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OFFICE OF THE GOVERNOR

Oke Bareke, GRA, Ado-Ekiti, Ekiti State, Nigeria.

EXECUTIVE ORDER No. 03 OF 2023

EXECUTIVE ORDER ON THE TRADE GRIEVANCE REDRESS MECHANISM (GRM) TO ADDRESS COMPLAINTS FROM TRADERS ON ISSUES SUCH AS HARASSMENT, UNAUTHORIZED PAYMENTS, AND OTHER IN-KIND REQUESTS

EXECUTIVE ORDER ON TRADE GRIEVANCE REDRESS

By the authority vested in me as the Governor of Ekiti State, I hereby issue this Executive Order to establish a framework for the redress of trade grievances to promote fair and equitable trade relations, both local and international.

WHEREAS, it is the policy of the Ekiti State to ensure that trade relationships in the State are based on principles of fairness, reciprocity, and the protection of Ekiti State Citizen's interests;

WHEREAS, trade disputes and grievances may arise in the course of both local and international trade, and it is essential to have a clear and effective mechanism for addressing and resolving such grievances;

NOW, THEREFORE, I, Abiodun Abayomi Oyebanji, the Executive Governor of Ekiti State, do hereby order as follows:

Section 1: Establishment of the Trade Grievance Redress Mechanism

- 1.1. The Ministry of Investment, Trade and Industry shall establish and maintain a Trade Grievance Redress Mechanism (TGRM) responsible for addressing and resolving trade grievances submitted by the Citizen's businesses, industries, or individuals.

- 1.2. The Grievance Redress Mechanism shall be in line with global best practice and shall cover issues such as harassment, unauthorized payments, and other in-kind request.
- 1.3. The Trade Grievance Redress Mechanism shall addresses complaints by truckers/transporters and traders for inter-state movement of goods.
- 1.4. The Trade Grievance Redress Mechanism shall consist of a Grievance Redress Panel of experts and officials with expertise in trade matters, including representatives from relevant government agencies, industry associations, and legal experts;
- 1.5. The Panel shall consists of:
 - 1.5.1. An Accredited Representative of the Ministry of Investment, Trade and Industry;
 - 1.5.2. An Accredited Representative of Ekiti State Internal Revenue service;
 - 1.5.3. The Legal Adviser of the Ministry of Investment, Trade and Industry representing Ekiti State Ministry of Justice;
 - 1.5.4. An Accredited Representative of the Private Sector;
 - 1.5.5. Desk Officer from the Ministry of Investment, Trade and Industry (Grievance Redress Desk Officer)
- 1.6. The function of the Panel shall be to:
 - 1.6.1. create and publish SMS/hotlines/email channels to lodge or make complaints/grievances;
 - 1.6.2. establish a Grievance Redress Desk at the Ministry of Investment, Trade and Industry;
 - 1.6.3. receive complaints from / through any of the created channels;
 - 1.6.4. review and assess the grievances;
 - 1.6.5. conduct investigations when necessary;
 - 1.6.6. resolve all complaints within thirty (30) days from the date of receipt of such complaints/grievances; and
 - 1.6.7. recommend appropriate actions or remedies to resolve disputes in accordance with applicable laws and international agreements.

Section 2: Submission of Trade Grievances

- 2.1. Any Business, Industry, or Individual (traders, truckers/transporters) may submit to the Trade Grievance Redress Mechanism Panel, a trade grievance

relating to an act/omission in respect of collection and payment of the trade-related fees and levies on inter-state movement of goods.

2.2. The grievances may be made by making a verbal complaint through a designated and functional telephone line (hotline) or providing a written complaints through SMS, email or Grievance Redress Form.

2.3. The verbal or written complaints shall detail the complainant name and contact, date of complaints, type of complaint, the description/nature of the grievance, relevant supporting evidence, and the desired resolution.

2.4. The Trade Grievance Redress Mechanism Panel shall establish procedures for the submission and review of trade grievances, which shall be made available to the public.

Section 3: Resolution of Trade Grievances

3.1. The Trade Grievance Redress Mechanism Panel shall conduct a thorough review of each trade grievance, including consultation with relevant stakeholders and experts.

3.2. Based on its review, the Trade Grievance Redress Mechanism Panel shall make recommendations for the resolution of the trade grievance, which may include negotiations with foreign governments, the initiation of dispute settlement proceedings, or other appropriate actions.

3.3. The Trade Grievance Redress Mechanism Panel shall provide periodic updates to the submitter of the trade grievance regarding the status of the review and any proposed actions.

Section 4: Implementation

4.1. All complaints shall be resolved within thirty (30) days from the date of receipt of such complaints/grievances.

4.2. The Trade Grievance Redress Mechanism Panel shall recommend appropriate actions or remedies to resolve disputes in accordance with applicable laws and international agreements.

4.3. Relevant government agencies shall cooperate with the Trade Grievance Redress Mechanism Panel in implementing its recommendations and taking necessary actions to resolve trade grievances.

4.4. The Ministry of Investment, Trade and Industry shall ensure that the report of the activities and the status of trade grievance resolutions are published regularly on the State official website(s) online.

Section 5: Effective Date

This Executive Order shall take effect immediately upon issuance.

IN WITNESS WHEREOF, I have hereunto set my hand this ^{27th} day of ^{DEC}.....2023


Abiodun Abayomi OYEBANJI
Executive Governor,
Ekiti State.