the government by demonstrating accountability and openness. The objective was achieved despite the initial resistance to change.	a.) Utilize the mapped processes to conduct regular impact evaluations. b.) Train relevant personnel on using the new framework effectively
			B. The compulsory Abia State Social Identification Number (ABSSIN) Registration	This initiative aims to create a unified and comprehensive identification system for all residents of Abia State. It enhances the efficiency of public service delivery, improves security, streamlines administrative processes and ensures accurate data collection for better planning and resource allocation.	Abia State Internal Revenue Service	Ministry of Trade and Investment, Ministry of Lands, Survey & Urban Planning, Ministry of Transport, Fire service, LGA, etc.				Completed The impact is that we now have more than 60,000 curated list of tax payers and counting, thereby widening our tax net. Furthermore, data of Abians are captured daily, also the interface is user friendly, enabling individuals to create access theirs from their comfort zones	The implementation of ABSSIN registration is progressing as planned. The system has been developed and running. Initial public resistance and technical glitches were quickly addressed. The impact is that we now have more than 60,000 curated list of tax payers and counting. https://abiapay.com . Despite the fact that registering all residents can be logistically challenging and resource intensive but we were able to enumerate tax residents and SMEs towards widening our tax net and increasing IGR. Our IGR net is increasing daily.	a.) Expand the registration campaign to cover all local government areas. b.) Ensure continuous technical support and public awareness campaigns to encourage registration and self service.
							5,000,000	1Jan23	31Dec23			

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			C. Electronic Ticketing in place of paper ticketing	The institution of electronic ticketing reform aims to modernize and streamline the process of issuing, managing, and validating tickets for public transportation and other services in Abia State. It seeks to replace paper-based ticketing systems with digital platform, enhancing efficiency, reducing fraud, and improving the overall user experience.	Abia State Internal Revenue Service	Ministry of Trade and Investment, Ministry of Lands, Survey & Urban Planning, Ministry of Transport, Fire service, LGA, etc.	5,000,000	1-Jan-23	31-Dec-23	Completed This reform has improved ticket purchasing and validation processes thereby reducing waiting times and improving user experience.	<p>We have fully transitioned to electronic ticketing platform. Key sectors have adopted electronic ticketing systems, and feedback has been positive. Training programs for users and stakeholders have been completed, and the system is operational in major urban areas. Initial technical integration issues have been resolved.</p> <p>https://platform.abiapay.com/</p> <p>This reform has improved ticket purchasing and validation processes thereby reducing waiting times and improve user experience. The initial setup and deployment of electronic ticketing system required significant investment in technology and infrastructure, which proved challenging but this has been successfully sorted out especially following our "DIG-ONCE" policy which minimizes disruptions due to excavation and construction of existing critical infrastructure.</p>	<p>a) Scale up the electronic ticketing system to cover all relevant sectors and regions.</p> <p>b) Monitor and evaluate system performance, making necessary adjustments based on feedback.</p>
			D. Electronic Tax Clearance Certificate	This reform aims to modernize the process of issuing, managing, and validating tax clearance certificates in Abia State. It seeks to replace the traditional paper-based system with a digital platform, enhancing efficiency, transparency, and accessibility. The e-TCC system will facilitate easier compliance for taxpayers, streamline administrative processes, reduce fraud, and improve overall tax administration.	Abia State Internal Revenue Service	Ministry of Trade and Investment, Ministry of Lands, Survey & Urban Planning, Ministry of Transport, Fire service, LGA, etc.	4,000,000	1-Jan-23	31-Dec-23	Completed The major impact of this reform is the automated system which has minimized the potential for human error and manipulation, thereby increasing accountability.	<p>All Tax Clearance Certificates are electronically generated. A major impact of this reform is the automated system which has minimized the potential for human error and manipulation, thereby increasing accountability.</p> <p>A challenge faced during the implementation of this reform includes the fact that not all taxpayers had access to the internet or digital devices, which potentially excluded some of them from the benefits of the e-TCC system.</p>	<p>a) Continuous technical support to ensure service is up and running.</p> <p>b) Sensitization to encourage self service</p> <p>d. Consider having the tax payers pay these consolidated sum in tranches... maybe quarterly</p>

