



EDO STATE GOVERNMENT OF NIGERIA

EXECUTIVE ORDER NO.....2023

ESTABLISHMENT OF A GRIEVANCE REDRESS MECHANISM FOR TRADE-RELATED MATTERS

Whereas:

- A. The Edo State Government (EDSG) in a bid to promote and foster an efficient, equitable, and transparent trading environment within the State, intends to establish a Grievance Redress Mechanism to address Trade related tax complaints;
- B. The Grievance Redress Mechanism shall serve as a comprehensive framework designed to give citizens a dedicated platform. Through the mechanism, individuals can formally communicate their grievances to the Edo State Government, specifically addressing concerns related to trade-related tax complaints. This initiative aims to empower citizens by providing a structured and accessible avenue for expressing dissatisfaction, thereby contributing to the enhancement of transparency and fairness in trade practices within the State.

I, Godwin Nogheghase Obaseki, Governor of Edo State of Nigeria in the exercise of the authority vested on me by Section 5 of the Constitution of the Federal Republic of Nigeria, 1999 (as amended) and the Laws of Edo State, and by virtue of all other powers enabling me in that behalf do hereby order as follows:

- 1. There is hereby established a Grievance Redress Mechanism (GRM) to address complaints from traders, tax-payers and business organizations nregarding issues of harassment, unauthorized payments or demands and other related requests for quick resolution of such complaints to maintain smooth relations among stakeholders, including traders, taxpayers and Ministries, Departments and Agencies (MDAs).
- 2. **Establishment, Powers, and Functions of the Grievance Redress Panel (GRP)**

(1) There is hereby established in Edo State, a Grievance Redress Panel (hereinafter referred to as the Panel).

(2) Composition

The Panel shall consist of the following:

- (a) A Representative of MBTC;
- (b) A Representative of ESIPO;
- (c) A Representative of ESBIR;
- (d) A representative of the Ministry of Justice
- (e) The Legal Adviser or Legal Officer of the ESBIR;
- (f) An independent Arbitrator/Mediator appointed by the Honourable Attorney General and Commissioner for Justice.

(3) Functions:

- (a) Create and publish SMS, hotline, and email channels to lodge or make complaints to the Panel by traders, taxpayers, or organisations;
- (b) Establish a Grievance Redress Desk at the Head Office of the Edo State Board of Internal Revenue (ESBIR), and all the Tax Stations within the State;
- (c) Receive complaints from traders, taxpayers, or organisations in the State through any of the created channels;
- (d) Resolve all complaints within thirty (30) days from the date of receipt of such complaints.
- (e) Formulate rules or regulations to enhance its operations to promptly accomplish its mandate as outlined in this Order

3. Lodging a Complaint with the Panel

An aggrieved taxpayer, trader or organisation (complainant) may lodge a complaint to the Panel, relating to any act or omission of a tax official in respect of assesment, collection and payment of tax, levies or revenue to the State.

4. Modes of Instituting Complaints

The complaint may be made orally or in writing through any of the designated SMS, hotline, or email addresses published by the Panel on the Edo State Government website and that of the Edo State Board of Internal Revenue (ESBIR).

5. Registration of Complaints

Complaint(s) may also be registered at the Grievance Redress Desk located at the Ministry of Finance or Ministry of Justice or any of the Tax Stations within the State, through the use of Grievance Redress Form (**FORM GRF 01**).

6. Oral Complaints and Documentation

Where a Complaint is made orally, the receiving officer of the Panel shall cause the complaint to be reduced into writing through the use of hard copy **FORM GRF 01** or its equivalent electronic form.

7. Time Limit for Complaint Submission

Complaint(s) shall be lodged to the Panel not later than thirty (30) days from the date the subject matter of the complaint(s) occurred.

8. Referral Process for Station-based Complaints

All complaints received through the Grievance Redress Desk at the Tax Stations must be referred to the Grievance Redress Desk at the Head office of the Edo State Board of Internal Revenue (ESBIR), not later than seven (7) days from the date of lodging the complaints.

9. Panel Meeting Schedule

The Panel shall meet at least once every two weeks to resolve all registered pending complaints before the Panel.

10. Notice of Hearing and Timely Communication

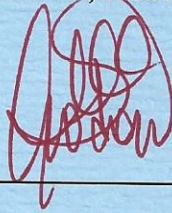
The Notice of Hearing of a complaint must be issued to the complainant and the respondent at least seven (7) days before the date of the proceedings before the Panel where the appearances or representations from the parties are required for the final resolution of the complaint.

11. That all Ministries, Agencies, and Departments of the Edo State Government and all persons dealing with same shall give all necessary support and facilitate the process leading to the issuance of this Order.

12. Effective Date of the Order

This Executive Order shall take effect one week from the date of issuance of this Order.

IN WITNESS WHEREOF, I have set my hand and official seal the^{29th}..... day
of December 2023



GODWIN NOGHEGHASE OBASEKI
GOVERNOR OF EDO STATE