



EKITI STATE GOVERNMENT

MINISTRY OF TRADE, INDUSTRY, INVESTMENT AND COOPERATIVES

MANDATORY ADVANCE COMMUNICATION RULES OF UPCOMING CHANGES

**IN LINE WITH EXECUTIVE ORDER NO 01 OF 2023 ON THE PROMOTION OF
TRANSPARENCY AND EFFICIENCY IN THE BUSINESS ENVIRONMENT**

NOVEMBER, 2024

Mandatory Advance Communication Rules for Upcoming Changes

Ekiti State Ministry of Trade, Industry, Investment, and Cooperatives

1.0 Introduction

To uphold a high level of transparency, facilitate thorough preparedness among stakeholders, and significantly reduce potential disruptions, the following comprehensive guidelines will govern the advance communication concerning any forthcoming changes in policies, procedures, or services within the Ministry. These rules will outline the necessary steps, communication channels, and timelines to ensure that all stakeholders, including employees, partners, and the public, are well-informed and equipped to adapt to any adjustments. It is essential that the Ministry of Trade, Industry, Investment and Cooperatives foster an environment of open dialogue and proactive engagement to navigate these changes effectively.

2.0 Purpose

The primary objective of these guidelines is to create a comprehensive and transparent framework for informing all relevant stakeholders about noteworthy changes within the organization. This process is designed to facilitate effective communication that not only promotes a shared understanding of the alterations being implemented but also supports seamless transitions. By clearly outlining the steps for notification, we aim to ensure that all parties involved are kept informed and engaged throughout the change process, thereby minimizing uncertainty and enhancing collaboration.

3.0 Scope

These rules apply to all changes, including but not limited to:

- New policies or amendments to existing policies.
- Introduction of new services or discontinuation of existing services.
- Adjustments in service fees or application processes.
- Updates in licensing or regulatory requirements.
- Revisions to operational hours or contact points.

4.0 Mandatory Communication Timeline

4.1. Major Changes: Notifications regarding any major changes must be issued a minimum of 30 days before the implementation date of the change. This advance notice applies to various situations, including, but not limited to, policy reforms that alter existing procedures or regulations, adjustments to fees that may affect customers or stakeholders, and the discontinuation of services that could impact users. Providing this lead time ensures that all parties are adequately informed and can prepare for the upcoming changes.

4.2 Moderate Changes: It is essential that notifications are provided at least 14 days in advance to ensure all stakeholders are adequately informed and can adjust their plans accordingly. This advance notice is particularly important for potential changes that could impact operations, such as modifications to operational hours or adjustments to minor processes. Examples of such notifications may include extending or reducing business hours, changing the schedule for regular maintenance, or updating procedures that affect daily operations. Providing this lead time helps to maintain transparency and fosters a smoother transition during any adjustments.

4.3 Minor Changes: Notifications regarding any changes or updates that may impact operations should be communicated to all relevant parties at least 7 days in advance. This includes but is not limited to, instances such as temporary office closures, which might occur due to maintenance, or unforeseen circumstances, as well as minor system upgrades that could affect access to services. Providing advanced notice ensures that individuals can adjust their schedules and plans accordingly, minimizing disruptions and allowing for a smoother transition during these periods.

5.0 Communication Channels

The Ministry will utilize a variety of official communication channels to ensure that all stakeholders receive comprehensive and timely information. This will include regular updates through official reports, newsletters, social media platforms, and direct communications such as emails and press releases. By employing these methods, the Ministry aims to keep all parties informed and engaged with the latest developments and initiatives. The Ministry will use the following official channels to ensure stakeholders are adequately informed:

- **Public Announcements:**
 - Official website: www.ekitistate.gov.ng
 - Local newspapers and radio broadcasts.
- **Direct Communication:**
 - Emails to registered stakeholders and cooperatives.
 - SMS notifications for critical updates.
- **Engagement Platforms:**
 - Town hall meetings or stakeholder forums (for significant policy changes).

- Social media platforms:

6.0 Notification Content

All communications regarding changes must include:

- **Description of the Change:** This section provides a comprehensive overview of the specific changes being implemented. It includes detailed information about what is being introduced, modified, or discontinued within the process or system. For each change, we will outline the rationale behind the decision, the intended outcomes, and the impact on users or stakeholders. This will also address any timelines for implementation, as well as guidelines for adjusting to these changes effectively.
- **Effective Date:** This refers to the specific date on which the proposed change or amendment will officially come into effect. It is the point in time when the new terms, conditions, policies, or regulations will be adopted and enforced, marking the transition from the previous arrangements. It is important to communicate this date clearly to ensure all parties involved are aware of when they need to comply with the new provisions.
- **Reason for Change:** This section provides a concise justification or context for the modification, outlining the specific factors or circumstances that necessitated the change. It aims to clarify the rationale behind the decision, including any relevant background information, data, or observations that prompted the need for adjustment. By doing so, it ensures all stakeholders understand the importance and implications of the modification in question.