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			E. Generation and Serving of Consolidated demand notice	This aims at simplifying and streamlining the process of notifying taxpayers about their various and fee obligations in the state. The reform intends to combine multiple tax liabilities and fees into a single, consolidated notice, making it easier for taxpayers to understand and fulfil their obligations.	Abia State Internal Revenue Service	Ministry of Trade and Investment, Ministry of Lands, Survey & Urban Planning, Ministry of Transport, Fire service, LGA, etc.	4,000,000	1Jan23	31-Dec-23	Completed The major impact is that combining multiple tax liabilities and fees into a single notice reduces the administrative burden for the state and it has also dovetailed into the elimination of multiple taxation on the citizenry.	<p>The process for generating and serving consolidated demand notices has been successfully implemented. The system consolidates multiple tax demands into a single notice, improving efficiency and clarity for taxpayers. The system is fully operational and has been positively received by taxpayers.</p> <p>A major impact is that combining multiple tax liabilities and fees into a single notice reduces the administrative burden for the state and it has also dovetailed into the elimination of multiple taxation on the citizenry.</p> <p>The challenges experienced ranged from taxpayers complaints with respect to the global economic recession as a consolidated taxation will negatively impact their business against the previous method where they could pay in tranches.</p>	<p>a) Regularly update the system based on user feedback and evolving requirements.</p> <p>b) Provide continuous support and training for users to ensure smooth operation.</p>
			F. Auto splitting of the revenues to the beneficiaries	This reform aims to automate the distribution of collected revenues to various designated recipients, such as government agencies, departments, and other stakeholders. It seeks to ensure accurate, timely, and transparent allocation of funds based on predefined criteria and agreements.	Abia State Internal Revenue Service	Ministry of Trade and Investment, Ministry of Lands, Survey & Urban Planning, Ministry of Transport, Fire service, LGA, etc.	5,000,000	1Jan23	31-Dec-23	Completed The impact of this reform is that the beneficiaries now receive their allocated funds timely, thereby improving their cash flow and financial planning.	<p>The auto-splitting system for revenue allocation has been implemented as scheduled. This system ensures that collected revenues are automatically distributed to designated MDAs improving transparency and efficiency.</p> <p>The system has been tested and is running effectively. An impact of this reform is that the beneficiaries now receive their allocated funds timely, thereby improving their cash flow and financial planning.</p> <p>The issue of resistance to change by some Beneficiary MDAs which posed a challenge has been surmounted as the revenue allocations are received on time.</p>	<p>a.) Monitor the system closely to ensure accurate and timely revenue distribution.</p> <p>b.) Provide training and support to finance and accounting personnel on using the new system.</p>

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2	Land Administration (Registering Properties and Construction Permit)	To streamline land registration processes by simplifying and standardizing land registration procedures to make them more user-friendly and efficient.	A. The Evaluation of the present processes and procedures	The Title holders and intending title holders and Government Agencies and Enhancing transparency by making land records accessible online to the public	Ministry of Lands, Survey and Urban Planning	Abia State Fire Service, Nigeria Police Force, Ministry of Industries, Ministry of Trade & Investment, Ministry of Education, Ministry of Agriculture, Board of Internal Revenue, Corporate Affairs Commission, Federal In-land Revenue Service and Town Planning Authorities within the state.	2,000,000	8Jan23	31-Dec-23	Completed Registration processes has been streamlined, land registration procedure has been standardized and simplified, IEC materials explaining the steps checklist on the procedure for registration was developed, ultimately making the process user friendly	The evaluation of the current processes and procedures for property registration and construction permits has been completed. The assessment involves reviewing existing workflows, identifying bottlenecks, and benchmarking best practices in compliance with UTM Coordinate for every survey. Stakeholder consultations and process mapping have been conducted to ensure a comprehensive understanding of the current system. Registration processes has been streamlined, land registration procedure has been standardized and simplified, IEC materials explaining the steps checklist on the procedure for registration was developed, ultimately making the process user friendly	a.) Complete the comprehensive report on the evaluation findings. b.) Share the findings with relevant stakeholders for feedback and validation. c.) Develop an action plan based on the evaluation to streamline and improve processes.
		To streamline land registration processes by simplifying and standardizing land registration procedures to make them more user-friendly and efficient.	B. Provide online linkages to necessary forms	The online linkages to necessary forms aims to provide a digital platform where citizens and businesses can easily access, complete, and submit various forms required for government and administrative processes. It seeks to enhance efficiency, reduce administrative burdens, and improve user experience by transitioning from paper-based to digital form management.	Ministry of Lands, Survey and Urban Planning	Abia State Fire Service, Nigeria Police Force, Ministry of Industries, Ministry of Trade & Investment, Ministry of Education, Ministry of Agriculture, Board of Internal Revenue, Corporate Affairs Commission, Federal In-land Revenue Service and Town Planning Authorities within the state.	3,000,000	8Jan23	31Dec23	Completed The provision of the online linkages to necessary forms has made it easier and faster for users to access and complete required documents. It has also aided the ease of transacting on lands.	The online linkages to necessary forms for property registration and construction permits has been successfully developed and deployed, The provision of the online linkages to necessary forms has made it easier and faster for users to access and complete required documents. It has also aided the ease of transacting on lands. Initially, some flaws were observed upon deployment, this challenge led to the suspension of the deployment. This challenge which has been resolved has led to a significant increase in the number of permits which has been approved and despatched as the beneficiaries and businesses now know the statutory and regulatory requirements for property registration.	a.) Monitor the usage of online forms and gather user feedback. b.) Implement any necessary updates or improvements based on feedback. c.) Conduct user training and awareness campaigns to ensure maximum utilization. We intend to evaluate current progress of the project to understand what has been achieved and what remains to be done. Also equally maintain open lines of communication with all stakeholders to keep them informed about the project's status. d.) Institute an M & E framework to monitor and track the success of the process

