



**OFFICE OF THE GOVERNOR
AKWA IBOM STATE**

WELLINGTON BASSEY WAY END
P.M.B. 1111, UYO, NIGERIA

AKSE ORDER NO:**002**....., 2023

EXECUTIVE ORDER:

**ESTABLISHMENT OF GRIEVANCE REDRESS MECHANISM
IN AKWA IBOM STATE**

FROM:

THE GOVERNOR OF AKWA IBOM STATE OF NIGERIA

I, PASTOR UMO BASSEY ENO, Governor of Akwa Ibom State of Nigeria in exercise of the powers conferred on me by Section 5 (2) of the Constitution of the Federal Republic of Nigeria (as amended); and all other powers enabling me in that behalf, **DO HEREBY** make the following Order:

WHEREAS:

- (1) Disputes and grievances may arise in the course of public service and governance.
- (2) It is the policy of Government of Akwa Ibom State to create an enabling environment for business, smooth governance and public service processes.

ORDER

1. Establishment of Grievance Redress Mechanism.

An upgraded Grievance Redress Mechanism (GRM) is established in Akwa Ibom State to ensure effective reporting and management of governance related issues.





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2. Operating Procedures of Grievance Redress Mechanism.

- 2.1 **Reporting Mechanism:** Complaints shall be addressed to the Heads of Ministries, Departments and Agencies (MDAs)
- 2.2 **Scope of Reporting:** Complaints shall cover all governance related issues and cut across all services.
- 2.3 **Confidentiality:** All complaints or reports shall be accorded utmost confidentiality as may be necessary.
- 2.4 **Investigation and Resolution:** MDAs shall ensure the investigation and resolution of reports within a time frame not exceeding thirty days from the date of receipt of a report.
- 2.5 **Training and Awareness:** All relevant MDAs shall conduct periodic training of relevant officers on grievance mechanism management and create effective public awareness on the availability of Grievance Redress Mechanism.
- 2.6 **Compliance with Global Best Practices:** MDAs shall endeavor to adhere to global best practices in the operation of Grievance Redress Mechanism.
- 2.7 **Responsibilities and Reporting Structure:** Upon receipt of a report, the Head of an MDA shall activate the investigation process, through the relevant Desk Office, Unit or Department, which shall conclude its work towards the resolution of the report within the stipulated time frame.
- 2.8 **Monitoring and Reporting:** Heads of relevant MDAs shall work out system to monitor and report the efficiency of Grievance Redress Mechanism.



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1 Penalties and Enforcement.

Failure by a public officer to act appropriately in compliance with this Order, without lawful excuse, shall amount to a misconduct, and shall be subject to appropriate disciplinary proceedings in accordance with applicable public service rules.

2 Amendment and Review.

The Grievance Redress Mechanism shall be reviewed from time to time as need arises, and amended accordingly, in tune with prevailing best practices.

3 Citation and Commencement.

This Order may be cited as the Grievance Redress Mechanism (Establishment) Order, 2023 and shall come into effect on the 21st day of December, 2023.

Made under my hand at Uyo this ^{21st}..... day of ^{DECEMBER}....., 2023

PASTOR UMO BASSEY ENO
Governor