



**THE GOVERNOR
ENUGU STATE OF NIGERIA**

EXECUTIVE ORDER NO. 004 OF 2023

**SUBJECT: PROMOTION OF ECONOMIC GROWTH THROUGH
TRANSPARENCY AND EFFICIENCY IN GOVERNMENT
SERVICE PROVISION AND EASE OF INVESTMENT IN
ENUGU STATE.**

WHEREAS:

- A. It is the policy of Enugu State Government to create an enabling environment for businesses and institutionalize measures and strategies aimed at promoting transparency and efficiency in the provision of Government services.
- B. Enugu State Government is committed to the promotion of domestic and foreign investment, creation of employment and stimulation of State economy.
- C. His Excellency, Dr. Peter Mbah, the Governor of Enugu, is committed to the improvement of the business climate of Enugu State and has mandated the Enugu State Ease of Doing Business Council to coordinate the implementation of this policy.

NOW THEREFORE, PURSUANT TO THE AUTHORITY VESTED IN ME AS THE GOVERNOR OF ENUGU STATE BY THE CONSTITUTION OF THE FEDERAL REPUBLIC OF NIGERIA, I HEREBY ORDER AS FOLLOWS:

- 1. For the facilitation of government services, every Ministry, Department and Agency (MDA) of Enugu State Government shall publish a complete list of all the requirements or conditions for obtaining products and services within the MDA's scope of responsibility, including permits, licenses, waivers, tax related processes, filings and approvals. The list shall include:-
 - a. All fees and timelines required for the processing of applications for the products and services;

- b. All Service Level Agreements (SLAs), which shall indicate very clearly:
 - i. The Services,
 - ii. The Timelines for services execution in each instance,
 - iii. The Fees, Levies and costs for delivery of each service, and
 - iv. Any other requirements from the prospective service recipient;
 - c. Processes for grievance resolution, i.e. Grievance Redress Mechanism; and
 - d. Mandatory advance communication rules of upcoming changes.
2. The complete list and associated grievance resolution processes shall be conspicuously pasted on the premises of the relevant MDAs and published on the State's official website within 30 days from the date of issuance of this Order.
3. It shall be the responsibility of the Heads of the relevant MDAs to ensure that the list is verified and kept up-to-date at all times. If there is any conflict between a published and an unpublished list of requirements the published list shall prevail.
4. Where the relevant agency or official fails to communicate approval or rejection of an application within the time stipulated in the published list, the applicant may reroute such application to the Governor's Office.
5. The mode of communication of official decisions to applicants shall be stated in the published requirements.
6. Where applications are rejected within the stipulated timeline, all rejections shall be given with reasons. Rejections of application shall be tracked, and accurate records kept at all times for each MDA and shall be submitted to the Head of the MDA on a monthly basis.
7. There shall be at least two (2) modes of communication of acceptance or rejection of applications to the applicants by the relevant MDAs before the expiration of the stipulated time, including letters, text messages and publications on MDA websites.
8. The applicant's acknowledgment copies of the application, including electronic submission acknowledgments, shall serve as a proof of the date of submission of the application for purposes of determination of the commencement of the application timeline.

9. Failure of the appropriate officer to act on any application within the timeline stipulated, without lawful excuse, shall amount to misconduct and be subject to appropriate disciplinary proceedings in accordance with the law and regulations applicable to the civil or public service.
10. An MDA that requires input, documentation, requirements, or conditions from another MDA in order to deliver products and services on applications within the originating MDA's remit or mandate, including permits, licenses, waivers, tax documentation, filings and approvals shall only request a photocopy or other *prima facie* proof from the applicant. It shall be the responsibility of the originating MDA to seek verification or certification directly from the issuing MDA.
11. Service Level Agreement shall be binding on MDAs and shall be relied upon by the MDAs in the issuance of published stipulated timeline for processing of applications for the products and services.
12. It shall be the responsibility of the Heads of the relevant MDAs to ensure that the terms of the Service Level Agreement are adhered to.
13. Failure of the appropriate officer to act within the timeline stipulated in the Service Level Agreement without lawful excuse, shall amount to misconduct and be subject to appropriate disciplinary proceedings in accordance with the law and regulations applicable to the civil or public service.
14. This Executive Order shall take effect immediately.

This order shall be implemented consistent with applicable Laws of Enugu State, and given sufficient publicity.

This order is intended to improve the internal management of the State Government; thus, is not intended to and does not create any rights or benefits, substantive or procedural, enforceable at law or in equity by a party against Enugu State, its departments, agencies or entities, its officers, employees or agents or any other person.

Issued this ^{27th} day of December 2023.



His Excellency
DR. PETER N. MBAH
Governor of Enugu State