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		To streamline land registration processes by simplifying and standardizing land registration procedures to make them more user-friendly and efficient.	C. Provide linkages to Board of Internal Revenue	This aims to create a seamless, integrated digital platform that connects various government departments, agencies and external stakeholders with the Board of Internal Revenue. This reform seeks to enhance tax administration, improve compliance, and facilitate efficient communication and data exchange between the BIR and other entities.	Ministry of Lands, Survey and Urban Planning	Abia State Fire Service, Nigeria Police Force, Ministry of Industries, Ministry of Trade & Investment, Ministry of Education, Ministry of Agriculture, Board of Internal Revenue, Corporate Affairs Commission, Federal Inland Revenue Service and Town Planning Authorities within the state.	3,000,000	6Jan23	31Dec23	Completed This reform has impacted the system positively as a more accurate and timely tax assessment and collection has increased the overall revenue of the state.	There is integration with the Board of Internal Revenue. The interface of data-sharing protocols is complete with full integration and implementation. This reform has impacted the system positively as a more accurate and timely tax assessment and collection has increased the overall revenue of the state.	a.) Resolve the remaining technical challenges with BIR in terms of the online payment platform. b.) Develop and implement data standard and protocols to ensure compatibility and consistency across different system. c.) Institute an M & E framework to monitor and track the success of the process
		To streamline land registration processes by simplifying and standardizing land registration procedures to make them more user-friendly and efficient.	D. Provide for online submission of forms and other requirements	This reform aims to digitize and streamline the submission process for various administrative forms and documents. It seeks to promote transparency, reduce paperwork and ensure timely access to service.	Ministry of Lands, Survey and Urban Planning	Abia State Fire Service, Nigeria Police Force, Ministry of Industries, Ministry of Trade & Investment, Ministry of Education, Ministry of Agriculture, Board of Internal Revenue, Corporate Affairs Commission, Federal Inland Revenue Service and Town Planning Authorities within the state.	3,000,000	6Jan23	31Dec23	Completed This reform has impacted on the real-time updates. Users now receive immediate confirmation and updates on the status of their submissions which has in turn improved responsiveness thereby making the business environment friendlier	The development of the online submission platform has been completed. The platform allows users to submit forms and other required documents electronically, reducing the need for physical visits and streamlining the application process. This reform has impacted on the real-time updates. Users now receive immediate confirmation and updates on the status of their submissions which has in turn improved responsiveness thereby making the business environment friendlier The challenge of easily adapting to change among stakeholders remains a recurring decimal.	a.) Complete the development and initial testing of the online submission platform. b.) Launch a pilot phase to gather feedback from early users. c.) Make any necessary adjustments based on pilot feedback. d.) Officially launch the platform for public use. e.) Implement a user support system to assist with any issues during the transition to online submissions. f.) Institute an M & E framework to monitor and track the success of the process

