



**EKITI STATE INTERNAL REVENUE SERVICE**  
**REVENUE HOUSE, FAJUJI, ADO-EKITI, EKITI STATE**

**MANDATORY ADVANCE COMMUNICATION RULES OF UPCOMING CHANGES**

To ensure transparency, inclusiveness, and compliance with policy implementation, the Ekiti State Internal Revenue Service (EKIRS) should adopt the following Mandatory Advance Communication Rules for Upcoming Changes. By adhering to these rules, the EKIRS ensures a participatory approach to governance, fostering trust and compliance with its initiatives.

**i. Notification Timeline**

- a. Minimum Notice Period: Inform stakeholders well in advance of any planned changes to give them time to prepare. Aim for at least 4-6 weeks' notice, where feasible.
- 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. (e.g., employees, businesses, individual taxpayers, vendors)

**iii. Use Multiple Channels:**

**Internal Communication:** Implement a multi-channel approach that includes regular email updates to all staff members, scheduled team meetings for direct engagement and discussion, and periodic intranet updates to keep everyone informed about relevant changes and developments within the organization.

**External Communication:** Develop a comprehensive external communication strategy that utilizes various platforms, including the organization's website for detailed announcements and resources, social media channels for real-time engagement and information sharing, as well

as local newspapers and radio stations, to reach a broad audience in the community. Additionally, consider collaborating with local TV stations to feature stories that highlight key messages and updates.

**Interactive Platforms:** Organize interactive webinars and live Q&A sessions that allow stakeholders to engage directly with leadership. These platforms will provide an opportunity to explain changes in detail, share the rationale behind them, and address any questions or concerns from the audience in real-time, fostering transparency and community engagement.

#### **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 agency for feedback or inquiries.
- Details of any public meetings or forums for discussion.

#### **v. Stakeholder Engagement**

- Consultation Forum: EKIRS shall organize town hall meetings, focus groups discussion, or webinars to discuss proposed changes;
- Feedback Mechanisms: EKIRS 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**

- EKIRS 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: EKIRS 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 Epira 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 agency's official website and physical offices
- ✓ Maintain records of responses and adaptations made based on stakeholder input.

**viii. Inclusion of Vulnerable Groups**

Targeted Outreach: EKIRS shall design specific communication strategies to engage vulnerable groups (e.g., low-income residents, and rural communities) who may face challenges in accessing standard communication channels. EKIRS 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 noted crisis (environmental), EKIRS shall have a protocol in place for urgent changes that may require immediate communication, ensuring rapid dissemination of information.

**xii. Implementation**

a. EKIRS 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 agency 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**

EKIRS shall ensure that all communication and engagement activities comply with relevant laws, regulations, and policies.

xvi. **Transparency**

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

xvii. **Sample Communication Timeline**

<b>Phase</b>	<b>Activity</b>	<b>Example</b>
Initial Announcement	Issue a press release and internal memo.	"Upcoming Tax Filing Process Changes in 2025"
Midway Updates	Host stakeholder Q&A sessions.	Webinar: "How to Prepare for the New Rules"
Final Reminder	Share countdown notifications.	"1 Week Until New Tax Procedures Begin!"
Post-Implementation	Provide support channels for troubleshooting.	Helpdesk support: "Facing Issues? Contact Us"

For more information, inquiry or complaints please contact Ekiti State Internal Revenue Services, Revenue House, Fajuyi, Ado-Ekiti, between 8:00 am. and 4:00 pm. (Monday - Friday, excluding public holidays) or Contact Customer service at +234 704 555 5137 or +234 704 555 5139 [info@ekitistaterevenue.com](mailto:info@ekitistaterevenue.com) or visit <https://www.ekitistaterevenue.com>



**Signed: Chairman,  
Ekiti State Internal Revenue Service  
27th December 2024**