



MINISTRY OF PHYSICAL PLANNING AND URBAN DEVELOPMENT

PHASE V, STATE SECRETARIAT COMPLEX, ADO-EKITI

ADVANCE MANDATORY COMMUNICATION RULES FOR UPCOMING CHANGES

Ministry of Physical Planning and Urban Development, Ekiti State

In order to facilitate seamless communication concerning the anticipated changes, it is imperative that all departments, units, and stakeholders associated with the Ministry of Physical Planning and Urban Development in Ekiti State adhere to the following established guidelines. These rules are designed to foster an environment of transparency and inclusivity while ensuring that information is effectively disseminated throughout the organization. By implementing these measures, we aim to enhance collaboration and understanding among all parties involved, thereby promoting a more cohesive and efficient workflow during this transition period. It is essential that everyone is aware of these protocols to maintain a high standard of communication and to ensure that all voices are heard and considered in the process.

1. Communication Planning and Timelines

1.1 Pre-announcement Period:

- All drafts of communication materials pertaining to the upcoming changes must be meticulously prepared and subjected to a thorough review process at least 45 days prior to the implementation date. This ensures sufficient time for feedback and necessary revisions, allowing for a comprehensive and effective communication strategy that aligns with our goals and addresses any potential concerns. All stakeholders must have the opportunity to review and contribute to these materials well in advance of the planned rollout.

1.2 Official Announcement:

- In order to ensure proper communication and transparency, all official announcements concerning any forthcoming changes must be disseminated at least 30 days prior to the implementation date. These announcements should be made through a variety of channels, such as email notifications, company newsletters, and updates on the official website, to reach all stakeholders effectively. This approach will allow ample time for individuals to prepare and adapt to the upcoming changes.

1.3 Follow-ups:

- It is essential to send out weekly reminders to all relevant stakeholders starting from the date the announcement is made and continuing until the implementation date. These reminders should include updates on the progress, important deadlines, and any actions required from the stakeholders to ensure a smooth transition and successful implementation. Clear communication will help keep everyone informed and engaged throughout the process.

2. Information Dissemination Protocol

2.1 Approved Channels:

Communication Protocols: to ensure effective and secure communication, please utilize only the designated and approved channels. These include:

- Official Emails: all staff of the Bureau shall always use their assigned work email for any correspondence related to official matters. This ensures that messages are documented and accessible as needed.
- SMS Alerts: The office shall make use of an SMS alert system authorized by the Executive secretary for urgent updates/responses. This method allows for immediate notifications and is crucial for timely information dissemination.
- Ekiti State's Official Website: Access the official website for the latest news, updates, and resources. This platform is the primary source of verified information related to government activities.
- Official Social Media Platforms: Engage with content posted on the official verified social media accounts. These platforms provide real-time updates and community engagement opportunities.
- Town Hall Meetings: Participate in scheduled town hall meetings where officials present important information and answer questions from the community. These gatherings are vital for fostering transparency and dialogue between the government and the citizens.

2.2 Accessibility:

- To ensure inclusivity and effective communication among all participants, it is essential that all correspondence be provided in both English or Yoruba. This approach will help accommodate diverse audiences and facilitate a clearer understanding for everyone involved in our discussions and activities.

2.3 Multimedia Approach:

- Important announcements should always be enhanced with visual aids to improve understanding and retention. Utilizing infographics, which can summarize complex information in a visually appealing way, can help break down key points effectively. Additionally, incorporating videos can provide a dynamic way of presenting information, allowing for demonstrations, personal engagement, or storytelling that captures the audience's attention. By combining these visual elements with verbal or written communication, you can ensure that the message is clear and accessible to everyone.
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3. Communication Rule for Stakeholder Engagement

3.1 Internal Stakeholders:

- Ensure that all departments are informed by communicating directly with their respective heads. This should include detailed information about the purpose and importance of the notification.
- Organize briefing sessions for all staff members, scheduling these sessions at least 15 days in advance. This will allow ample time for attendance confirmation and preparation, ensuring that all participants can engage meaningfully in the discussions.

3.2 External Stakeholders:

- Landowners, surveyors, and other external stakeholders must receive targeted communication.
 - Host at least one public consultation forum before implementation.
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4. Feedback Mechanism

4.1 Feedback Channels:

- Provide dedicated email addresses and phone lines for queries.
- Create an online FAQ section addressing common concerns about the changes.

4.2 Response Time:

- Acknowledge all feedback within **48 hours** and provide resolutions within **5 business days**.
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5. Training and Capacity Building

5.1 Staff Training:

- Organize mandatory training sessions for all staff to understand the changes fully and communicate them effectively.

5.2 Public Awareness Workshops:

- Conduct workshops for public stakeholders, including landowners and developers, to explain the changes and their implications.
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6. Monitoring and Reporting

6.1 Communication Audits:

- Weekly audits must be conducted to ensure compliance with these communication rules.

6.2 Report Submission:

- Submit a detailed report on communication progress to the management weekly until the implementation of the changes.

6.3 Post-Implementation Review:

- Conduct a review one month after implementation to assess communication effectiveness and gather feedback for improvement.

By adhering to these rules, the Ministry of Physical Planning and Urban Development, Ekiti State, will ensure clarity, transparency, and stakeholder engagement throughout the process of implementing upcoming changes.

For inquiries or complaints please contact the Ministry of Physical Planning and Urban Developments

Signed:



Permanent Secretary,

Ministry of Physical Planning and Urban Development

24th December 2024