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3	Transparency of Fees and Levies for Inter-State Trade	To establish a standardized fee and levy structure across neighbouring states to eliminate discrepancies and confusion.	A. Introduction of E-ticket in place of paper ticket	Develop a centralized platform containing information on official fees and procedures for all business activities within the state	Ministry of Trade and Investment	Ministry of Transport, Abia Board of Internal Revenue, Ministry of Small and Medium Enterprise & Digital Economy	5,000,000	6/Jan/23	31/Dec/23	Completed The impact of this reform is felt on timesaving outcome it evidences as there is 24/7 access where businesses purchase tickets online anytime and from anywhere, reducing the need to visit physical ticketing offices.	The initiative to introduce e-tickets in place of paper tickets has been effective with the deployment of necessary software infrastructure and training programs for relevant personnel. The procurement of necessary equipment and development of the e-ticketing platform is completed by the ministry of trade, commerce and industry in collaboration with Board of Internal revenue. There were initial challenges in terms of digital literacy among some users, but these have been addressed through comprehensive training and support. The impact of this reform is felt on timesaving outcome it evidences as there is 24/7 access where businesses purchase tickets online anytime and from anywhere, reducing the need to visit physical ticketing offices.	<ul style="list-style-type: none"> a.) Complete the pilot phase by the end of Q3 2023 and gather feedback to make necessary adjustments. b.) Full rollout of the e-ticketing system across all routes by Q4 2023. c.) Continue monitoring and support to ensure smooth transition and address any emerging issues promptly. d.) Launch a public awareness campaign to educate traders and transport operators about the benefits and usage of the new e-ticket system.
		To establish a standardized fee and levy structure across neighbouring states to eliminate discrepancies and confusion.	B. The introduction of single inter-state road tax stickers	This reform aims to streamline and simplify the process of paying road taxes for vehicles travelling between the state and other neighbouring states. It entails issuing a single, standardized road tax sticker that is recognized and accepted across all states or regions.	Ministry of Trade and Investment	Ministry of Transport, Abia Board of Internal Revenue, Ministry of Small and Medium Enterprise & Digital Economy	5,000,000	6/Jan/23	31/Dec/23	Completed The impact of this reform is that it has birthed a centralized issuance and efficient management of road tax stickers that has streamlined processes for both vehicle owners and regulatory authorities. It has eliminated multiple taxation on the citizenry by different agencies of the government who seek to improve the tax net of the government.	The introduction of Single Inter-State Road Tax stickers has been completed by the ministry of trade, commerce and industry in collaboration with Board of Internal Revenue. The impact of this reform is that it has birthed a centralized issuance and efficient management of road tax stickers that has streamlined processes for both vehicle owners and regulatory authorities. It has eliminated multiple taxation on the citizenry by different agencies of the government who seek to improve the tax net of the government.	<ul style="list-style-type: none"> a.) Enhance more coordination efforts with inter-state regulatory bodies to resolve outstanding issues related to revenue harmonization. b.) Launch another phase implementation plan starting focusing on major inter-state routes. c.) Conduct training and sensitization programs for enforcement officers and transport operators. e.) Monitor and review the implementation process continuously to identify and resolve any bottlenecks by Q2 2024.

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4	Legal Enforcement	<p>a.) Improve legal framework to provide easy access to an informal, inexpensive and speedy resolution of simple debt recover.</p> <p>b.) Enable users of the Small Claims Court access the court and to get their judgment within a recorded time</p>	Mass Sensitization/Public enlightenment on Legal Provisions to investors and business owners through campaigns, media engagements, and social media handles targeting both the Formal and Informal Sectors.	Formal and Informal Sectors	The Judiciary	The Judiciary	500,000,000.00	06/01/2023	31/12/2023	<p>On-Going</p> <p>There arent any challenges here, rather, the engagement process is still on-going as the government is not done with its awareness creation of the existence and advances of using the small claims courts.</p> <p>The reform has further strengthened the ease of doing business within Aba and Umuahia and has bolstered the confidence level of commercial transaction consumption as business owners now understand that there is a dispute resolution process which is fast and efficient</p>	<p>a. To ensure the small claims court is truly inexpensive, the filing fee is lower than a regular court fees, duration for determination is pegged at 60 days and there is provision for Fast Track court for appeal issues should the parties be unsatisfied with the judgement obtained.</p> <p>b. It has further strengthened the ease of doing business within Aba and Umuahia and has bolstered the confidence level of commercial transaction consumption as business owners now understand that there is a dispute resolution process which is fast and efficient</p> <p>c. Stakeholders townhall meeting was carried out on the small claims court and its proceedings while other sensitization engagements are still in the pipeline.</p> <p>d. This reform has been completed and the only challenges experienced thus far occurs when litigants engage lawyers who drag out the matter with technicalities and application for injunctions. This has in a few cases, made the matter to drag for longer than the stipulated 60 days window for determination of a matter.</p> <p>The most important impact is that justice is seen as done by litigants, time and resources are saved, businesses has picked up as confidence of business men and women have been bolstered by the fact they are aware of the existence of the small claims court.</p>	<p>Continue with scheduled sensitization programs and expand outreach to rural areas. Assess the effectiveness through feedback surveys and adjust content as needed.</p> <p>Institute an M & E framework to monitor and track the success of the process</p>

