



EDO STATE GOVERNMENT OF NIGERIA

EXECUTIVE ORDER NO.....2023

EDO STATE OPEN GOVERNANCE AND PUBLIC ENGAGEMENT EXECUTIVE ORDER: PROMOTING TRANSPARENCY AND EFFICIENCY IN BUSINESS ENABLING ENVIRONMENT (BEE) IN MINISTRIES, DEPARTMENTS AND AGENCIES (MDAS)

WHEREAS

- A. The Edo State Government (EDSG) is committed to fostering an enabling environment for businesses by adopting international best practices to promote transparency and efficiency;
- B. The promotion of domestic and foreign investments, job creation, and economic stimulation are paramount to the developmental goals of the EDSG;
- C. The Ease of Doing Business Council, is entrusted with coordinating policies to enhance the ease of doing business in the State;

I, Godwin Nogheghase Obaseki, Governor of Edo State of Nigeria in exercise of the authority vested on me by the Constitution of the Federal Republic of Nigeria, 1999 (as amended), and by virtue of all other powers enabling me in that behalf do hereby order and direct as follows:

1. Enhancing Transparency in Specific MDAs

(I) The following five (5) MDAs, namely;

- (i) Edo State Board of Internal Revenue;
- (ii) Edo State Multi-Door Courthouse;
- (iii) Edo State Small Claims Court;
- (iv) Edo State Waste Management Board;
- (v) The Ministry of Business-Trade and Cooperatives.

shall, within 21 days from the date of issuance of this Order, publish on the State's official website the following comprehensive information:

- (a) A complete list of requirements or conditions for obtaining products and services within their respective scopes of responsibility, including permits, licenses, waivers, tax-related processes, filings, and approvals;
 - (b) All applicable fees and the stipulated timelines for the processing of applications for the products and services;
 - (c) Detailed Service Level Agreements (SLAs) governing the processing of applications, explicitly stipulating the timelines for each stage;
 - (d) A robust Grievance Redress Mechanism (GRM) for addressing complaints or concerns related to the services provided.
- (2) The heads of the respective MDAs shall bear the responsibility to ensure the accuracy, verification, and regular updating of the published information. In the event of any conflict between a published and an unpublished list of requirements, the published list shall prevail.
 - (3) Failure to comply with the provisions of this Order shall be considered a breach of transparency obligations, leading to appropriate disciplinary proceedings in accordance with applicable laws and regulations governing the Civil and Public Service.
 - (4) The published information shall be easily accessible to the public and remain available at all times on the state's official website.

2. Streamlining Default Approvals Process

- (1) When the relevant agency or official fails to communicate approval or rejection within the specified timeframe for business registration certification, waivers, licenses, or permits, such pending application shall be deemed approved and granted.
- (2) The mode of communication of official decisions to applicants shall be clearly stated in the published requirements.
- (3) All rejected applications must be accompanied by explicit reasons within the stipulated timeline. Accurate records must be systematically tracked and submitted to the head of the MDA on a weekly basis.
- (4) The relevant MDAs shall employ a minimum of two (2) communication modes to inform applicants of the acceptance or rejection of their applications within the specified timeframe. This includes sending letters, emails, and posting notifications on the MDA website.

- (5) The applicant's acknowledgement copy of the application, including electronic submission acknowledgements, shall serve as proof of the date of submission for purposes of determining the commencement of the application timeline.
- (6) An Applicant whose application is deemed granted under this Order may apply to the Head of the relevant MDA for the issuance of any document or certificate in evidence of the grant within 14 days of the lapse of the MDA's stipulated timeline for the application.
- (7) Failure of the appropriate officer to act on any application within the timeline stipulated, without lawful excuse, shall amount to misconduct and be subject to appropriate disciplinary proceedings in accordance with the law and regulations applicable to the civil or public service.

3. Coordinated Government Approach

- (1) An MDA requiring input documentation, requirements, or conditions from another MDA in order to deliver products and services on applications within the originating MDA's remit or mandate shall only request a photocopy or other prima facie proof from the applicant. The originating MDA shall bear the responsibility of seeking verification or certification directly from the issuing MDA.
- (2) Service Level Agreements (SLAs) shall be binding on MDAs and shall serve as the basis for published stipulated timelines for processing applications for products and services.
- (3) The head of the relevant MDA shall ensure strict adherence to the agreed terms of the Service Level Agreements.
- (4) Failure of the appropriate officer to act within the timeline stipulated in the Service Level Agreement, without lawful excuse, shall amount to misconduct and be subject to appropriate disciplinary proceedings in accordance with the law and regulations applicable to the civil or public service.

4. Publishing of Business-related Processes

- (1) The Head of the five listed MDAs outlined in Section I of this Order, responsible for improving the business environment shall ensure that all procedures related to fees, timelines, and processes from the beginning of the application process to its completion are made available to the public.

This should be done within 14 days of the release of this Order, either on the organization's or the State's website. Additionally, automated processes such as online payment platforms should be made available where necessary.

- (2) The Heads of these organizations shall, within 14 days of the issuance of this Order, initiate comprehensive automation measures to streamline business-related processes and enhance access to public goods. This includes implementing:

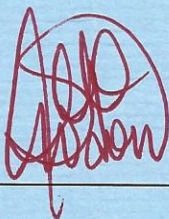
- (a) An online dispute resolution mechanism for enforcing contract claims, facilitating efficient and timely resolution of disputes.
 - (b) Virtual hearings to allow remote participation in legal proceedings, ensuring accessibility and convenience for all stakeholders.
 - (c) Electronic filing of court processes to enable seamless submission and retrieval of legal documents through digital platforms.
 - (d) Integration of user-friendly software applications designed to provide a frictionless experience for the public, simplifying interactions with government services.
- (3) The Heads of these organizations shall establish a robust mechanism for the prompt resolution of technical challenges that may arise in the automated system.
- (4) Adequate training programs shall be implemented to enhance the capacity of personnel involved in the registration processes.
- (5) The Heads of these organizations shall periodically review and update the automated system to incorporate technological advancements and enhance efficiency.

5. REVIEW AND AMENDMENT OF EXECUTIVE ORDER

The Governor reserves the right to review and amend this Executive Order as deemed necessary to improve the efficiency of the Business Enabling Environment (BEE) in MDAs and enhance the overall implementation initiatives in Edo State

6. That all Ministries, Agencies and Departments of the Edo State Government and all persons having dealings with same shall give all necessary support and facilitate the process leading to the issuance of this Executive Order.
7. This Executive Order shall take effect immediately.

IN WITNESS WHEREOF, I have set my hand and official seal the29th..... day of December 2023.



GODWIN NOGHEGHASE OBASEKI
GOVERNOR OF EDO STATE