



MINISTRY OF INFRASTRUCTURE AND PUBLIC UTILITIES,
STATE SECRETARIAT, ADO-EKITI, EKITI STATE

MANDATORY ADVANCE COMMUNICATION RULES OF UPCOMING CHANGES

To ensure transparency, inclusiveness, and compliance with policy implementation, the Ekiti State Ministry of Infrastructure and Public Utilities should adopt the following Mandatory Advance Communication Rules for Upcoming Changes. By adhering to these rules, the ministry ensures a participatory approach to governance, fostering trust and compliance with its initiatives.

i. Notification Timeline

- a. Minimum Notice Period: All stakeholders must receive a minimum of 30 days' notice before any significant policy, procedural, or regulatory change is implemented. The changes must be communicated in advance of implementation to ensure stakeholders have adequate time to prepare and respond.
- b. Emergency Situations: In cases of emergencies that necessitate immediate changes, notification should be given as soon as possible, with details provided no later than 48 hours post-change.

ii. Stakeholder Identification

Identify Stakeholders: Determine all relevant stakeholders, including local communities, businesses, government agencies, NGOs, and other partners.

Segment Communication: Tailor messages to different stakeholder groups based on their specific interests and impacts.

iii. Communication Channels:

Any significant policy, procedural, or regulatory change can be publicized through multiple channels for communication such as:

- Official website of Ekiti State – www.ekitistate.gov.ng;
- Social media platforms (official accounts);
- Local radio,
- Television
- Public notices in local newspapers to ensure wide dissemination.

iv. Communications Content Requirements

The Communications should include:

- A clear description of the changes.
- The rationale behind the changes. Clearly outline the purpose, benefits, and necessity of the changes, linking them to the broader goals of environmental protection and sustainable watershed management
- Impacts on stakeholders and the environment. Include a summary of anticipated impacts, both positive and negative, on the community and environment.
- Information on how to engage with the ministry for feedback or inquiries.
- Details of any public meetings or forums for discussion.

v. Stakeholder Engagement

- Consultation Forum: The Ministry shall organize town hall meetings, focus groups discussion, or webinars to discuss proposed changes;
- Feedback Mechanisms: The Ministry shall provide stakeholders (e.g. residents, businesses, local government councils) with accessible

channels (email, hotline, or online forms) to submit feedback or concerns about upcoming changes.

vi. Accessibility Considerations

- The MDA shall ensure that all communication is accessible to various populations including translations for non-English speakers and accommodations for those with disabilities.
- Plain Language Communication: the MDA shall ensure all announcements are communicated in plain language, avoiding technical jargon
- Translate all notices into Yoruba and other prominent local dialects such as Ekiti, and Ebara to accommodate diverse linguistic groups.

vii. Documentation

- ✓ Document all communications and feedback for accountability and future reference. Make detailed information on upcoming changes, including policies, guidelines, and technical documents, publicly accessible via the ministry's official website and physical offices
- ✓ Maintain records of responses and adaptations made based on stakeholder input.

viii. Inclusion of Vulnerable Groups

Targeted Outreach: The MDAs shall design specific communication strategies to engage vulnerable groups (e.g., low-income residents, rural communities) who may face challenges in accessing standard communication channels. The MDAs shall help such as in-person consultations or community representatives to clarify the changes and their implications.

ix. Follow-Up

After the initial communication, provide regular updates as the implementation date approaches to keep stakeholders informed of progress or any adjustments.

x. Grievance Redress Mechanism

Complaints Desk: Establish a dedicated office or hotline to address inquiries, complaints, or disputes arising from the proposed changes.

Response Timeframe: Ensure all grievances are acknowledged within 48 hours and resolved within 30 days from the date of receipt of such complaints/grievances

xi. Crisis Communication Plan:

In situation of any crisis, the ministry shall have a protocol in place for urgent changes that may require immediate communication, ensuring rapid dissemination of information.

xii. Implementation

- a. The Ministry shall train staff on these communication rules to ensure adherence and consistency in messaging.
- b. They shall review and revise communication strategies periodically to remain effective and responsive to stakeholders' needs.

xiii. Post-Implementation review

- a. Monitoring Reports: Share reports on the implementation progress and outcomes of the changes.
- b. Feedback Analysis: Conduct surveys or public forums to gather input on the effectiveness of communication efforts and address any residual concerns.

xiv Monitoring and Evaluation

The ministry shall establish a system to monitor and evaluate the effectiveness of its communication plan, including tracking engagement metrics, feedback, and suggestions from stakeholders.

xv. **Compliance**

The ministry shall ensure that all communication and engagement activities comply with relevant laws, regulations, and policies, including the Ekiti State Environmental Protection and Watershed Management Ministry's policies and procedures.

xvi. **Transparency**

The ministry shall maintain transparency in all communication and engagement activities, ensuring that all stakeholders have access to accurate and timely information about upcoming changes.