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		<p>a.) Improve legal framework to provide easy access to an informal, inexpensive and speedy resolution of simple debt recover.</p> <p>b.) Enable users of the Small Claims Court access the court and to get their judgment within the stipulated 60 days window</p>	<p>b.) Establishment of more Small Claims Courts in Aba and other LGAs within the State every Six (6) months.</p>	Formal and Informal Sectors	The Judiciary	The Judiciary	500,000,000.00	06/01/2023	31/12/2023	<p>On-Going</p> <p>The Aba small claims court has been established, the other small claims courts are in the works and are yet to commence seatings.</p> <p>The citizenry are aware of the existence of the small claims court leading to more business persons treading to the court to file processes to enable them get judgement and closure within the stipulated period</p>	<p>A small claims court has been set up in Aba and Umuahia. Establishment of more small claims courts are in the works. A handbook detailing steps and processes in approaching and filing matters is on the website. This ensures that litigants are very much aware of the processes and this in turn makes it easier and cheaper for litigants. Signage for the court is clearly spelt out and the court staff have been properly trained to assist litigants in filing their processes. There are plans underway for construction and staffing of additional courts in at least 6 LGAs. This action is on track with the bi-annual target. The citizenry are aware of the existence of the small claims court leading to more business persons treading to the court to file processes to enable them get judgement and closure within the stipulated period</p> <p>Institute an M & E framework to monitor and track the success of the process</p>	<p>Complete the setup of additional courts within the next six months. Ensure proper training for new judicial staff and monitor the performance of established courts to identify any operational issues.</p> <p>Institute an M & E framework to monitor and track the success of the process</p>
		<p>a.) Improve legal framework to provide easy access to an informal, inexpensive and speedy resolution of simple debt recover.</p> <p>b.) Enable users of the Small Claims Court access the court and to get their judgment within a recorded time</p>	<p>c.) Quick determination commercial cases</p>	Formal and Informal Sectors	The Judiciary	The Judiciary	500,000,000.00	06/01/2023	31/12/2023	<p>completed</p> <p>The impact is that the confidence of the litigants have increased as they are able to walk into the small claims court registry to file their processes, they do not need legal representation and there is fast determination of the suit.</p>	<p>A specialized commercial division within the courts has been created, leading to a significant reduction in case backlog at the regular courts. Fast-track procedures are being implemented.</p> <p>The impact is that the confidence of the litigants have increased as they are able to walk into the small claims court registry to file their processes, they do not need legal representation and there is fast determination of the suit.</p> <p>Another significant impact is that it has also dovetailed to cost cutting mechanism as the litigants save cost that would have been expended on the counsel who would otherwise have represented them.</p>	<p>Continue monitoring the impact of fast-track procedures. Provide ongoing training for magistrates and clerks on efficient case management. Consider further streamlining processes based on feedback.</p> <p>Institute an M & E framework to monitor and track the success of the process</p>

