

EKITI STATE DEVELOPMENT AND INVESTMENT PROMOTION AGENCY

Established under the EKDIPA law 2019

INVESTMENT AFTERCARE BY EKDIPA

1.0 Introduction

Ekiti State Development and Investment Promotion Agency is the primary institution mandated to serve as the first contact point for all investment-related matters in Ekiti State. As part of its strategic mission to promote sustainable economic growth, EKDIPA operates the State's investment One-Stop Shop (OSS), which is designed to provide streamlined services, critical information and administrative support to investors. This system ensures that both new and existing investments are properly guided, adequately informed and well positioned to thrive within the State.

Central to EKDIPA's operations is its Aftercare Service, a critical follow-up initiative under the theme "Feeling Investors Pulse". This is a proactive engagement tool that allows EKDIPA to maintain close communication with businesses operating within the state. The goal is to assess investors' satisfaction levels, identify emerging challenges and facilitate timely government interventions that promote the Ease of Doing Business (EoDB) in Ekiti State. It also fosters a platform for robust government-investor collaboration, enabling the agency to effectively implement reform-based feedback and build investor confidence.

2.0 Objectives of EKDIPA Aftercare Service

The Aftercare Service programme is designed with the following strategic objectives:

- i. **Feeling Investors Pulse:** To continually assess how investors perceive the business environment in Ekiti State and gather valuable feedback for continuous improvement.
- ii. **Retention and Sustainability:** To ensure that existing investors are not only retained but also supported to scale and expand within the State.
- iii. **Problem Identification and Resolution:** To identify business challenges and provide actionable solutions in collaboration with relevant government Ministries, Departments and Agencies (MDAs)
- iv. **Awareness Creation:** To promote awareness of government programmes, policies, incentives and initiatives designed to enhance the Ease of Doing Business in Ekiti State.

- v. **Relationship Building:** To foster healthy relationship between the State Government and investors operating in the State through mutual trust, open dialogue and shared objectives.

3.0 Eligibility Criteria for Aftercare Services

To ensure targeted and efficient delivery of aftercare services, EKDIPA employs specific eligibility criteria for businesses to benefit from its outreach:

- i. The Investment/Business must be physically located and operational within Ekiti State;
- ii. The Investment must be an employer of labour regardless of the workforce size;
- iii. Preference is given to Investments involved in production/ processing and value addition of goods;
- iv. Moribund or struggling investments undergoing resuscitation are also prioritized for aftercare intervention

Information on eligible investments/businesses is sourced through various channels such as the Ekiti business catalogue, news, print & digital media reports, industry references as well as personal contacts from investors.

4.0 The Visit: Structure and Process

The visit is all-expense-paid by EKDIPA and is therefore incur no financial obligation on the part of the businesses. The process is collaborative, professional, and designed to ensure maximum impact.

The process involves EKDIPA reaching out to the investor prior to the visit by phone and mail in order to make the intention to visit known. A line of communication is thus open resulting in a mutually agreed date being fixed for the visit.

During the visit, EKDIPA team painstakingly listens to all that the investor has to say on how the investment has been doing in the State since commencement. Also, a guided tour around the investment facility is carried out to get acquainted with the environment as well as existing infrastructure.

Thereafter, EKDIPA informs about available incentives and support system, with a clear picture of investors rights, procedures and officials to deal with in the various MDAs and where to lodge complain if there is any.

These services are summarized as:

- i. Information; and
- ii. Advocacy.

5.0 Information Dissemination and Support

Following the interactive session ,EKDIPA provides detailed information on:

- Government incentives and support mechanisms;

- Regulatory compliance processes;
- Investor rights and responsibilities;
- Contact information for relevant MDAs;
- Procedures for lodging complaints and seeking redress;

Through these engagements, EKDIPA has provided a variety of support services including:

- Escalation of business challenges to the State EoDB Council chaired by the Governor.
- Facilitation of Certificates of Occupancy (C of O).
- Assistance in securing connection to the national electricity grid.
- Provision of access to high-speed broadband internet.
- Linkages with credit institutions and financial service providers.
- Coordination with regulatory bodies to streamline bureaucratic processes.

6.0 Scoring Mechanism (Investor Engagement Evaluation)

Indicator	Weight (%)	Scoring Scale (1-5)
Investor Satisfaction Level	30%	1 = Poor, 5 = Excellent
Number of Jobs Created	25%	1 = <10, 5 = >200
Capital Investment Value	20%	1 = <₱10M, 5 = >₱500M
Level of Local Sourcing	15%	1 = <10%, 5 = >80%
Expansion Potential	10%	1 = Low, 5 = High

Score Interpretation:

- 80–100%: High-priority investor (Immediate engagement & incentives).
- 50–79%: Medium-priority (Scheduled follow-up).
- Below 50%: Low-priority (Basic monitoring).

7.0 Key Performance Indicators (KPIs)

Below is a summary of key performance indicators to measure the effectiveness of EKDIPA's Aftercare Strategy:

	KPI	ANNUAL TARGET
1	Investor Retention Rate	≥ 90%
2	Number of Aftercare Visits	50 major investors
3	Issue Resolution Rate	≥ 85% within 30 days
4	Investor Satisfaction Index	≥ 4.0/5.0
5	Jobs Created Through Expansion	≥ 5,000 annually
6	Policy Recommendations Implemented	≥ 10 per year

8.0 Outcomes and Impact

The Aftercare Service has yielded numerous positive outcomes for both investors and the state government, including:

- Increased investor confidence and business retention.
- Strengthened relationships between government and private sector.
- Improved coordination between MDAs to respond to investor needs.
- Enhanced visibility and credibility of Ekiti State as an investor-friendly destination.
- Reduction in bureaucratic bottlenecks.
- Uptake of policy feedback for institutional reforms.
- These outcomes are aligned with the State Government's broader economic agenda of creating a robust, inclusive, and diversified economy.

9.0 Challenges and Lessons Learned

While the Aftercare Service has recorded significant achievements, it has also encountered some challenges:

- Limited human and financial resources to scale up visits.
- Occasional resistance from businesses due to lack of awareness.
- Coordination delays with some MDAs.
- Data collection and monitoring limitations.

However, EKDIPA continues to evolve and improve its methods by integrating feedback, leveraging technology, and building stronger partnerships with both local and international stakeholders.

10.0 Future Directions

Looking ahead, EKDIPA aims to deepen its Aftercare Service with the following initiatives:

- a. Digital Aftercare Platform: A centralized digital system for scheduling, data collection, and tracking investor engagements.
- b. Sector-Specific Outreach: Targeted aftercare strategies for key sectors such as agriculture, ICT, manufacturing, and renewable energy.
- c. Annual Investor Satisfaction Survey: A state-wide survey to gauge investor perception and track EoDB reforms.
- d. Aftercare Advisory Council: A body of experts and stakeholders to provide strategic guidance and oversight.
- e. Capacity Building: Continuous training for EKDIPA staff to improve communication, problem-solving, and policy advocacy skills.

11.0 Conclusion

The EKDIPA Aftercare Service is a critical component of Ekiti State's investment promotion strategy. It bridges the gap between policy formulation and

implementation by ensuring that investors are heard, supported, and encouraged to thrive. By fostering a proactive and collaborative environment, EKDIPA not only helps businesses succeed but also positions Ekiti State as a competitive and responsive destination for investment.

As the business landscape continues to evolve, the Aftercare Service will remain an adaptable and innovative tool for driving inclusive economic development and promoting long-term partnerships between the government and the private sector.

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