- **Impact Assessment:** A comprehensive analysis detailing the various ways in which stakeholders will be influenced, including both positive and negative effects. This assessment will explore the implications on different groups such as employees, customers, suppliers, and the local community, highlighting changes in their economic, social, and environmental conditions. It will also discuss potential risks and benefits, enabling stakeholders to understand their roles and the broader context of the assessment's findings.
- **Support Options:** Comprehensive contact information and resources are available to assist stakeholders in effectively navigating and adapting to the upcoming changes. For personalized assistance, please reach out to our dedicated support team via phone or email. Additionally, we shall provide access to various online resources, including FAQs, instructional guides, and webinars designed to address common concerns and facilitate a smooth transition. Don't hesitate to get in touch for further guidance and support tailored to your specific needs.

7.0 Stakeholder Engagement

- **Consultation:** For any significant changes proposed by the Ministry, it is essential to engage with stakeholders comprehensively. This process should begin at least 60 days in advance of the anticipated changes. The Ministry will organize consultation forums, designed to facilitate open dialogue and gather valuable input from all relevant parties. These forums will provide an opportunity for stakeholders to express their concerns, share insights, and contribute to the decision-making process. By actively involving stakeholders, the Ministry can ensure that a diverse

range of perspectives is considered, promoting transparency and collaboration throughout the process.

- **Feedback Mechanism:** It is essential to establish a dedicated communication channel, such as a specific email address or phone number, that stakeholders can use to submit their queries or feedback concerning the upcoming changes. This channel should be clearly communicated to all stakeholders to ensure they know how to reach out, and a protocol should be in place for timely responses to inquiries. Regular updates should also be provided to stakeholders, informing them of any actions taken in response to their feedback, thereby fostering an open dialogue and ensuring that their concerns are adequately addressed.

8.0 Emergency Exceptions

In instances where changes become necessary due to unforeseen circumstances, such as newly enacted legal mandates or emerging public health emergencies, the Ministry is required to take the following actions:

1. **Immediate Notification to Stakeholders:** The Ministry must promptly inform all relevant stakeholders about the decision. This includes providing clear and timely communication to ensure that those affected are aware of the changes and can adjust accordingly.
2. **Comprehensive Explanation for Short Notice:** Along with the notification, the Ministry must supply a detailed rationale for the sudden decision. This explanation should outline the specific circumstances that led to the need for change, the implications of these changes, and any supportive

evidence or context that justifies the urgency and short notice of the announcement.

9.0 Monitoring and Compliance

- The Administration and Supplies Department of the Ministry will be responsible for ensuring that all operations adhere to the established rules and regulations. This includes monitoring and evaluating compliance across various departments, implementing necessary training programs, and providing guidance on best practices to maintain standards. The department will also conduct regular audits and assessments to identify areas of improvement and ensure that all personnel understand and follow the prescribed guidelines.
- It is essential to thoroughly document any instances of non-compliance, outlining the specific nature of the violation and its potential impact on stakeholders. Additionally, appropriate remedial actions must be implemented on time to mitigate any adverse effects and ensure that all stakeholders are treated fairly and without disadvantage as a result of non-compliance. This process not only helps in addressing the immediate issues but also aids in preventing future occurrences.

10.0. Enforcement

Failure to comply with these regulations could lead to a series of consequences, including but not limited to:

- A comprehensive internal review shall be conducted to assess the actions and decisions of the responsible unit. This review aims to identify

any shortcomings and recommend corrective measures to prevent future occurrences.

- Public accountability statements may be issued when deemed necessary, outlining the situation and the steps being taken in response to the failure to adhere to the established rules. This ensures transparency and maintains trust with our stakeholders and the public.

10. Review and Amendments

These rules will undergo an annual review process to assess their effectiveness and relevance, ensuring they remain aligned with the evolving communication needs of all stakeholders involved. This systematic evaluation will consider any changes in industry standards, technological advancements, and feedback from stakeholders to enhance clarity, engagement, and overall effectiveness in our communication strategies.

11.0 Issued By:

Ekiti State Ministry of Trade, Industry, Investment, and Cooperatives

Effective Date: 20th November, 2024



Mr Dele Ogunsemoyin
The Permanent Secretary
Ministry of Trade, Industry, Investment, and Cooperative
20th November, 2024