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		<p>a.) Improve legal framework to provide easy access to an informal, inexpensive and speedy resolution of simple debt recover.</p> <p>b.) Enable users of the Small Claims Court access the court and to get their judgment within a recorded time</p>	d.) Enforcement of Judgements	Formal and Informal Sectors	The Judiciary	The Judiciary	500,000,000.00	06/01/2023	31/12/2023	<p>completed</p> <p>Impact is improved level of commercial transactions especially in Aba and the cost of litigation and enforcement is very affordable as well as the fact that litigants while filing their processes also have a first hand experience on the statutory and regulatory requirement for filing suits and executing their judgement.</p>	<p>Mechanisms for enforcement has been improved</p> <p>Impact is improved level of commercial transactions especially in Aba.</p> <p>Another important impact is that the cost of litigation and enforcement is very affordable as well as the fact that litigants while filing their processes also have a first hand experience on the statutory and regulatory requirement for filing suits and executing their judgement.</p>	<p>Address logistical challenges by reallocating resources and optimizing existing processes. Implement a tracking system for enforcement cases to identify and resolve bottlenecks.</p> <p>Engaging the Attorney General & Commissioner for justice, The Chief Judge and the Court Registrar to ensure resource allocation for effective enforcement of judgement.</p> <p>Institute an M & E framework to monitor and track the success of the process</p>
		<p>a.) Improve legal framework to provide easy access to an informal, inexpensive and speedy resolution of simple debt recover.</p> <p>b.) Enable users of the Small Claims Court access the court and to get their judgment within a recorded time</p>	e.) Capacity Building	Formal and Informal Sectors	The Judiciary	The Judiciary	500,000,000.00	06/01/2023	31/12/2023	<p>Completed</p> <p>we now have a more empowered work force and other stakeholders who have been imparted with adequate knowledge on the statutory and regulatory requirements for handling matters that come before the small claims court.</p>	<p>A handbook detailing steps and processes in approaching and filing matters is online. This ensures that litigants are very much aware of the processes and this in turn makes it easier and cheaper for litigants.</p> <p>Regular training sessions for judicial staff on new legal provisions and case management techniques has been conducted. The training curriculum is updated regularly.</p> <p>The impact is that we now have a more empowered work force and other stakeholders who have been imparted with adequate knowledge on the statutory and regulatory requirements for handling matters that come before the small claims court.</p>	<p>Expand capacity-building programs to include more stakeholders, such as local law enforcement and community leaders. Evaluate training outcomes and adjust programs accordingly.</p> <p>Institute an M & E framework to monitor and track the success of the process</p>

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		<p>a.) Improve legal framework to provide easy access to an informal, inexpensive and speedy resolution of simple debt recover.</p> <p>b.) Enable users of the Small Claims Court access the court and to get their judgment within a recorded time</p>	f.) IT Support in filling of cases	Formal and Informal Sectors	The Judiciary	The Judiciary	500,000,000.00	06/01/2023	31/12/2023	<p>Completed Litigants can now file and or frontload their processes.this in turn makes for easier filing, time is managed effectively and efficiently and litigants can monitor the status of their matter online.</p>	<p>The implementation of an IT system for case filing has been completed, a pilot program is currently running in the Small Claims Courts.</p> <p>Litigants can now file and or frontload their processes.this in turn makes for easier filing, time is managed effectively and efficiently and litigants can monitor the status of their matter online.</p>	<p>Resolve procurement issues and expand the pilot program to more courts. Provide additional training for staff on the new IT systems and establish a helpdesk for technical support.</p> <p>Institute an M & E framework to monitor and track the success of the process</p>
		<p>a.) Improve legal framework to provide easy access to an informal, inexpensive and speedy resolution of simple debt recover.</p> <p>b.) Enable users of the Small Claims Court access the court and to get their judgment within a recorded time</p>	g.) Review of Legal Fees	Formal and Informal Sectors	The Judiciary	The Judiciary	500,000,000.00	06/01/2023	31/12/2023	<p>Completed The impact of this reform is the fact that even the poor can access justice. The exclusivity factor of cost of litigation has been been effectively dismantled by this reform</p>	<p>A comprehensive review of legal fees was conducted, and revised fee structures have been implemented to make legal services more affordable.</p> <p>The impact of this reform is the fact that even the poor can access justice. The exclusivity factor of cost of litigation has been been effectively dismantled by this reform</p>	<p>Monitor the impact of the new fee structures and make further adjustments if necessary. Conduct periodic reviews to ensure fees remain fair and accessible.</p>
		<p>a.) Improve legal framework to provide easy access to an informal, inexpensive and speedy resolution of simple debt recover.</p> <p>b.) Enable users of the Small Claims Court access the court and to get their judgment within a recorded time</p>	h.) Maintenance of Judiciary Website	Formal and Informal Sectors	The Judiciary	The Judiciary	500,000,000.00	06/01/2023	31/12/2023	<p>Completed Information on the Abia small claims judgement is on the website. It boosts confidence of both litigants and intending litigants as litigants and indeed stakeholders will believe in the efficacy of the small claims court since they can access the status of matters online.</p>	<p>The judiciary website has been regularly updated with new information and resources. Feedback mechanisms have been implemented to address user concerns.</p> <p>Information on the Abia small claims judgement is on the website. It boosts confidence of both litigants and intending litigants as litigants and indeed stakeholders will believe in the efficacy of the small claims court since they can access the status of matters online.</p>	<p>Continue regular updates and enhancements to the website. Introduce more interactive features, such as online case tracking and a knowledge base for common legal issues.</p> <p>Institute an M & E framework to monitor and track the success of the process</p>



End of Report

THANK YOU