



## **ABIA STATE GOVERNMENT**

### **MINISTRY OF LANDS AND HOUSING**

#### **MANDATORY ADVANCE COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES**

##### **IN LINE WITH**

EXECUTIVE ORDER ON THE PROMOTION OF TRANSPARENCY AND  
EFFICIENCY IN THE BUSINESS ENVIRONMENT PASSED IN 2024

The Ministry of Lands and Housing covenants as follows:

##### **1. ETHICAL CODES THAT GUIDE OUR SERVICE FEE CHANGES**

- a. Stakeholders' Satisfaction: We prioritize Stakeholders satisfaction in our dealings with them. Changes in our service fees will take into consideration the concerns of users of our services.
- b. Integrity: The processes leading to any upward change in our fees will be communicated timely. We will adopt open dialogue, full disclosure of every relevant information.
- c. Value Addition: Value addition will drive any changes in fees. Alternative options may be provided where necessary

## **2. STATEMENT OF COMMITMENT TO MANDATORY COMMUNICATION OF RULES OF UPCOMING CHANGES IN FEES.**

Our commitment to mandatory advance communication of changes in fees shall form part of the Service Level Agreement with our Clients. We are committed to keeping our agreement with Clients.

- a) In compliance with the Executive Order on the Promotion of transparency and Efficiency in the business environment, Abia State Ministry of Lands and Housing is mandated to give advance communication of up- coming changes in fees, and such changes shall come into effect only after a minimum of 30 days after the date of notice of the changes to our customers.
- b) We shall keep to this provision of the Executive Order to promote efficiency and transparency of official fees, levies for all users of the services of Abia State Ministry of Lands and Housing. Such services include but not limited to Survey lifting and Layout plan requests

For more information, Visit Ministry of Lands and Housing Headquarters:

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Chaka Chukwumerije  
Hon. Commissioner

