



OFFICE OF THE GOVERNOR

**EXECUTIVE ORDER ON THE PROMOTION OF TRANSPARENCY AND  
EFFICIENCY IN THE BUSINESS ENVIRONMENT**

**Instrument No. 3 of 2024**

AN ORDER DIRECTING BUSINESS ENABLING ENTITIES IN ABIA STATE TO PUBLISH ALL RELEVANT INFORMATION ON FEES, PROCEDURES, SERVICE LEVEL AGREEMENTS (SLAs), GRIEVANCE REDRESS MECHANISM (GRM) FOR ALL CORE BUSINESS REGULATORY PROCESSES PROVIDED BY THEM

Pursuant to the Abia State Government's commitment to transparency, efficiency, and accountability in government to business services provided by various State Business Enabling Ministries, Departments, and Agencies (MDAs).

NOW, THEREFORE, I, Dr Alex Chioma Otti, Executive Governor of Abia State in exercise of the powers conferred upon me by the 1999 Constitution of the Federal Republic of Nigeria and other relevant laws, do hereby issue this Executive Order:

1. Publication of Information on State Website(s)

The under listed Ministries, Departments and Agencies of the Abia State government among others shall publish on the state official website(s) all relevant information on fees, procedures, Service Level Agreements (SLAs), Grievance Redress Mechanism (GRM) for all core business regulatory processes provided by them, and advance communication rules of upcoming changes to the information on any of their business processes and activities as mentioned above and such changes shall come into effect only after a minimum of 30 days after the date of notice of the changes

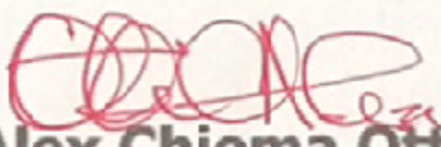
2. The Business Enabling MDAs referred to in 1 above is made up of all service providing MDAs including:

- a. Ministry of Lands and Housing,
- b. Abia State Environmental Protection Agency,

- c. Abia State Board of Internal Revenue Service,
- d. Ministry of Transport,
- e. Ministry of Trade and Commerce
- f. Abia State Signage and Structure Advertisement Agency.
- g. Abia State Specialist Hospital and Diagnostic Centre
- h. Ministry of Education
- i. The Small Claims Court
- j. Ministry of Environment
- k. Ministry of Health
- l. Ministry of Petroleum and Mineral Resources
- m. Ministry of Women Affairs
- n. Abia State Water
- o. Greater Aba Development Authority
- p. Greater Umuahia Development Authority
- q. Greater Ohafia Development Authority
- r. Abia State Primary Healthcare
- s. Ministry of Arts, Culture & Creative Economy
- t. Ministry of Power and Public Utilities
- u. Ministry of Industry & SMEs
- v. Ministry of Works
- w. Ministry of Science, Technology & Innovation
- x. Abia State University
- y. Abia State College of Education, Technical,
- z. Due Process Office
- aa. Ministry of Agriculture
- bb. Public Private Partnership Office
- cc. Judiciary

3. These Business Enabling MDA's shall maintain dedicated, verifiable and functional contact information during working hours
4. This Executive Order shall come into effect from 21<sup>st</sup> July, 2024

IN WITNESS WHEREOF, I have hereunto set my hand and caused the seal of Abia State to be affixed this 7th day of July in the year 2024

  
**Dr Alex Chioma Otti (OFR)**  
Executive Governor of Abia State